

Notice of Meeting and Agenda Communities, Housing & Planning Policy Board

Date	Time	Venue
Tuesday, 06 June 2017	13:00	Council Chambers (Renfrewshire), Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

KENNETH GRAHAM
Head of Corporate Governance

Membership

Councillor Bill Binks: Councillor Stephen Burns: Councillor Andy Doig: Councillor Natalie Don: Councillor John Hood: Councillor James MacLaren: Councillor Kenny MacLaren: Councillor Mags MacLaren: Councillor Colin McCulloch: Councillor Kevin Montgomery: Councillor Iain Nicolson: Councillor Emma Rodden: Councillor Jane Strang:

Councillor Marie McGurk (Convener): Councillor John McNaughtan (Depute Convener):

Further Information

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

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

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

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.

Items of business

Apologies

Apologies from members.

Declarations of Interest

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

- | | | |
|-----------|--|------------------|
| 1 | Revenue Budget Monitoring Report | 5 - 14 |
| | Joint report by Directors of Finance & Resources, Development & Housing Services, Children's Services and Community Resources. | |
| 2 | Capital Budget Monitoring Report | 15 - 20 |
| | Report by Director of Finance & Resources. | |
| 3 | Scottish Fire and Rescue Service - Local Fire and Rescue Plan (Renfrewshire) 2017, Consultation | 21 - 62 |
| | Report by Director of Community Resources. | |
| 4 | Police 2026 - 10-Year Strategy for Policing in Scotland - Consultation | 63 - 72 |
| | Report by Director of Community Resources. | |
| 5 | Consultation on HM Inspectorate of Constabulary in Scotland (HMICS) Scrutiny Plan 2017-18 | 73 - 92 |
| | Report by Director of Community Resources. | |
| 6 | Public Protection Operational Update | 93 - 104 |
| | Report by Director of Community Resources. | |
| 7 | Street Stuff Annual Report | 105 - 112 |
| | Report by Director of Community Resources. | |
| 8 | Community Resources Service Improvement Plan - Outturn Report for 2016/17 and SIP for 2017/18 to 2019/20 | 113 - 190 |
| | Report by Director of Community Resources | |
| 9 | Criminal Justice Grant 2017/18 | 191 - 200 |
| | Report by Director of Children's Services. | |
| 10 | Declare Land Adjacent to 35 Park Road, Bridge of Weir as Surplus | 201 - 206 |
| | Report by Director of Finance & Resources. | |

- | | | |
|----|--|-----------|
| 11 | <p>Declare Land Adjacent to 25 Convair Way, Renfrew as Surplus</p> <p>Report by Director of Finance & Resources.</p> | 207 - 212 |
| 12 | <p>Development & Housing Services Service Improvement Plan 2017/18 to 2019/20 and Outturn Report to 2018/19</p> <p>Report by Director of Development & Housing Services.</p> | 213 - 278 |
| 13 | <p>Council House Newbuild - Scottish Government Grant Funding</p> <p>Report by Director of Development & Housing Services.</p> | 279 - 282 |
| 14 | <p>Housing Energy Efficiency and Carbon Reduction Programmes: 2017/18</p> <p>Report by Director of Development & Housing Services.</p> | 283 - 288 |
| 15 | <p>Allocation of Houses: Housing Rule 10.7</p> <p>Submit intimation by the Director of Development & Housing Services in terms of Housing Rule 10.7, which requires all housing allocations which involve either (i) Council members or their immediate families or (ii) members of staff of the Housing Division or their immediate families to be notified to the relevant Policy Board.
Address: 39 Oliphant Oval, Foxbar, Paisley</p> <p>Size:1 bedroom</p> <p>Allocated to: Son of employee</p> <p>Proposal of Application Notices</p> <p>Proposal of Application Notices are included for members information only. Members should note that the Notices may subsequently come before them for determination as planning applications and as such should consider the guidance contained in the Scottish Government Guidance on the Role of Councillors in Pre-Application Procedures and the Councillors Code of Conduct.</p> | |
| 16 | <p>Proposal of Application Notices</p> <p>Report by the Director of Development & Housing Services.</p> <p>Planning Applications</p> <p>Members must deal with planning applications in an objective manner to ensure that they cannot be challenged with accusations of bias or predetermination. Votes on planning applications must be seen to be impartial and not influenced by party political issues.</p> | 289 - 304 |
| 17 | <p>Planning Applications</p> <p>Report by the Director of Development & Housing Services.</p> | 305 - 328 |



To: Communities, Housing and Planning Policy Board

On: 6 June 2017

Report by: Director of Finance and Resources, Director of Development and Housing Services, Director of Children's Services and Director of Community Resources

Heading: Revenue Budget Monitoring to 3 March 2017

1. Summary

1.1 The summary position for services reporting to this Policy Board is summarised in the table below. Owing to the change in Policy Board structures and areas of responsibility agreed by Council on 18 May, it has not been possible within the time available to fully incorporate all changes within the detailed monitoring analysis accompanying this report. Where possible however, this detail has been provided.

Division / Department	Current Reported Position	% variance	Previously Reported Position	% variance
HRA	Breakeven	-	Breakeven	-
Other Housing	Breakeven	-	Breakeven	-
Planning	Breakeven	-	Breakeven	-
Community Learning & Development	£21,000 overspend	2.2%	£21,000 overspend	2.2%
Criminal Justice	Breakeven	-	Breakeven	-
Renfrewshire Wardens	Breakeven	-	Breakeven	-
Civil Contingencies Service	Breakeven	-	Breakeven	-

2. **Recommendations**

2.1 Members are requested to note the budget position.

2.2 Members are requested to note that since the report there have been no budget adjustments.

3. **Housing Revenue Account**

Current Position:	Breakeven
<i>Previously Reported:</i>	<i>Breakeven</i>

The current breakeven position principally reflects an overspend within Property Costs due to great than anticipated repair costs, offset by an over recovery of income from OFGEM for renewable heat incentive.

3.1 **Projected Year End Position**

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

4. **Other Housing**

Current Position:	Breakeven
<i>Previously Reported:</i>	<i>Breakeven</i>

At this stage in the financial year the account reflects a breakeven position, with no significant variances to report.

4.1 **Projected Year End Position**

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

5. **Planning**

Current Position:	Breakeven
<i>Previously Reported:</i>	<i>Breakeven</i>

The Planning Division account reflects a breakeven position with greater than anticipated expenditure within employee costs due to turnover requirements and supplies and services for the provision for IT maintenance. These overspends are funded by increased levels of planning income.

5.1 **Projected Year End Position**

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

5. **Community Learning & Development**

Current Position:	£21,000 overspend
<i>Previously Reported:</i>	<i>£21,000 overspend</i>

The Community Learning and Development Service is marginally (2.2%) overspent due to staff cost pressures. This pressure is being managed within the overall Children's Service budget.

Implications of the Report

1. **Financial** – Net revenue expenditure will be contained within available resources.
2. **HR & Organisational Development** - none
3. **Community Planning** – none
4. **Legal** - none
5. **Property/Assets** - none
6. **Information Technology** - none.
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and

monitored, and the results of the assessment will be published on the Council's website.

8. **Health & Safety** – none

9. **Procurement** – none

10. **Risk** – none

11. **Privacy Impact** - none

Author: Valarie Howie, Ext 7796
Lisa Dickie, Ext 7384

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2016/2017
1st April 2016 to 03 March 2017

POLICY BOARD : HOUSING AND COMMUNITY SAFETY

Description (1)	Revised Annual Budget (2)	Revised Period Budget (3)	Actual (4)	Adjustments (5)	Revised Actual (6) = (4 + 5)	Budget Variance (7)
£000's	£000's	£000's	£000's	£000's	£000's	%
Employee Costs	9,260	7,837	8,005	(168)	7,837	0 0.0% breakeven
Property Costs	77,956	71,442	70,868	264	71,132	310 0.4% underspend
Supplies & Services	355	259	221	18	239	20 7.7% underspend
Contractors and Others	45	16	119	(97)	22	(5) -31.3% overspend
Transport & Plant Costs	24	16	17	(1)	16	0 0.0% breakeven
Administration Costs	5,498	479	433	1	434	45 9.4% underspend
Payments to Other Bodies	5,896	3,450	3,456	(20)	3,436	14 0.4% underspend
CFCR	1,387	817	0	1,280	1,280	(463) -56.7% overspend
Capital Charges	22,681	17,816	17,835	(17)	17,818	(2) 0.0% overspend
GROSS EXPENDITURE	123,102	102,132	100,954	1,260	102,213	(81) -0.1% overspend
Income	(117,541)	(104,223)	(104,419)	115	(104,304)	81 0.1% over-recovery
NET EXPENDITURE	5,561	(2,091)	(3,465)	1,375	(2,091)	0 0.0% breakeven

£000's

Bottom Line Position to 03 March 2017 is breakeven of

0.0%

Anticipated Year End Budget Position is breakeven of

0.0%

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2016/2017
1st April 2016 to 03 March 2017

POLICY BOARD : HOUSING AND COMMUNITY SAFETY									
Description (1)	£000's	Revised Annual Budget (2)	Revised Period Budget (3)	Actual (4)	Adjustments (5)	Revised Actual (6) = (4 + 5)	Budget Variance		
		£000's	£000's	£000's	£000's	£000's	£000's	%	
Housing Revenue Account		0	(6,338)	(7,532)	1,194	(6,338)	0	0.0%	breakeven
Other Housing		5,561	4,247	4,066	181	4,247	0	0.0%	breakeven
NET EXPENDITURE		5,561	(2,091)	(3,465)	1,375	(2,091)	0	0.0%	breakeven
Bottom Line Position to 03 March 2017 is an overspend of		£000's	0.0%						
Anticipated Year End Budget Position is breakeven of		£000's	0.0%						

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2016/2017
1st April 2016 to 03 March 2017

POLICY BOARD : HOUSING AND COMMUNITY SAFETY : HOUSING REVENUE ACCOUNT

Description (1)	£000's	Revised Annual Budget (2)	Revised Period Budget (3)	Actual (4)	Adjustments (5)	Revised Actual (6) = (4 + 5) £000's	Budget Variance £000's % (7)
Employee Costs		7,628	6,428	6,430	0	6,430	(2) 0.0% overspend
Property Costs		13,318	11,432	10,827	295	11,122	311 2.7% underspend
Supplies & Services		320	235	188	28	216	20 8.5% underspend
Contractors and Others		23	17	22	0	22	(5) -29.4% overspend
Transport & Plant Costs		4	4	4	0	4	0 0.0% breakeven
Administration Costs		2,939	468	423	0	423	45 9.6% underspend
Payments to Other Bodies		3,983	2,645	2,617	1	2,618	27 1.0% underspend
CFCR		1,387	817	0	1,280	1,280	(463) -56.7% overspend
Capital Charges		22,682	17,816	17,817	0	17,817	(1) 0.0% overspend
GROSS EXPENDITURE		52,284	39,862	38,328	1,604	39,932	(68) -0.2% overspend
Income		(52,284)	(46,200)	(45,859)	(410)	(46,270)	68 0.1% over-recovery
NET EXPENDITURE		0	(6,338)	(7,531)	1,194	(6,338)	0 0.0% breakeven

Bottom Line Position to 03 March 2017 is breakeven of **0.0%**
Anticipated Year End Budget Position is breakeven of **0.0%**

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2016/2017
1st April 2016 to 03 March 2017

POLICY BOARD : HOUSING AND COMMUNITY SAFETY : OTHER HOUSING

Description (1)	Revised Annual Budget (2)	Revised Period Budget (3)	Actual (4)	Adjustments (5)	Revised Actual (6) = (4 + 5)	Budget Variance £000's (7)
	£000's	£000's	£000's	£000's	£000's	%
Employee Costs	1,632	1,407	1,575	(168)	1,407	0 0.0% breakeven
Property Costs	64,638	60,010	60,041	(31)	60,010	0 0.0% breakeven
Supplies & Services	35	23	33	(10)	23	0 0.0% breakeven
Contractors and Others	22	0	97	(97)	0	0 0.0% breakeven
Transport & Plant Costs	19	12	13	(1)	12	0 0.0% breakeven
Administration Costs	2,558	11	10	1	11	0 0.0% breakeven
Payments to Other Bodies	1,913	805	840	(21)	819	(13) -1.6% overspend
CFCR	0	0	0	0	0	0 0.0% breakeven
Capital Charges	0	0	17	(17)	0	0 0.0% breakeven
GROSS EXPENDITURE	70,817	62,268	62,626	(344)	62,282	(13) 0.0% overspend
Income	(65,257)	(58,021)	(58,560)	525	(58,035)	13 0.0% over-recovery
NET EXPENDITURE	5,560	4,247	4,066	181	4,247	0 0.0% breakeven

Bottom Line Position to 03 March 2017 is breakeven of
 Anticipated Year End Budget Position is breakeven of

£000's
 0
 0

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2016/2017
1st April 2016 to 03 March 2017

POLICY BOARD : PLANNING AND PROPERTY : PLANNING

Description (1)	Revised Annual Budget (2)	Revised Period Budget (3)	Actual (4)	Adjustments (5)	Revised Actual (6) = (4 + 5)	Budget Variance (7)		
	£000's	£000's	£000's	£000's	£000's	£000's	%	
Employee Costs	1,665	1,453	1,491	(41)	1,450	3	0.2%	underspend
Property Costs	58	0	2	0	2	(2)	0.0%	breakeven
Supplies & Services	4	0	55	(50)	5	(5)	0.0%	breakeven
Contractors and Others	23	19	(5)	31	26	(7)	-36.8%	overspend
Transport & Plant Costs	4	3	3	0	3	0	0.0%	breakeven
Administration Costs	1,364	65	123	(48)	75	(10)	-15.4%	overspend
Payments to Other Bodies	504	503	505	0	505	(2)	-0.4%	overspend
CFCR	0	0	0	0	0	0	0.0%	breakeven
Capital Charges	652	364	364	0	364	0	0.0%	breakeven
GROSS EXPENDITURE	4,274	2,407	2,538	(108)	2,430	(23)	-1.0%	overspend
Income	(2,862)	(1,539)	(1,535)	(27)	(1,562)	23	1.5%	over-recovery
NET EXPENDITURE	1,412	868	1,003	(135)	868	0	0.0%	breakeven

£000's

0.0%

0.0%

Bottom Line Position to 03 March 2017 is breakeven of

Anticipated Year End Budget Position is breakeven of

RENFREW'SHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2016/2017
1st April 2016 to 03 March 2017

POLICY BOARD : PLANNING AND PROPERTY : PLANNING

Description (1)	Revised Annual Budget (2)	Revised Period Budget (3)	Actual (4)	Adjustments (5)	Revised Actual (6) = (4 + 5)	Budget Variance		
	£000's	£000's	£000's	£000's	£000's	£000's	%	
Policy and Regeneration Development Standards	1,670 (258)	1,471 (603)	1,611 (609)	(141) 6	1,471 (603)	0	0.0%	breakeven
NET EXPENDITURE	1,412	868	1,002	(135)	868	0	0.0%	breakeven

£000's

0.0%

Bottom Line Position to 03 March 2017 is breakeven of

0.0%

Anticipated Year End Budget Position is breakeven of



To: COMMUNITIES, HOUSING & PLANNING POLICY BOARD

On: 6 JUNE 2017

Report by: Director of Finance and Resources

Heading: Capital Budget Monitoring Report

1. Summary

1.1 Capital expenditure to 3rd March 2017 totals £7.217m compared to anticipated expenditure of £7.281m for this time of year. This results in an under-spend position of £0.064m for those services reporting to this board, and is summarised in the table below:

Division	Current Reported Position	% Variance	Previously Reported Position	% Variance
Housing (HRA)	£0.085m u/spend	2% u/spend	£0.203m o/spend	4% o/spend
Housing (PSHG)	£0.023m o/spend	2% o/spend	£0.018m u/spend	2% u/spend
Development & Housing Services	£0.002m u/spend	0% u/spend	£0.055m u/spend	11% u/spend
Total	£0.064m u/spend	1% u/spend	£0.185m o/spend	3% o/spend

1.2 The expenditure total of £7.217m represents 71% of the resources available to fund the projects being reported to this board. Appendix 1 provides further information on the budget monitoring position of the projects within the remit of this board.

2. **Recommendations**

- 2.1 It is recommended that Members note this report.
-

3. **Background**

- 3.1 This report has been prepared by the Director of Finance and Resources in conjunction with the Chief Executive and the Director of Development & Housing Services.
- 3.2 This capital budget monitoring report details the performance of the Capital Programme to 3rd March 2017, and is based on the Housing Capital Investment Plan which was approved by council on 3rd March 2016 and the Private Sector Housing Investment Programme approved by the board on 15th March 2016, adjusted for movements since its approval.
-

4. **Budget Changes**

- 4.1 Since the last report budget changes totalling £0.932m have arisen which relate to the following:-
- **HRA:**
Budget re-profiled from 2016/17 to 2017/18 reflecting updated cashflows received for the projects (£0.450m):
 - Improvements To Existing Properties (£0.027m).
 - Other Assets (£0.189m).
 - Professional Fees (£0.234m).
 - **PSHG:**
£0.283m of budget re-profiled from 2016/17 to 2017/18 reflecting updated cashflows received for the projects.
 - **Development & Housing:**
Budget re-profiled from 2016/17 to 2017/18 reflecting updated cashflows received for the projects (£0.199m):
 - Townscape Heritage Initiative (£0.165m).
 - Local Green Area Networks Projects (£0.033m).

Implications of the Report

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

List of Background Papers

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

The contact officers within the service are:

- Geoff Borland, Extension 4786
- Louise Feely, Extension 6049
- Ian MacKinnon, Extension 5842
- Fraser Carlin, Extension 7933

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Communities, Housing & Planning - Appendix 1

RENFREWSHIRE COUNCIL

CAPITAL INVESTMENT STRATEGY - NON-HOUSING SERVICES

BUDGET MONITORING REPORT

BOARD: COMMUNITIES, HOUSING & PLANNING

Project Title	Approved Programme @03/03/16	Current Programme MR 12	Year To Date Budget to 03-Mar-17	Cash Spent to 03-Mar-17	Variance to 03-Mar-17	% Variance	Cash to be Spent by 31-Mar-17	% Cash Spent
HOUSING(HRA)								
Improvements To Existing Properties	6,000	3,649	2,100	1,967	133	6%	1,682	54%
Demolition	2,930	1,058	974	985	-12	-1%	73	93%
Other Assets	1,695	1,822	1,466	1,537	-71	-5%	284	84%
Non Property Expenditure	80	79	10	3	7	71%	76	4%
Council House New Build	2,000	59	0	-37	37	100%	95	-62%
Professional Fees	1,525	1,177	891	899	-8	-1%	278	76%
Future Years Allowances	0	-7	0	0	0	100%	-7	0%
Total Housing(HRA) Programme	14,230	7,838	5,440	5,355	85	2%	2,483	68%
HOUSING(PSHG)								
Private Sector Housing Grant Programme	1,200	1,641	1,351	1,374	-23	-2%	266	84%
Total Housing(PSHG) Programme	1,200	1,641	1,351	1,374	-23	-2%	266	84%
DEVELOPMENT & HOUSING SERVICES(THI/LGAN)								
Townscape Heritage Initiative	0	150	150	150	0	0%	0	100%
Townscape Heritage CARS 2	1,512	49	20	23	-3	-16%	26	47%
Local Green Area Networks Projects	0	327	320	315	5	2%	12	96%
Total Development & Housing(THI/LGAN)	1,512	526	490	488	2	0%	37	93%
TOTAL COMMUNITIES, HOUSING & PLANNING BOARD	16,942	10,005	7,281	7,217	64	1%	2,788	72%



To: COMMUNITIES, HOUSING AND PLANNING POLICY BOARD

On: 6 JUNE 2017

Report by: DIRECTOR OF COMMUNITY RESOURCES

Heading: SCOTTISH FIRE AND RESCUE SERVICE – LOCAL FIRE AND RESCUE PLAN (RENFREWSHIRE) 2017, CONSULTATION

1. Summary

- 1.1 Scottish Fire and Rescue Service launched the *Local Fire and Rescue Plan - Renfrewshire* consultation on 3 April 2017. The initial consultation ends on 26 June 2017 with the final strategy being launched in the following months. In order to ensure the members of the Council's Police, Fire & Rescue Scrutiny Sub Committee have full opportunity to scrutinise and comment on this plan, the local Senior Officer (Scottish Fire and Rescue) has extended the consultation period to allow a Council submission to be made after the next meeting of the Police, Fire & Rescue Scrutiny Sub Committee in August 2017.
- 1.2 In November 2016, the Scottish Fire and Rescue Service launched its Strategic Plan (2016 – 2019) which was designed to meet national expectations whilst encapsulating their mission, value and strategic priorities.
- 1.3 The 2017 local fire and rescue plan is specific to Renfrewshire. It highlights the local context and key priorities for Renfrewshire. The key priorities include:
 - Domestic Fire Safety
 - Unintentional Harm and Injury
 - Deliberate Fire Setting
 - Non-Domestic Fire Setting
 - Unwanted Fire Alarm Signals
 - Operational Resilience and Preparedness
- 1.4 For each priority, the Scottish Fire and Rescue Service details how they will:
 - Reduce unwanted incidences
 - Monitor effectiveness
 - Achieve reductions in key areas

- 1.5 The live consultation is available at <https://firescotland.citizenspace.com/planning-and-performance/renfrewshire-local-plan/> and is attached as Appendix 1.
-

2. Recommendations

It is recommended that the Communities, Housing and Planning Policy Board:

- 2.1 Notes the consultation on the Scottish Fire and Rescue Local Fire and Rescue Plan (Renfrewshire) 2017.
- 2.2 Notes that the consultation is currently open with initial responses required by the closing date of 26 June 2017, but that the local Senior Officer has extended the consultation period to allow a response to be submitted on behalf of the Council following the next meeting the Police, Fire & Rescue Scrutiny Sub Committee in August 2017.
- 2.3 Requests the Director of Community Resources to prepare a draft response to the consultation for consideration at the next Police, Fire & Rescue Scrutiny Sub Committee in August 2017.
-

3. Background

- 3.1 The Scottish Fire and Rescue Service came into force as a single body in 2013 under the Police and Fire Reform (Scotland) Act 2012. At this time, Scottish Fire and Rescue launched its first Strategic Plan (2013 – 2016) and has since published the 2016-2019 Strategic Plan.
- 3.2 As part of the above, Scottish Fire and Rescue also produce local plans, including the 2014 – 2017 local fire and rescue plan for Renfrewshire and a review of this plan was considered by the previous Housing and Community Safety Board on 14 March 2017.
- 3.3 The Scottish Fire and Rescue Local Fire and Rescue Plan (2014 – 2017) review is attached for reference as Appendix 2.
-

Implications of this Report

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

Safer and Stronger Renfrewshire – The 3 year plan for Renfrewshire will aid the work undertaken by the Renfrewshire Community Safety Partnership which will lead to a Safer and Stronger Renfrewshire by assisting communities and vulnerable persons, reducing unwanted fires, reducing victims of unintended harm, teaching communities and ensuring residents and visitors are safe.

4. **Legal** – none
5. **Property/Assets** – none

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

List of Background Papers – None

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LOCAL FIRE AND RESCUE PLAN

Renfrewshire

2017

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Introduction

Welcome to the Scottish Fire and Rescue Service (SFRS) Local Fire and Rescue Plan for Renfrewshire. This plan has been developed to support the delivery of agreed local outcomes for Renfrewshire's communities in conjunction with the national priorities contained within the SFRS Strategic Plan 2016 – 2019. With the ambition of working in partnership to improve community safety, enhancing the well-being of those living or resorting to Renfrewshire whilst tackling issues of social inequality, this plan will set out our priorities in order to support this ambition.

The demands placed upon the SFRS to respond to a wide variety of incidents challenges us to ensure our personnel acquire and maintain a range of skills to enable our ability to respond to emergencies. Through the identification and the management of risks within the area we will continue to prepare for these responses, however we recognise on many occasions this demand can be reduced through effective engagement and intervention measures.

We recognise as a public service organisation and as a member of the community planning partnership, the demographics of our society is changing which will challenge us to continually improve on how we deliver our services to our communities. Our plan will therefore seek to focus on those areas of demand to maximise the potential to work in partnership and by using our capacity more effectively and innovatively to ensure we direct our resources to the point of need within our communities to protect those most at risk from harm.

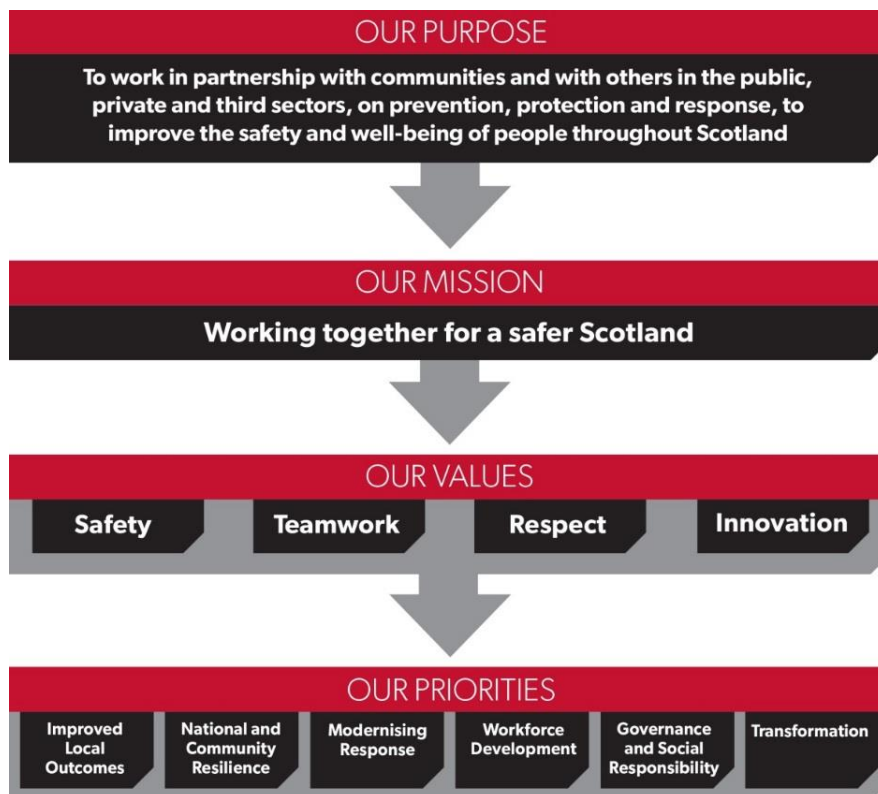
As the SFRS continues to evolve we will seek to play a key part in public service reform and identify new opportunities to broaden our role within society to ensure as a modern Fire and Rescue Service, we continue to protect Renfrewshire's communities. This Local Fire and Rescue Plan in conjunction with the statutory responsibilities placed upon the SFRS will be used as a driver to build upon our existing partnership arrangements in Renfrewshire whilst seeking to foster new relationships to support the service's mission of "Working Together for a Safer Scotland".

David Proctor
Local Senior Officer

National Context

Scottish Ministers set out their specific expectations for the SFRS in the Fire and Rescue Framework for Scotland 2016. This provides the outline we should follow to ensure our resources and activities are aligned with the Scottish Government's Purpose and national outcomes.

Our Strategic Plan 2016-19 has been designed to meet these national expectations. Set against a complex and evolving backdrop our Strategic Plan encapsulates our mission, values and strategic priorities.



These have been shaped with due regard to the challenges we face and to what we need to achieve to be a highly effective, sustainable public service. Operating within a climate of significant financial uncertainty and public service reform means we need to transform how we operate. This will particularly include how we prepare for and respond to changing societal needs, the impact of climate change and the threat of terrorism.

Strong leadership, supported by sound governance and management arrangements are at the very core of our foundations. These arrangements will direct and provide assurance that we comply with our statutory responsibilities. In addition, they will provide Local Senior Officers with supporting mechanisms to deliver services specifically tailored to local needs.

Local Context

The current population of Renfrewshire, which is around 175000 and constitutes approximately 3% of the total number of persons living in Scotland. Whilst the population within Renfrewshire will be relatively unchanged, the demographical aspect of the area suggests a projected increase in elderly residents.

- 1 Renfrew North
- 2 Renfrew South & Gallowhill
- 3 Paisley East & Raiston
- 4 Paisley North West
- 5 Paisley South
- 6 Paisley South West
- 7 Johnstone South, Elderslie & Howwood
- 8 Johnstone North, Kilbarchan & Lochwinnoch
- 9 Houston, Crosslee & Linwood
- 10 Bishopton, Bridge of Weir & Langbank
- 11 Erskine & Inchinnan



To enable the SFRS to plan and deliver on a proactive and reactive basis, it is important to understand where and how demand for fire and rescue resources may arise in the short, medium and longer term. As a local authority area, Renfrewshire is constituted by eleven multi-member electoral wards covering a range of diverse urban and rural communities over approximately 104 square miles. Emergency response within the local authority area is provided from three locations comprising:-

- Paisley Community Fire Station (Wholetime personnel)
- Renfrew Community Fire Station (Wholetime Personnel)
- Johnstone Community Fire Station (Wholetime & Retained Duty System personnel)

Review of operational activity across Renfrewshire indicates a general downward trend in overall activity levels over the last five years. In terms of fire related activity, accidental dwelling fires have fluctuated year on year with the current trend showing an increase, although the provision of early warning has contributed significantly to reducing the severity of fires within the home with the majority of incidents being dealt with in their initial stages. The protection of our vulnerable members within our communities has been supported by the provision and extension of linked smoke alarms into domestic properties. Accidental dwelling fires caused by factors associated with vulnerable persons currently accounts for just over 1 in 3 of all accidental dwelling fires being attended by the SFRS.

Fire fatality rates within Renfrewshire are extremely low, although fire casualty rates have fluctuated over the corresponding periods. Over the last five years there has been a downward trend in the numbers of recorded fire related casualties. The majority of recorded fire related casualties are not required to attend hospital and of those who have attended hospital, the majority have been deemed to have sustained only slight injuries.

Trend analysis of deliberate fire setting shows a fluctuation in levels of this activity type over the last five years. Analysis identifies deliberate fire setting is occurring on an ongoing basis, although peak activity has been identified in the same periods each year.

Whilst attendances at non-fire related emergencies on average account for around 1 in every 10 operational mobilisations and are considerably less than the number of fire related incidents, the number of fatalities and casualties are notably higher than fire related injuries (fatal and non-fatal). Whilst the majority of non-fire emergency casualties (fatal and non-fatal) are as a result of road traffic collisions within Renfrewshire, another emerging trend has been identified in those persons requiring assistance from other organisations. This results in support being requested from the SFRS in the form of forcing entry into premises to render assistance to occupants or the provision of first responder (medical) assistance.

Whilst many incidents within Renfrewshire are as a result of a confirmed genuine emergency, on average more than half of emergency responses made by the SFRS turn out to be false alarms. These alarms may be as a result of a genuine belief that a fire is occurring which subsequently is confirmed not to be the case or through malicious activity resulting in a report of fire being made knowing this report is false in its nature. There are also a number of warnings of fire generated by fire alarm systems which, following an attendance and investigation, turn out to be false in their origin. Currently attendances to premises which generate these false signals account on average for forty-five percent of all emergency responses within Renfrewshire resulting in disruption to those within the premises in which the alarm activates and also to the SFRS who, on many occasions, are diverted from other activities to attend these incidents.

Reducing service demand, whilst developing the role of the SFRS as part of the ongoing process of public service reform, presents both challenges and opportunities for us to become more integrated in the community planning partnership environment. The recent introduction of the Community Empowerment (Scotland) Act 2015 will result in the development of Renfrewshire's Local Outcome Improvement Plan through a process of locality planning which is designed to deliver local outcomes that make a positive contribution across Renfrewshire's communities and to reduce inequalities. In developing this Local Fire and Rescue Plan, the SFRS will seek to ensure its activities compliment and support the locality planning process. With the development of the local community justice strategy within Renfrewshire following the introduction of the Community Justice (Scotland) Act 2016, the SFRS will ensure, as a partner within the Community Justice Authority, its resources contribute to support the delivery of the local justice strategy.

The delivery of shared outcomes is embedded within Renfrewshire through its range of community planning approaches. Renfrewshire's Community Planning Partnership is committed to the delivery of its vision - *"Working together to make Renfrewshire a fairer, more inclusive place where all our people, communities and businesses thrive."*

Through the development of its Community Plan and associated key strategic priorities focused on Economy and Skills, Safer Communities and Wellbeing, the SFRS takes an active role in the delivery of these priorities and their intended outcomes through participation and engagement across the partnership arena. Supporting the delivery of Anti-Social Behaviour, Adult and Child Protection, Health and Social Care including Alcohol and Drug strategies are examples of where the SFRS can collaborate in the delivery of these priorities at a local level whilst pursuing the key priorities of this Local Fire and Rescue Plan.

Overseeing the performance of the SFRS at local level is the responsibility of Renfrewshire's Housing and Community Safety Policy Board. The Board undertakes the process of scrutiny to monitor progress against the priorities within Renfrewshire's Local Fire and Rescue Plan and also engages with the Local Senior Officer in matters arising on a regional or national basis.

Local Priorities

1. Domestic Fire Safety

Fire safety within the home is a key prevention strategy for the SFRS as the consequence of fires within the home can result in a range of impacts on individuals, families, social landlords and communities. For organisations the requirement to respond, intervene and deal with the aftermath of domestic fires places demand on its resources. To reduce this demand, it is essential approaches to prevention are evidenced based in order to maximise and focus resources to make the biggest impact to safeguard those most at risk of fire.

Analysis of accidental dwelling fire data identifies cooking as the most common cause of fires within the home in Renfrewshire and also the most prevalent cause where fire related injuries are sustained by occupants. Distraction has been identified as the main contributory factor where accidental dwelling fires and/or injuries occur. Those who are deemed at risk from fire may also have other vulnerabilities and impairments due to age, health or mobility reasons and they may also be receiving support from other partners. The scope therefore exists to work more closely together to protect those most at risk from fire through effective information sharing.

In order to reduce the potential for fires from occurring, influencing positive change in occupant behaviours through raising fire safety awareness will be at the forefront of our preventative activities. By increasing the ownership of working smoke detection, the means of giving early warning of fire will also contribute to mitigating the severity of fires and fire related injuries within the home. By using assistive technology, the opportunity exists to further enhance the safety of those who are at risk from fire.

We will seek to reduce accidental dwelling fires and fire related injuries within the home by:

- *Promoting and undertaking Home Fire Safety Visits to those deemed at risk from fire*
- *Working with our partners in Renfrewshire to share information where fire risks within the home have been identified and to provide solutions to protect those who are at risk*
- *Focusing engagement activities in those areas where service demand has been identified*
- *Supporting the provision of assistive technology within the home to increase occupant safety*

We will monitor our progress in promoting our domestic safety strategy by:

- *Reviewing the number of accidental dwelling fires and their severity*
- *Reviewing the number and the severity of fatal and non-fatal fire related injuries*
- *Increasing the presence of working smoke/heat detection within homes affected by fire*

By achieving a reduction in the frequency and severity of accidental dwelling fires and fire related injuries we will:

- *Support the safety and well-being of Renfrewshire residents*
- *Support the independent living of vulnerable members within our communities*
- *Reduce the social and economic cost of fires and fire related injuries*
- *Reduce demand on the SFRS and its partners*

2. Unintentional Harm and Injury

It is not uncommon for those at risk from fire to also be at risk from other injuries within the home, in particular from injuries arising from slips, trips and falls. Requests to the SFRS to provide assistance directly through a first responder role or to provide support to other agencies are increasing. Analysis of data indicates falls are a common cause of accidental deaths and injuries and account for a significant proportion of admissions to hospital. Those persons injured through falls may often be affected by other medical conditions such as dementia. The SFRS has a role to play in contributing to the protection of those at risk from injury and harm within the home. Through operational attendances and delivery of home fire safety visits, we have the opportunity to identify those at risk and through an assessment of such risk, refer individuals to partner organisations for additional support.

Out with the domestic environment, the SFRS respond to a range of non-fire related emergencies. The most common incident of this type within Renfrewshire is attendances at Road Traffic Collisions (RTCs) which results in the majority of non-fire related injuries. Responding to RTCs is a statutory duty for the SFRS, however a collective approach is required amongst community planning partners to support risk reduction measures. As a partner, the SFRS will support the education of young drivers who are considered to be an 'at risk' group and support other initiatives intended to reduce the instances and impact of RTCs within Renfrewshire.

We will seek to reduce the impact of unintentional injury and harm by:

- *Utilising our Home Fire Safety Visit programme to assess for non-fire related risk and refer those deemed at risk from injury and harm to partners to provide additional support*
- *Raising awareness of fire and rescue service personnel as to those factors that increase the risk of unintentional injury or harm*
- *Working in partnership to deliver targeted road safety programmes to young drivers*
- *Focusing resources where demand has been identified and deliver key safety messages*

We will monitor the effectiveness of our intervention strategies by:

- *Reviewing the number of requests for assistance from other agencies and for the provision of medical and first responder support*
- *Reviewing the number of attendances at RTCs and the frequency and severity of injuries arising from RTCs*
- *Reviewing the number of other non-fire related emergencies and the frequency and severity of injuries arising from these incidents*

By achieving a reduction in the frequency and severity of unintentional harm and injuries we will:

- *Reduce the social and economic cost of unintentional harm and injury*
- *Support vulnerable members within our communities to live independently within their communities*
- *Ensure the safety and well-being of those living, working and visiting Renfrewshire*

3. Deliberate Fire Setting

Deliberate fire setting accounts for a significant number of operational incidents within Renfrewshire and takes various forms. Whilst a small proportion involves occupied buildings, vehicles and outdoor structures (primary fires), the majority of deliberate fires are classed as secondary in nature and on most occasions occur in outdoor locations.

Analysis of incident data identifies deliberate secondary fires occurring throughout the year, however peak activity is noted in the spring time, during the bonfire season and when prolonged periods of dry weather arise. Deliberate fire setting is regarded as anti-social behaviour and is also criminal in nature. These acts can lead to serious consequences such as personal injury, damage to property and the environment. Dealing with instances of deliberate fire setting also diverts fire and rescue resources from other meaningful activities.

Working in partnership, we will seek to combine our information to identify those parts of our communities that are being affected by anti-social behaviour in order to reduce such instances whilst tackling the underlying causes of such behaviour. On some occasions the SFRS will work with Police Scotland to investigate deliberate fire setting to determine the cause and if possible those responsible for such acts. Diversionary and engagement activity is regarded as an important approach in tackling anti-social behaviour and will continue to be part of our approach to raise awareness of the impact of this unwanted activity.

We will seek to reduce the instances of fire related anti-social behaviour by:

- *Identifying those parts of Renfrewshire's communities affected by deliberate fire setting to share this information with our partners*
- *Utilising our Fire Reach, Firesetters and school's education programmes to raise awareness of the impact of fire related anti-social behaviour*
- *Working with partners to develop joint strategies to reduce the risk posed by deliberate fire setting and to mitigate its impacts*

We will monitor the effectiveness of reducing fire related anti-social behaviour by:

- *Reviewing the number and type of deliberate fire setting incidents within Renfrewshire*
- *Evaluating the effectiveness of our youth engagement programmes*

By achieving a reduction in fire related anti-social behaviour we will:

- *Enable the SFRS to divert its resources towards other community based activities*
- *Protect the natural and built environment*
- *Support the promotion of active and responsible citizenship across Renfrewshire communities*
- *Support our communities in feeling safe from crime, disorder and danger*

4. Non-Domestic Fire Safety

In general, all workplaces and business are classed as non-domestic premises and as such come within the scope of Part 3 of the Fire (Scotland) Act 2005 (the Act) which places duties on persons responsible for these premises to comply with the Act and its associated regulations. The SFRS has a statutory duty to promote fire safety and where required enforce compliance with fire safety legislation. To discharge this duty and to secure compliance, the SFRS has adopted an approach utilising advice, education and where required formal enforcement powers.

Given the variety of premises which come within the scope of the Act, the SFRS has developed a fire safety enforcement framework which is based on the principal of risk combined with historical fire data across occupancy groups to create the fire safety audit programme. Those premises which present a higher degree of risk from fire are subject to regular fire safety audits to verify compliance.

The impact of fire can have a devastating impact on business, employment, the provision of critical services and also our heritage. Evidence suggests that premises affected by a serious fire experience a high failure rate. The SFRS will undertake its audit programme to support Renfrewshire's ambition to grow its economy during this challenging period of economic recovery and seek to safeguard its culture, heritage and continuation of employment opportunities.

We will seek to reduce the instances of fires within non-domestic property by:

- *Undertaking our fire safety audit programme in accordance with the SFRS Enforcement Framework*
- *Engaging with duty holders to promote responsible fire safety management of premises that come under the auspices of Part 3 of the Fire (Scotland) Act 2005*
- *Working in partnership to ensure the appropriate provision of fire safety standards are incorporated in new premises under construction or premises undergoing material changes*
- *Working in partnership with other enforcement agencies and organisations to support legislative compliance*

We will monitor the effectiveness of reducing fires in non-domestic premises by:

- *Reviewing the number of fires in non-domestic premises and the type of premises involved in fire*
- *Reviewing the number and types of fire safety audits carried out across Renfrewshire*
- *Reviewing the outcome of fire safety audits carried out in non-domestic premises*

By achieving a reduction in fires within non-domestic premises we will:

- *Enable the industrial, commercial and service sector to maintain business continuity and employment across Renfrewshire*
- *Reduce the potential for loss of life and injury*
- *Protect Renfrewshire's culture and heritage*
- *Protect the natural and built environment and reduce the impact of fire on our communities*

5. Unwanted Fire Alarm Signals

Fire protection within premises can be viewed as a holistic approach for the purposes of safeguarding life and/or property by inhibiting, growth and spread of fire. The design and use of premises will influence the extent of the fire protection required to be incorporated within it. In developing a fire protection strategy for the various premises types and for that strategy to be successful, a key component is the provision of early warning of fire. The provision of early warning enables those within premises sufficient time for them to exit the building to a place of safety in the event of fire.

Whilst a small number of fire alarm signals generated are due to confirmed fire conditions being present, there are an even greater number of signals generated which when investigated have occurred when no fire conditions have been present. On such occasions these are known as 'Unwanted Fire Alarm Signals' (UFAS) and is defined as *'an event which has required an operational attendance by the fire and rescue service due to the unwanted actuation of a fire alarm system'*. On these instances the signal may originate from a monitoring/call centre as a result of an automatic activation of the fire alarm system or a person activating the fire alarm system either maliciously or with good intentions believing a fire was occurring within a non-domestic premises.

The impact of responding to UFAS incidents causes disruption to the premises working environment and to the range of activities the SFRS undertake. Unnecessary blue light journeys also create additional risks and hazards to firefighters and to the public whilst responding to UFAS incidents and also have a detrimental impact on the environment through additional carbon emissions. Active and positive engagement with occupiers to take responsibility in limiting the number of UFAS incidents within their premises is integral to reducing these impacts.

We will seek to reduce the instances of Unwanted Fire Alarms Signals by:

- *Investigating every cause of alarm and engaging with those responsible for fire warning systems following an operational attendance at a UFAS incident*
- *Analysing our UFAS attendances at those premises that give cause to frequent generation of false alarms to identify trends and support occupiers to develop demand reduction plans*
- *Instigating where required, formal fire safety enforcement measures to ensure appropriate demand reduction action is taken by those responsible for premises generating unacceptable levels of false alarms*

We will monitor the effectiveness of mobilising to Unwanted Fire Alarms Signals by:

- *Reviewing the number of attendances at non-domestic premises and the type of premises generating unwanted false alarm signals across Renfrewshire*
- *Evaluating the outcomes of occupier's demand reduction plans to review progress and identify and share good practice*
- *Reviewing our attendances at UFAS incidents to ensure our attendances are based on an assessment of risk and demand*

By achieving a reduction in Unwanted Fire Alarms Signals we will:

- *Minimise the disruption to business and service continuity across Renfrewshire*
- *Increase the capacity of the fire and rescue service to carry out other activities*
- *Reduce the risk to firefighters and public whilst responding to UFAS incidents*

6. Operational Resilience and Preparedness

The Fire (Scotland) Act 2005 and the Fire (Additional Function) (Scotland) Order 2005 defines the duties and responsibilities for the SFRS in relation to responding to emergencies. It is essential our firefighters possess the skills, knowledge and expertise to respond to incidents which, by their nature, can be varied in both their type and complexity.

It is important our firefighters understand the risks across their communities to ensure the level of risk is matched by an appropriate level of operational response. In gathering this knowledge, appropriate training can be carried out to safeguard firefighter safety and to ensure any such response results in an effective and efficient deployment of our resources.

There will also be occasions whereby the nature of an emergency will require a combined response by emergency services and other organisations to deal with such a major event. To ensure a co-ordinated response occurs, additional duties are placed upon the SFRS under the Civil Contingencies Act 2004 to prepare and be able to respond to deal with major emergencies. The scope of such preparations may include responding to adverse weather events, natural disasters, pandemics, chemical incidents or major transport incidents. The threat of terrorism also compels the SFRS to ensure it can also respond alongside other partner agencies should such an event occur.

As an emergency responder, the SFRS needs to ensure it has the capability and the capacity to plan, prepare and respond to major emergencies. Working in partnership at a local and national level, the multi-agency approach requires a joint approach to assess these risks in order to develop appropriate response plans. Following their development, these plans require to be tested to support a return to normality when a significant event and subsequent disruption arises.

We recognise the potential for the role of the SFRS to evolve which provides scope to further protect those members of our communities from harm in the event of an emergency. Assisting other agencies in emergency situations, such as responding to 'Out of Hospital Cardiac Arrests' is one example where resources can be combined to maximise the potential for positive outcomes for those requiring assistance. Out with emergency responses the opportunity also exists to promote and support community resilience to improve the survivability rates from cardiac arrests through active engagement and education across Renfrewshire communities.

We will seek to ensure operational response and preparedness within Renfrewshire is maintained by:

- *Identifying and assessing the risk to our communities through Operational Intelligence gathering*
- *Undertaking planned training events to support the acquisition and maintenance of skills to provide the capability to respond to emergency incidents*
- *Reviewing our operational responses to incidents to ensure ongoing firefighter safety and to ensure the ongoing protection our communities from harm*
- *Working in partnership to plan, prepare and test our responses to major emergencies*
- *Supporting and promoting the reduction of harm from 'Out of Hospital Cardiac Arrests'*

Review

To ensure this Local Fire and Rescue Plan remains flexible to emerging local or national priorities a review may be carried out at any time but will be reviewed at least once every three years. A review may also be carried out if the Scottish Minister directs it or if a new Strategic Plan is approved. Following a review, the Local Senior Officer may revise the Plan.

Tell us what you think

This draft Local Fire and Rescue Plan sets out what our broad ambitions will be on behalf of the people of our area. It sets our local direction for the SFRS and it will determine the details contained in all our other plans for that period.

We would like you to tell us what you think of our plan. The formal consultation for this draft Local Fire and Rescue Plan opens on 3 April 2017 and will run until 26 June 2017. To ensure we review and manage all responses consistently you are invited to provide comment in our online survey. This can be accessed at firescotland.citizenspace.com. After the consultation is closed we will publish the results.

If you cannot access our online survey, or if you would like more information about the Scottish Fire and Rescue Service in your area you can:

Write to: Scottish Fire and Rescue Service
 East Renfrewshire, Renfrewshire & Inverclyde Area HQ
 5 Thornhill
 Johnstone
 PA5 8JH

Phone: 01505 356634

Visit our website: www.firescotland.gov.uk

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Renfrewshire Local Plan

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Closes 26 Jun 2017

Introduction

1. What is your name?

Name

2. What is your email address?

If you enter your email address then you will automatically receive an acknowledgement email when you submit your response.

Email

3. Are you responding as an individual or on behalf of an organisation?

(Required)

☐ Individual

☐ Organisation

4. What is your organisation?

Organisation

5. The Scottish Fire and Rescue Service would like your permission to publish your consultation response. Please indicate your publishing preference:

(Required)

- ☐ Publish my response
- ☐ Don't publish response

6. Do you agree with the priorities set out in your Local Fire and Rescue Plan?

(Required)

- ☐ Agree
- ☐ Mostly Agree
- ☐ Don't Agree

If you don't fully agree, what do you think the SFRS priorities for your local area should be?

7. Does your Local Fire and Rescue Plan give you enough information on why these priorities have been identified?

(Required)

- ☐ Agree
- ☐ Mostly Agree
- ☐ Don't Agree

If you don't fully agree, what further information do you need?

8. Is what we intend to do to achieve these priorities clear?

(Required)

- ☐ Agree
- ☐ Mostly Agree
- ☐ Don't Agree

If you don't fully agree, what further information do you need?

9. Is how we intend to measure our performance clear?

(Required)

- ☐ Agree
- ☐ Mostly Agree
- ☐ Don't Agree

If you don't fully agree, what further information do you need?

10. Is it clear how the Scottish Fire and Rescue Service will work in partnership to contribute to the delivery of other community priorities?

(Required)

- ☐ Agree
- ☐ Mostly Agree
- ☐ Don't Agree

If you don't fully agree, what further information do you need?

11. If you would like to provide any further comments you can do so here.

Further comments

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Renfrewshire Local Plan

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Closes 26 Jun 2017

A horizontal progress bar with rounded ends, currently empty, indicating the progress of the survey.

Equality

These optional questions are for people responding as an individual only.

Monitoring service users profile can help us to evaluate whether the priorities contained within your Local Fire and Rescue Plan are effective and will benefit your local communities. We can also use monitoring to determine whether our services are accessible, whether our policies have a disproportionate, unfair or positive impact on particular groups and whether members of those groups are satisfied with the service they receive. Please tick your preferred option:

12. What is your gender?

- ☐ Male
- ☐ Female
- ☐ Prefer not to say

13. Your age:

- ☐ Under 16

- ☐ 16-25
- ☐ 26-40
- ☐ 41-55
- ☐ 56-70
- ☐ Over 70
- ☐ Prefer not to say

14. Your gender identity:

► More Information

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

15. Do you consider yourself to have a disability?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

16. Your ethnicity:

- ☐ White Scottish
- ☐ White Other British
- ☐ White Irish

- ☐ White Gypsy Traveller
- ☐ White Polish
- ☐ Mixed or multiple ethnic group
- ☐ Asian, Asian Scottish or Asian British: Pakistani
- ☐ Asian, Asian Scottish or Asian British: Indian
- ☐ Asian, Asian Scottish or Asian British: Bangladeshi
- ☐ Asian, Asian Scottish or Asian British: Chinese
- ☐ African: African, African Scottish or African British
- ☐ African: Black, Black Scottish or Black British
- ☐ African: Other
- ☐ Caribbean, Caribbean Scottish or Caribbean British
- ☐ Black, Black Scottish or Black British
- ☐ Arab, Arab Scottish or Arab British
- ☐ Other ethnic group
- ☐ Prefer not to say

If you chose an 'other' option please state your ethnicity here

17. Your sexual orientation

- ☐ Heterosexual
- ☐ Gay/Lesbian
- ☐ Bisexual
- ☐ Prefer not to say

18. Your religion or belief:

- ☐ None
- ☐ Church of Scotland
- ☐ Roman Catholic
- ☐ Other Christian
- ☐ Muslim
- ☐ Sikh
- ☐ Hindu
- ☐ Jewish
- ☐ Buddhist
- ☐ Other religion
- ☐ Prefer not to say

If you chose 'other' please state your religion or belief here:

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Renfrewshire
Local Fire and Rescue Plan
Review 2014 - 2017

Renfrewshire
Local Fire and Rescue Plan
Review 2014 - 2017

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Introduction

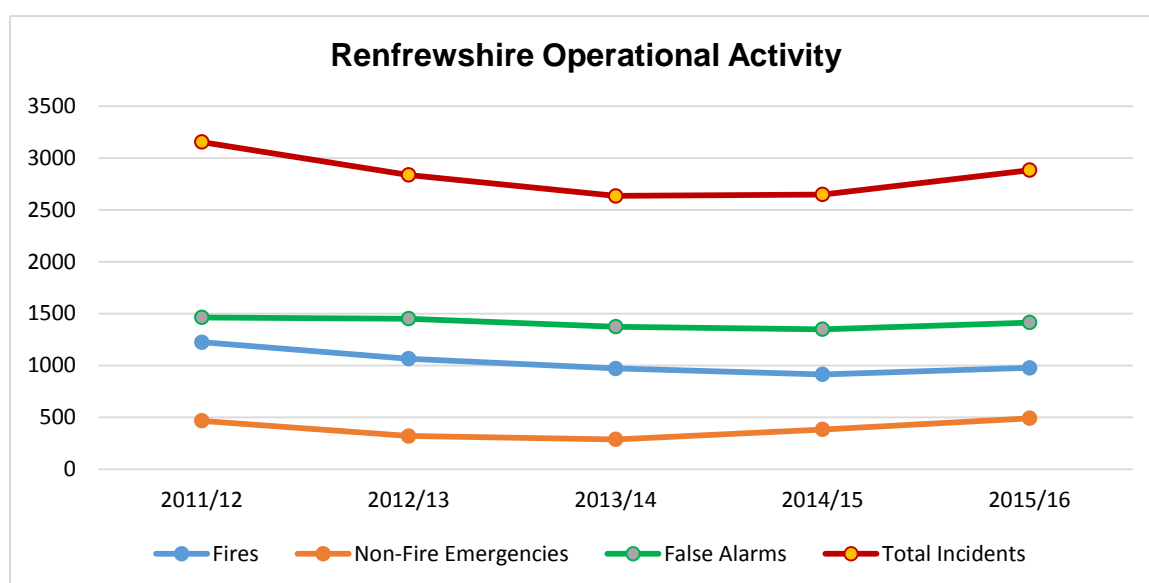
The Scottish Fire and Rescue Service (SFRS) is required under the Fire (Scotland) Act 2005 as amended to prepare Local Fire and Rescue Plans for each local authority in Scotland. Following the publication of our Strategic Plan in 2013, our first Local Plans were published in April 2014.

These plans were developed to direct the Service through its initial consolidation journey and have helped to forge our place as a national organisation with a strong sense of local accountability. Against the drive of public sector reform, the local planning landscape continues to evolve to provide a greater focus on protecting the most vulnerable and improving community outcomes through collaborative working.

The publication of our new three-year Strategic Plan in October 2016 now instigates a timely requirement to carry out a mandatory review of all Local Fire and Rescue Plans. This review will provide us with information on how well we are performing against our existing priorities as well as highlighting areas for continued improvement and opportunities for change against the growing needs of our communities.

Performance Data – what the figures told us

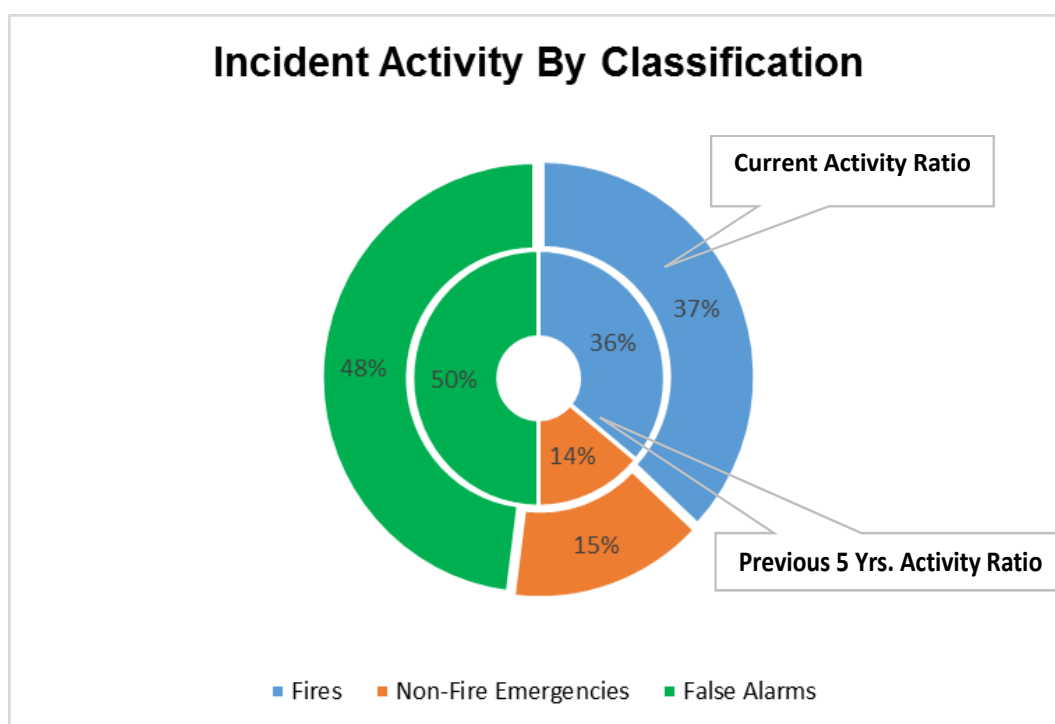
Over the past five years within Renfrewshire, the SFRS responded to an average of 2832 incidents each year. Review of operational demand has indicated a downward trend overall, with activity levels decreasing by 3% between 2011 and 2016. For the current fiscal monitoring period, activity levels reviewed on the 30 January 2017 indicated a 10% increase when compared to the same period last year.



Incident Numbers 2011 to 2016

	2011/12	2012/13	2013/14	2014/15	2015/16
Fires	1225	1066	972	914	977
Non-Fire Emergencies	467	320	288	384	492
False Alarms	1463	1451	1374	1350	1414
Total Incidents	3155	2837	2634	2648	2883

The review of operational demand has identified False Alarms being the most common type of incidents attended within Renfrewshire and have accounted for 50% of mobilisations with Fires and Non-Fire Emergencies (Special Services) accounting for 36% and 14% respectively. Review of activity during the current fiscal monitoring period (Apr 2016 – March 2017) has determined minimal change in the demand ratio across these incident classifications.



As part of the process of scrutiny the SFRS are responsible for the submission of performance reports to Renfrewshire Council Housing and Community Safety Policy Board. The basis of these reports is to report on the progress the SFRS is making against the priorities contained within the Local Fire and Rescue Plan 2014-17 for Renfrewshire. The first two targets set (Table1) followed the High Level Performance Indicators set within the

Fire and Rescue Framework for Scotland 2013, with the remaining four targets defined at a local level.

The current progress against the rolling three-year average indicates five priorities above the three-year average and one priority currently below the three-year average. We assess each of the targets that follow using a Red, Amber or Green indication of our performance. Green means we have achieved or exceeded the target; Amber means we did not achieve the target but achieved a reduction in the three-year average figure and Red means we have not achieved the target and have seen an increase in the three-year average figure.

Table 1

Current Local Fire and Rescue Plan Priorities for Renfrewshire	2013/14	2014/15	2015/16	Target*	RAG**
1 - Reducing Accidental Dwelling Fires by 10% each year	223	221	207	195	●
2 - Reducing Fire Casualties and Fire Fatalities by 5% each year	60	32	39	41	●
3 - Reducing Casualties From Non-Fire Emergencies by 5% each year	68	82	127	88	●
4 - Reducing Deliberate Fire Setting by 5% each year	604	543	627	562	●
5 - Reducing Fires in Non-Domestic Property by 5% each year	76	84	88	79	●
6 - Reducing Unwanted Fire Alarm Signals by 5% each year	1374	1350	1414	1310	●

*2016/17 target based on rolling three-year average **Current progress against three-year average

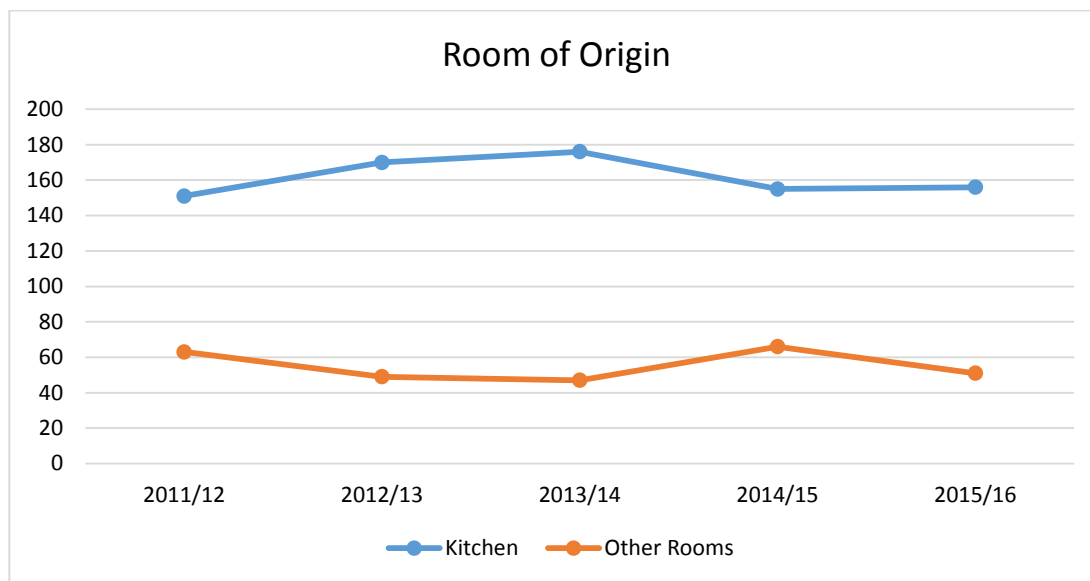
Reducing Accidental Dwelling Fires by 10% each year

GREEN

Performance Explained

Current progression towards the three year average target for 2016/17 is classed as **Green** due to a positive reduction in the number of accidental dwelling fires this year.

Analysis of accidental dwelling fires over the past 5 years have determined the most common cause being attributed to cooking related activity, accounting for 65% of all accidental dwelling fire incidents. The kitchen as a room of origin accounts for over 70% of all domestic fires.



The severity of fires within the home can vary from the incident being dealt with by the occupier with little or no damage occurring to incidents where direct firefighting is undertaken by the SFRS. On average in Renfrewshire only 1 in 5 incidents require the SFRS to undertake direct firefighting.

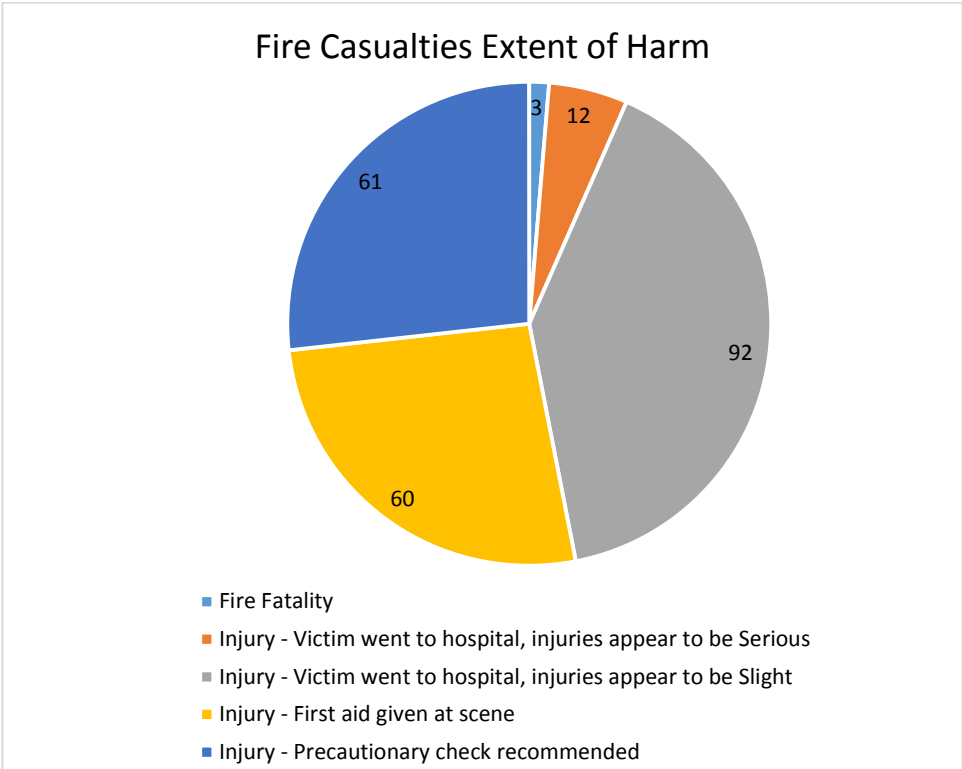
Early warning is key to alerting occupants and over the last five years, 83% of properties affected by fire had smoke or heat detection present which has raised the alarm on 60% of occasions with 20% originating from domestic linked alarm systems. On average just under 65% of incidents attended by SFRS resulted in no fire damage to properties; this positive trend in reduction of fire damage is in direct correlation to the increased level of fitted smoke and heat detection.

Performance Explained

Current progression towards the three-year average target for 2016/17 is classed as **Green** as current activity is below the three year average. On average 89% of all fire fatalities and casualties within Renfrewshire arose from accidental dwelling fires.

Analysis of accidental dwelling fire fatalities and casualties has identified a link to fires within the kitchen accounting on average for 50% of incidents where injuries arise. Most common human contributory factor has been identified as ‘Distraction’. Whilst the number of persons recorded as accidental dwelling fire casualties has seen an increase in the previous two years, review of the nature of injuries has determined the majority of recorded casualties (53%) were treated at the scene and did not require to attend hospital for treatment.

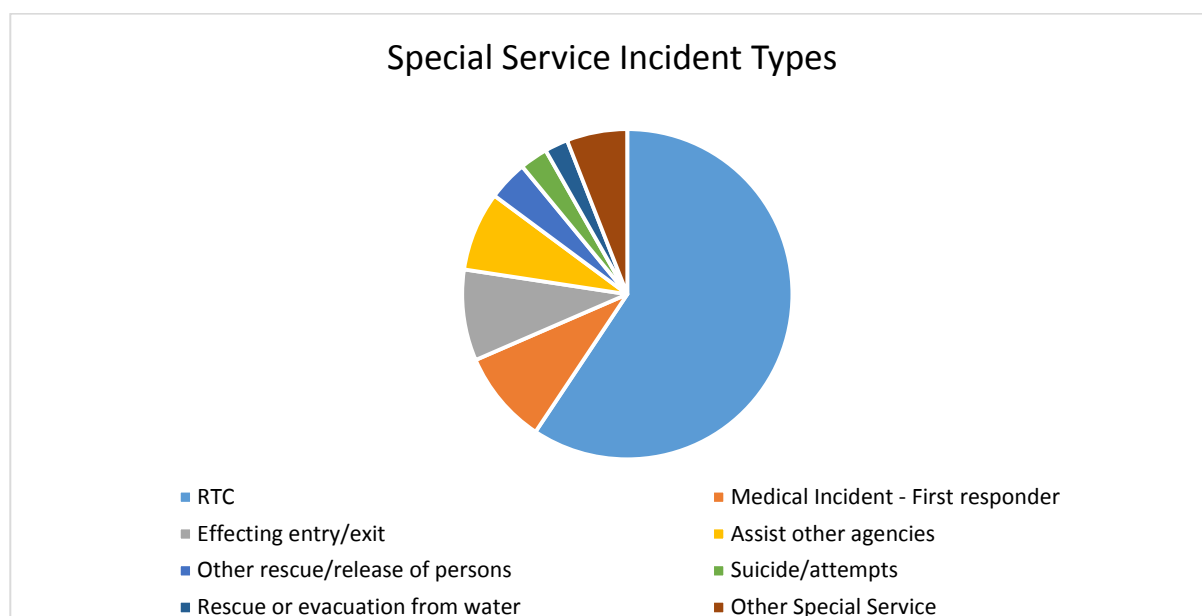
Of the 170 casualties recorded at accidental dwelling fires, only 5 have attended hospital having sustained serious injuries. Smoke inhalation has been identified as the most common cause of injury. Nearly half of all accidental dwelling fire casualties are aged 50 years and over with males accounting for the majority of all accidental dwelling fire casualties. This profile does not reflect the current Scottish trend which shows females over the age of 50 years of age to be the highest risk group related to fire.



Performance Explained

Current progression towards the three-year average target for 2016/17 is classed as **Red** with an upward trend evident at this time. Whilst overall the number of Non-Fire Emergency (Special Service) incidents is low compared to Fire and Unwanted Fire Alarm incidents, fatal and non-fatal casualties arising from Special Service incidents exceed those from accidental dwelling fires. In reviewing data over the last 5 years, the rate of special service fatal and non-fatal casualties is showing an increase trend line.

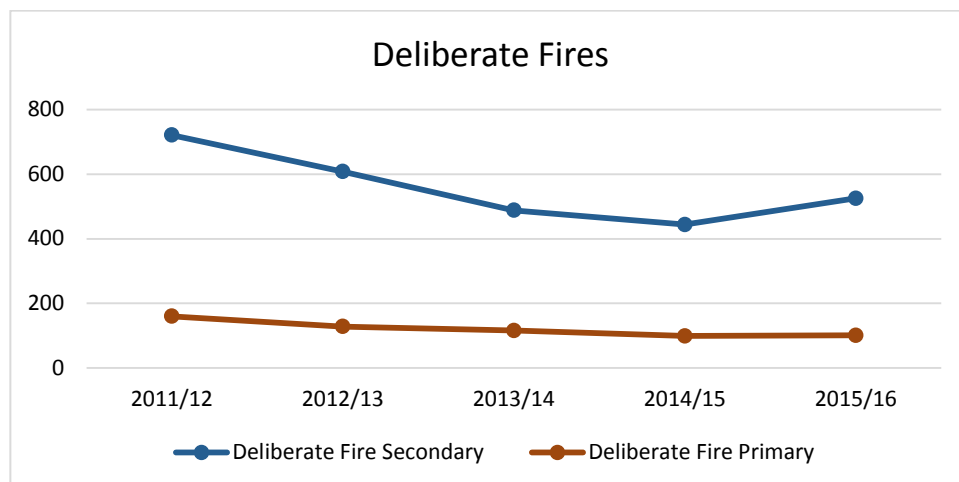
In reviewing the previous special service activity, attendances at Road Traffic Collisions accounted for 57% of all special service casualties within Renfrewshire. An additional 29% of casualties have been recorded over the last five years as a result of attending incidents to either assist other agencies, forcing entry into premises to render assistance to occupants, the provision of medical response or to assist in body recovery.



Unlike accidental dwelling fire casualties, the majority of special service casualties (70%) attend hospital; of these 48% are deemed to have sustained slight injuries with 14% deemed to have serious or life threatening injuries. Of all recorded injuries, both fatal and non-fatal, males accounted for 60% of all recorded casualties with all persons between the ages of 20 and 59 being the most prevalent age group for special service fatalities and casualties.

Performance Explained

Current progression towards the three-year average target for 2016/17 is classed as **Red** as current activity is above the three year average, and a continued upward trend has been noted at this time. On average deliberate fire raising accounts for 66% of all fire related activity within Renfrewshire.

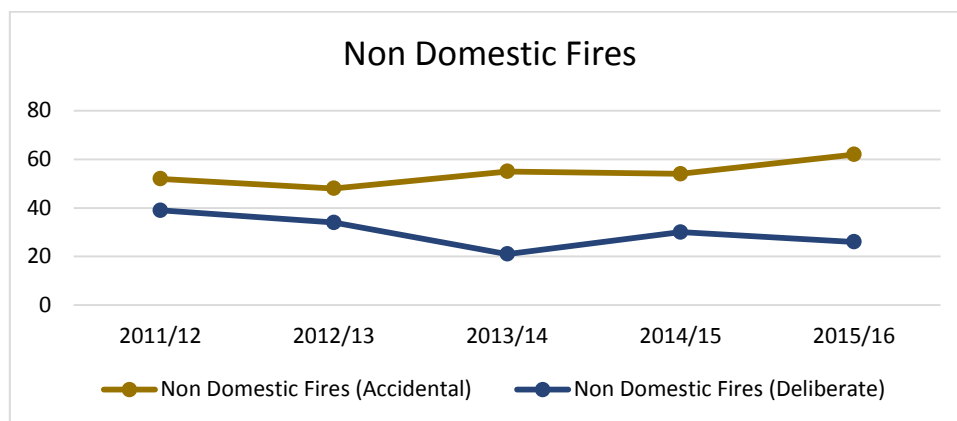


In terms of total activity deliberate fires have accounted for 24% of all operational incidents within Renfrewshire, with 20% of all mobilisations being to secondary fire incidents. Deliberate refuse fires account for just under 45% of all secondary fire activity within Renfrewshire with other outdoor fires involving wildland, trees and vegetation being the second most common (34%) secondary fire types. Deliberate primary fires have seen a reduction of 37% over the past five years with current activity slightly under the five year average.

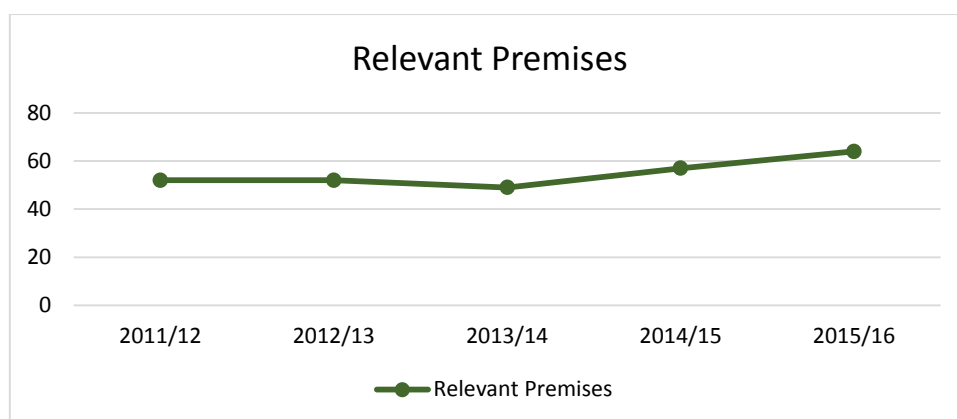
Performance Explained

Current progression towards the three-year average target for 2016/17 is classed as **Green** with a downward trend evident at this time. Whilst overall the number of non-domestic fires account for only 3% of all operational mobilisations, just over 85% of all non-domestic fires involve premises within the Business or Service sectors.

In reviewing the previous 5 years activity for non-domestic fires, just under three quarters of all incidents (74%) are classed as accidental in origin.

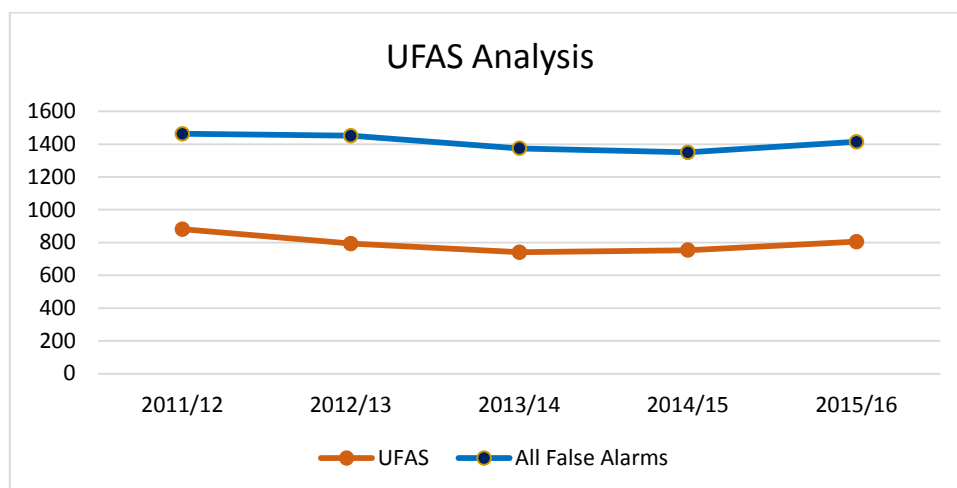


Business and Service sector premises normally fall within the scope of Part 3 of the Fire (Scotland) act 2005 as amended and are classed as 'Relevant Premises'. Given the importance of the protection of the local economy, monitoring of activity within Relevant Premises is ongoing in conjunction with a programme of fire safety enforcement audits. Current analysis identified a year on year increase in fires within Relevant Premises since 2013/14; however 73% of all incidents have resulted in no or very limited fire damage. Minor electrical faults in light fittings causing smell of burning and contained damage are one example of the incident type attended by SFRS within relevant premises.



Performance Explained

Current progression towards the three-year average target for 2016/17 is classed as **Red** with a slight increase in the three year average noted at this time and the year on year figure also slightly increasing. In total, all false alarms account for 50% of all operational mobilisations. Various types of false alarms fall into this category with Unwanted Fire Alarm Signals (UFAS) having been identified as the cause of 56% of all false alarms. In reviewing data over the last 5 years, the rate of UFAS incidents have fluctuated year on year with a notable increase over the two previous reporting periods. (2015 to 2017)



In reviewing the previous 5 years activity for UFAS incidents, weekdays indicate the greatest prevalence of UFAS incidents with the period between 0800 hours and 1600 hours being the most common time period for UFAS incidents. Review of the data suggests these instances, on a general basis may be related to the most frequent periods of when buildings are occupied. In examining the cause of alarms, a number of factors may be attributed to the building occupants contributing to the alarm operating such as cooking, testing of the system, or accidentally/carelessly setting off the alarm, which over the previous 5 years has accounted for 40% of all alarm activations.

Review of the property types responsible for UFAS incidents has identified residential homes, hospital/medical care facilities and schools as the most common property types which the SFRS attend, which collectively over the past 5 years has been responsible for 40% of all UFAS incidents.

Engagement – what our stakeholders told us

Building on the intelligence we gathered during the engagement and consultation of our Strategic Plan 2016-19 we re-engaged with our key stakeholders to seek further views on our local service delivery.

Feedback identified the SFRS's engagement with young people and our communities as a strength and whilst the SFRS is a national organisation it is seen as having the ability to deliver its services on a local basis. Comments also suggested the SFRS should consider how it can develop further opportunities to share resources and further strengthen its partnership links including those within the Third Sector.

It was recognised that persons at risk are often known to other organisations therefore areas such as information sharing; joint training and an integrated joint response within a partnership environment could enhance the safety and well-being of those at risk within our communities. Feedback also highlighted the need to consider the provision of services and support to persons who are sensory impaired and this was highlighted as a common challenge across organisations. Overall an underlying theme was one where the SFRS should continue to promote the safety and well-being within the home environment.

Scrutiny – what we learned from the HM Fire Service Inspectorate (HMFSI)

To support this formal review the outcomes from HMFSI's Local Area Inspections that examine the development and delivery of Local Fire and Rescue Plans, have also been considered.

By undertaking inspections of our service delivery within local authority areas, HMFSI can provide independent assurance to Scottish Ministers and the public that adequate provision for local service delivery is being made, there is equal access to specialist resources, service provision and partnership working is of sound quality and strong scrutiny arrangements are in place. This allows HMFSI to maintain a good awareness of how well we are functioning and build intelligence to inform future inspections.

By the end of the period 2016/17 it is planned that the SFRS service provision will have been examined in nine local authority areas. These areas included Aberdeen City, East Renfrewshire, Western Isles, West Lothian, Dundee, South Ayrshire, Scottish Borders, Moray and Glasgow City. Once prepared, these inspection reports are published by HMFSI on their website.

On examining the published Local Area Inspection Reports, we noted that HMFSI generally felt that there was a need to identify unique characteristics for each local area and provide clearer use of risk-based evidence to identify and shape priorities across our Local Plans.

HMFSI would also like to see a stronger emphasis made on specific local priorities and contribution supported by an appropriate level of local performance measures. Local priorities and measures should be balanced against our national needs as well as aligned to the collaborative partnership working requirements of Local Outcome Improvement Plan delivery.

Conclusion

In reviewing the progress against the priorities within the Local Fire and Rescue Plan for Renfrewshire (2014 – 2017), it has been identified that operational demand in the longer term has been reducing, however review of activity during the current fiscal year indicates fluctuations in operational demand has been occurring.

A key approach to reducing demand is through effective engagement and by working in partnership to support our more vulnerable members within our communities. As a national organisation the SFRS is also progressing with its transformational agenda to develop the organisation in an environment of continuous financial challenges. This presents opportunities for the SFRS to develop its role at a local level in the protection of our communities across Renfrewshire through the strengthening of existing partnerships, whilst seeking new partnership approaches to manage, mitigate and reduce risk.

To support the pursuance of transformational efficiencies, reducing service demand is essential to provide the means to utilise the totality of SFRS resources to maximum benefit. It is recognised however, regardless of how active the SFRS is in its prevention agenda, operational demand will still be present. It is therefore vital to ensure the SFRS is able to respond as and when such demand arises. The process of identifying and reviewing the range of risks within our communities will provide the basis as to how we will manage and respond to such risks to safeguard the safety of our firefighters and our communities.

The review of the Local Fire and Rescue Plan for Renfrewshire over the period 2014 – 2017 has considered the progress that has been made to date and supported the development of key priorities for the next plan. Meeting the challenges in the new plan will not be achieved in isolation but through effective partnership working and as such, the new Local Fire and Rescue Plan will seek to compliment and contribute to the integrated approach to Community Planning within Renfrewshire.

Recommendations

It is recommended that the following priorities are taken forward in the new Local Fire and Rescue Plan for Renfrewshire area:

Priority 1: Domestic Safety

Priority 2: Unintentional Injury and Harm

Priority 3: Deliberate Fire Setting

Priority 4: Non-Domestic Fires

Priority 5: Unwanted Fire Alarm Signals

Priority 6: Operational Resilience and Preparedness



To: COMMUNITIES, HOUSING AND PLANNING POLICY BOARD

On: 6 JUNE 2017

Report by: DIRECTOR OF COMMUNITY RESOURCES

Heading: POLICE 2026 – 10 YEAR STRATEGY FOR POLICING IN SCOTLAND, CONSULTATION

1. Summary

- 1.1 Police Scotland and the Scottish Police Authority (SPA) launched the *Police 2026 – 10 year strategy for policing in Scotland* consultation on 27 February 2017. The consultation officially ended on 8 May 2017.
 - 1.2 Due to local council elections, the Assistant Chief Constable, Police Scotland wrote to local authority Chief Executives on 31 March 2017 granting an extension to this deadline in order to take account of the local government election timetable. The revised deadline given to local authorities was 31 May 2017.
 - 1.3 The former Housing and Community Safety Policy Board delegated authority to the Director of Community Resources to submit a response to Police Scotland on behalf of the Council to be homologated by the next relevant Policy Board.
 - 1.4 The consultation response by Renfrewshire Council is attached as Appendix 1 and the final strategy will be launched in June 2017. The consultation document requires very short responses to be provided.
-

2. Recommendations

It is recommended that the Communities, Housing and Planning Policy Board:

- 2.1 Homologates Renfrewshire Council's response to the Police 2026 consultation detailed in Appendix 1; and
 - 2.2 Notes the close partnership working between Police Scotland and Renfrewshire Council, as part of the Renfrewshire Community Safety Partnership.
-

3. Background

- 3.1 Police Scotland came into force as a single body in 2013 under the Police and Fire Reform (Scotland) Act 2012. Police Scotland acknowledge that whilst a lot work has been done on reform since 2013, there is a lot more work that still needs to be achieved and hence the development of a 10 year strategy.
- 3.2 In developing the strategy, Police Scotland has considered the following:
- Their purpose to improve safety and wellbeing of people, places and communities in Scotland and their vision, which is sustained excellence in service and protection.
 - The current demands on Policing as a result of crimes but also internal demands as a result of processes and structures.
 - How Scotland will continue to evolve and what the implications are for Police Scotland.
 - Maintaining legitimacy and remaining relevant to changing needs of the public.
 - The whole workforce and the need to motivate, enable, develop, empower and reward people.
- 3.3 Policing in Scotland is challenging and is not limited to responding to crimes but increasingly on preventing them, reducing harm and improving safety and wellbeing. The strategy sets out the demographic changes that are taking place in Scotland with a growing population with people living longer and the changing nature of crimes and vulnerabilities – increasing cyber-crime in particular and growing international crimes and challenges. The strategy outlines how Policing might need to change to cope with these challenges and the resilience required by Police Scotland to manage these changes.
- 3.4 As well as establishing what will change and why the change is required, the strategy also details how Police Scotland will achieve this by improved contact and engagement, strengthening partnerships, empowering and developing Officers and investing in information and technology (including cyber and forensic capabilities).
- 3.5 In achieving the above, the strategy provides a platform for Police Scotland to achieve their strategic priorities in a challenging and evolving environment and will be reviewed every 3 years to ensure it remains relevant and up to date.

Implications of this Report

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

Safer and Stronger Renfrewshire – The 10 year policing strategy and the priorities contained within will lead to a Safer and Stronger Renfrewshire by preventing and tackling crime, protecting the public and allowing Communities a voice in how policing is undertaken.
4. **Legal** – none
5. **Property/Assets** – none

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

List of Background Papers - none

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



2026

SERVING A CHANGING SCOTLAND

Q1. Does the Policing 2026 strategy identify and acknowledge the main risks, challenges, opportunities and demands likely to impact on policing over the next 10 years?

Yes ☒ No ☐ Not sure ☐

We would welcome any view you have

Comments

Renfrewshire Council welcomes and agrees with the main risks challenges, opportunities and demands likely to face policing over the next 10 years. Renfrewshire Council works closely with Police Scotland through the Community Safety Partnership and welcomes the focus on cyber crime, counter terrorism and domestic incidents as these align with the work being undertaken by the Council. The section in 2.3.5 (Enhancing cyber and Forensic Capabilities is an essential part of the strategy and again, closely aligns with the priorities, challenges and risks identified by Renfrewshire Council and the Integrity Working Group.

Q2. Do you agree the main areas of focus proposed within the Policing 2026 strategy are the right ones to deliver an enhanced policing service?

1

Protection
Based on threat, risk and harm

2

Prevention
Tackling crime, inequality and enduring problems facing communities

3

Communities
Focus on localism, diversity and the virtual world

4

Knowledge
Informing the development of better services

5

Innovation
Dynamic, adaptable and sustainable

Strongly agree ☒ Mostly agree ☐ Not sure ☐ Mostly disagree ☐ Strongly disagree ☐

Please tell us why you think these are the right or wrong areas of focus?

Comments

Renfrewshire Council would agree with the main areas of focus. In particular, Renfrewshire Council would strongly agree with the first 3 (Protection, Prevention and Communities) and this clearly aligns with Renfrewshire Council priorities including early intervention being progressed through the Renfrewshire Community Safety Partnership, the Community Safety Hub, Daily Tasking meetings, the CONTEST (Prevent) agenda and localism. The final 2 (knowledge and Innovation) whilst equally important, will feed into the first 3 rather than be a focus i.e. you will need these to deliver the critical first 3. However, the focus that they demonstrate on being flexible and responsive and evidence led is consistent with the approach being taken across the Community Safety Partnership.

Q3. Do you agree the methods proposed within this strategy are the right ones to deliver an improved policing service?



Strongly agree ☒ Mostly agree ☐ Not sure ☐ Mostly disagree ☐ Strongly disagree ☐



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2026

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Q4. The Policing 2026 Strategy states that public confidence will be a key measure of success and the effectiveness of Police performance. Do you agree with this approach?

Strongly agree ☒ Mostly agree ☐ Not sure ☐ Mostly disagree ☐ Strongly disagree ☐

We would welcome any views you have

Comments

Police Scotland, like Renfrewshire Council is a public body and therefore public confidence is absolutely critical to delivering successful outcomes. Both Police Scotland and Renfrewshire Council are heavily involved in developing Local Outcome Improvement Plans (LOIP's) and the localism agenda to allow communities to have more power in the delivery of resources. The new Community Policing model has been a significant improvement that is already showing signs of giving the public more reassurance with regard to the visibility of Police Officers in their communities.

Q5. The Policing 2026 strategy highlights that we will need to re-shape our organisation with a workforce focussed on having the right skills and capacity to meet future challenges. Do you agree with this approach?

Strongly agree ☒ Mostly agree ☐ Not sure ☐ Mostly disagree ☐ Strongly disagree ☐

We would welcome any views you have

Comments

All organisations require to have a workforce focused on having the right skills and capacity. With ever changing demographics and crime, it is essential that Police Scotland and the Officers therein continually adapt to allow these challenges to be met. This includes working with partners through the Renfrewshire Community Safety Partnership to allow them to assist in the delivery of the service i.e. close working relationships will lead to early intervention through Daily Tasking where the Renfrewshire Wardens may be passed issues regarding low level anti social behaviour that Police Scotland would have historically dealt with.

Q6. Is the strategy presented in a clear and understandable way?

Yes ☒ No ☐

Comments

Overall, Renfrewshire Council welcomes the strategy and is clear in understanding what the strategy sets out to achieve. It strikes a good balance between being a public facing document while providing helpful insight into the changing demands for the Police in an intelligent and clear way.

It clearly aligns with many strategies for Renfrewshire Council (Public Protection, collaborative working, cyber crime, CONTEST (Prevent)) and the Council will continue to work with Police Scotland over the coming years as they implement key parts of this strategy.

Q7. We would welcome any additional views you have on our strategy and how it will affect you, or any other person.

Comments

The strategic vision of the document feeds into the objectives and terms of reference for the Groups on which Renfrewshire Council work most closely with Police Scotland including the Renfrewshire Community Protection Chief Officers Group, Community Safety and Public Protection Steering Group, Integrity Working Group and CONTEST (Prevent) Working Group.



2026

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Q8. What is your name?

Chris Dalrymple

Q9. What is your email address?

chris.dalrymple@renfrewshire.gcsx.gov.uk

Q10. Are you responding as an individual or an organisation? (Required)

I am answering as an individual

☐

I am answering on behalf of an organisation

☒

Organisation Name

Renfrewshire Council

Q11. What is your postcode? Postcode (Required)

PA1 1BR

**Q12. Police Scotland would like your permission to publish your consultation response.
Please indicate your publishing preference: (Required)**

Yes - Publish my responses, including my name and my organisation name.

☐

Yes - Publish my responses. Do not include my name.

☒

No - Do not publish my responses.

☐

Info for organisations:

The option 'Publish response only (without name)' refers only to your name, not your organisation's name. If this option is selected, the organisation name will still be published.

If you choose the option 'Do not publish response', your organisation name may still be listed as having responded to the consultation in, for example, the analysis report.

Q13. We will share your response internally with Police Scotland / Scottish Police Authority policy teams who may be addressing the issues you discuss. They may wish to contact you again in the future, but we require your permission to do so. Are you content for us to contact you again in relation to this consultation exercise? (Required)

Yes

☒

No

☐

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2026

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Q14. How have you found completing this consultation?

- It was very simple and easy ☒
- Some of the questions were hard to complete ☐
- I found the whole consultation hard to complete ☐

Do you have any comments you wish to make about the consultation process?

The consultation was easy to complete, however, the timing was challenging. Police Scotland were aware of local Council elections and changing Boards/Committees and extended the deadline which was appreciated by Renfrewshire Council.

Q15. Age (Required)

- Under 16 ☐
- 16-24 ☐
- 25-34 ☐
- 35-44 ☐
- 45-54 ☐
- 55-64 ☐
- Over 65 ☐
- Choose not to disclose ☒

Q16. Gender (Required)

- Male ☐
- Female ☐
- Non-binary ☐
- Choose not to disclose ☒

Q17. Are you transgender?

- Yes ☐
- No ☐
- Choose not to disclose ☒

Q18. Sexual Orientation

- Bisexual ☐
- Gay / Lesbian ☐
- Heterosexual ☐
- Choose not to disclose ☒

Q19. Do you consider yourself to have a disability? (Required)

- Yes ☐
- No ☐
- Choose not to disclose ☒



2026

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Q20. Ethnic and Cultural Origin

- | | |
|---|-------------------------------------|
| African, African Scottish, African British | <input type="checkbox"/> |
| Any Mixed Ethnic Group | <input type="checkbox"/> |
| Arab, Arab Scottish, Arab British | <input type="checkbox"/> |
| Bangladeshi, Bangladeshi Scottish, Bangladeshi British | <input type="checkbox"/> |
| Black, Black Scottish, Black British | <input type="checkbox"/> |
| Caribbean, Caribbean Scottish, Caribbean British | <input type="checkbox"/> |
| Chinese, Chinese Scottish, Chinese British | <input type="checkbox"/> |
| Indian, Indian Scottish, Indian British | <input type="checkbox"/> |
| Other African, Caribbean or Black | <input type="checkbox"/> |
| Other Asian | <input type="checkbox"/> |
| Other Ethnic Group | <input type="checkbox"/> |
| Other White Ethnic Group | <input type="checkbox"/> |
| Pakistani, Pakistani Scottish, Pakistani British | <input type="checkbox"/> |
| White British | <input type="checkbox"/> |
| White English | <input type="checkbox"/> |
| White Gypsy / Traveller | <input type="checkbox"/> |
| White Irish | <input type="checkbox"/> |
| White Northern Irish | <input type="checkbox"/> |
| White Polish | <input type="checkbox"/> |
| White Scottish | <input type="checkbox"/> |
| White Welsh | <input type="checkbox"/> |
| Choose not to Disclose | <input checked="" type="checkbox"/> |
| Other | <input type="checkbox"/> |

Other (please specify)

Q21. What religion do you identify with? (Required)

- | | |
|-------------------------------|-------------------------------------|
| Buddhist | <input type="checkbox"/> |
| Church of Scotland | <input type="checkbox"/> |
| Hindu | <input type="checkbox"/> |
| Jewish | <input type="checkbox"/> |
| Muslim | <input type="checkbox"/> |
| None | <input type="checkbox"/> |
| Other | <input type="checkbox"/> |
| Other Christian | <input type="checkbox"/> |
| Pagan | <input type="checkbox"/> |
| Roman Catholic | <input type="checkbox"/> |
| Sikh | <input type="checkbox"/> |
| Choose not to disclose | <input checked="" type="checkbox"/> |
| Other (please specify) | <input type="checkbox"/> |
| Other | <input type="checkbox"/> |

Q22. Are you an employee of Police Scotland? (Required)

- | | |
|--|-------------------------------------|
| No | <input checked="" type="checkbox"/> |
| Yes - I am a Police Officer | <input type="checkbox"/> |
| Yes - I am a member of Police Staff | <input type="checkbox"/> |



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Renfrewshire Council has a close working relationship with Police Scotland as an active and engaged partner in Community Planning; on the Public Protection Chief Officer Group; Adult Protection and Child Protection Committees and the Renfrewshire Community Safety Partnership Hub.

Some of the key projects/Groups that Renfrewshire Council works closely with Police Scotland on include:

Daily Tasking

Building and Safer and Greener Communities

MARAC/MATAC

CONTEST (Prevent)

Grey Space Group

Renfrewshire Community Protection Chief Officers Group

Community Safety and Public Protection Steering Group

Street Stuff

**We would be grateful if you could
complete this consultation
questionnaire online at;**

consult.scotland.police.uk/consultation/2026

**In the event that this is not
possible please complete and
return this questionnaire to;**

Policing 2026 Consultation

Clyde Gateway

2 French Street

Dalmarnock

Glasgow

G40 4EH



To: COMMUNITIES, HOUSING AND PLANNING POLICY BOARD

On: 6 JUNE 2017

Report by: DIRECTOR OF COMMUNITY RESOURCES

Heading: CONSULTATION ON HM INSPECTORATE OF CONSTABULARY IN SCOTLAND (HMICS) SCRUTINY PLAN 2017-18

1. Summary

- 1.1 At the last meeting of the former Housing and Community Safety Policy Board it was noted that HM Inspectorate of Constabulary in Scotland (HMICS) had undertaken consultation on their forward work programme. The finalised HMICS Annual Scrutiny Plan for 2017/18 has now been received. This programme outlines proposed scrutiny activities until the end of March 2018.
 - 1.2 A copy of the HMICS Annual Scrutiny Plan has been attached as an Appendix to this report, for information for this Policy Board.
-

2. Recommendations

It is recommended that the Communities, Housing and Planning Policy Board:

- 2.1 Notes the publication of the HMICS Annual Scrutiny Plan for 2017/18.
-

3. Background

- 3.1 Her Majesty's Inspectorate of Constabulary in Scotland, (HMICS) has a statutory role to report on the state, effectiveness and efficiency of both Police Scotland and the Scottish Police Authority. HMICS issued a consultation on their forward workplan 2014 – 2017 in November 2013 and a response was submitted by the Council Chief Executive at that time. Since then, each HMICS Annual Scrutiny Plan has included an appropriate focus on the issues highlighted in the Council's response.

- 3.3 Scrutiny activity has focused around a rolling programme of Local Policing inspections together with thematic inspections and specific audit and assurance reviews. In addition HMICS have accommodated unplanned scrutiny activity as a result of ministerial direction and a specific request from the Scottish Police Authority. This has included a scrutiny report on the Counter Corruption Unit as reported to the former Housing and Community Safety Policy Board on 23 August 2016.
- 3.4 HMICS intend to continue with Local Policing inspections during 2017-18, and have already committed in principle to the scrutiny of Forensic Services, Cyber Policing, Counter Terrorism and Undercover Policing. HMICS have some capacity to address any topical, high risk or emerging areas in policing and would welcome views on proposals or on any other areas which may benefit from scrutiny during 2017-18.
- 3.5 From a Renfrewshire perspective, local relationships with Police Scotland and with the Scottish Police Authority are excellent and the areas of thematic inspection activity that are set out in the current plan reflect the key areas of the Public Protection Agenda including counter terrorism, cybercrime and serious and organised crime.
-

Implications of this Report

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

Safer and Stronger Renfrewshire – The inspection activity detailed above by HMICS will scrutinise the work being undertaken by Police Scotland and ensure the activities are appropriately undertaken and reported by Police Scotland.

A Greener Renfrewshire – none

Renfrewshire forum for Empowering Communities – none

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

10. **Risk** – none.

11. **Privacy Impact** – none.

List of Background Papers - none

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Annual scrutiny plan 2017-18

May 2017



Introduction

Our Annual Scrutiny Plan for 2017-18 sets out how HM Inspectorate of Constabulary in Scotland (HMICS) will meet its statutory purpose to inquire into the state, efficiency and effectiveness of both the Police Service of Scotland ('Police Scotland') and the Scottish Police Authority (SPA). It is published in terms of Section 75 of the Police and Fire Reform (Scotland) Act 2012 and sets out our scrutiny priorities from April 2017 until March 2018.

We keep this plan under review and may from time to time revise it. In preparing our plan, we have consulted with a range of people interested in policing and we will consult further prior to making any revisions. We will publish this Plan and any revised plan on our website and will make it directly accessible to those we consider are likely to have an interest in it.

Our approach is to support Police Scotland and the Scottish Police Authority to deliver services that are high quality, continually improving, effective and responsive to local needs.¹

We will have a strong emphasis on local policing through our *Local Policing+* programme. This provides a consistent means of assessing the quality of local policing as well as local scrutiny and engagement across Scotland. We will work with Police Scotland to develop self-assessment within local policing Divisions and will continue to report publicly on how Police Scotland and the Authority are delivering against local priorities.

We will use *Thematic Reviews* to examine specific areas of policing in detail. This will include our first statutory inspection of the Scottish Police Authority and an examination of cyber-policing. Our Plan includes *Collaborative Reviews* and shows how we will inspect jointly with other inspectorates. This will include working with the Care Inspectorate to examine Children's Services across Scotland and with

HMIC in England and Wales to provide UK-wide assessments of Counter Terrorism and an inspection of British Transport Police.

We will continue our programme of *Continuous Improvement Reviews*, working closely with both Police Scotland and the Authority to examine how effectively they meet their obligations to deliver best value and continuous improvement. We will specifically focus on how the Authority and Police Scotland govern and deliver the major transformation identified from their 2026 Strategy. In addition to this we will carry out *Audit and Assurance Reviews* to scrutinise in more detail, areas where there is a need to ensure accurate and ethical recording or provide targeted assurance over key processes in high risk areas.

Our approach to scrutiny is supported by our Scrutiny Framework. This provides structure to our activities and the means to transparently, consistently and objectively assess policing in Scotland. We will work with others to ensure our Framework reflects best practice. We will also take the opportunity during 2017-18 to assess the progress made by Police Scotland and the Authority against the recommendations and improvement actions identified from our previous scrutiny activity. This will include detailed follow-up into call handling, counter corruption and custody.

Our scrutiny reports and annual report will be published and laid before the Scottish Parliament and I will take the opportunity in my annual report to comment on the overall state, efficiency and effectiveness of policing in Scotland and on the performance of Police Scotland and the SPA.

Derek Penman QPM

HM Chief Inspector of Constabulary in Scotland

¹ <http://www.scotland.gov.uk/About/Performance/scotPerforms/outcome/pubServ>

Our purpose

HM Inspectorate of Constabulary in Scotland (HMICS) has been in existence since the 19th century. Our role was reaffirmed by the Police and Fire Reform (Scotland) Act 2012 and we have wide ranging powers to look into the 'state, effectiveness and efficiency' of both Police Scotland and the SPA.² We have a statutory duty to inquire into how the Chief Constable and the SPA meet their obligations in terms of best value and continuous improvement.³ If necessary, we can be directed by Scottish Ministers to look into anything relating to the SPA or Police Scotland as they consider appropriate.⁴ We also have an established role providing professional advice and guidance on policing in Scotland.

Our powers allow us to do anything we consider necessary or expedient for the purposes of, or in connection with, the carrying out of our functions.⁵ The SPA and the Chief Constable must provide us with such assistance and co-operation as we may require to carry out our functions⁶ and must comply with any reasonable request that we make. When we publish a report, the SPA and the Chief Constable must consider what we have found and take such measures, if any, as they think fit.⁷ Where we make recommendations, we will follow them up and report publicly on progress.

We work with other inspectorates and agencies across the public sector to share specific expertise or jointly examine areas where Police Scotland works in partnership with other agencies and contributes to shared outcomes. We co-ordinate our activities to reduce the burden of inspection and avoid unnecessary duplication.

² Police and Fire Reform (Scotland) Act 2012, Section 74(2)(a).

³ Police and Fire Reform (Scotland) Act 2012, Section 74(2)(b).

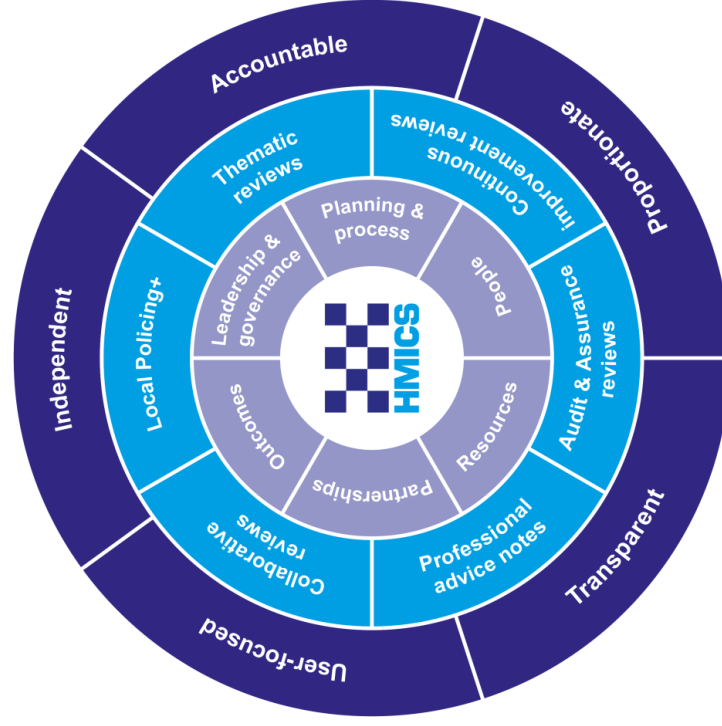
⁴ Police and Fire Reform (Scotland) Act 2012, Section 74(1).

⁵ Police and Fire Reform (Scotland) Act 2012, Section 76(1).

⁶ Police and Fire Reform (Scotland) Act 2012, Section 77.

⁷ Police and Fire Reform (Scotland) Act 2012, Section 80.

We aim to add value and strengthen public confidence in Scottish policing through independent scrutiny and objective, evidence-led reporting about what we find. Where relevant, we will make recommendations to Police Scotland and the SPA to improve policing. We will also identify good practice that can be rolled out across Scotland.



Our values

As a values-led organisation, we will conduct our activities in a way that is:

Independent – We will always act independently and publish impartial and objective reports. Our professional advice will be informed and unbiased. HM Chief Inspector of Constabulary in Scotland is appointed under Royal Warrant and is independent of the Scottish Government, Police Scotland and the SPA.

Accountable – We will be accountable for what we do and will justify our actions and reports by evidence. We will publish our statutory reports⁸ to the Scottish Parliament and submit ourselves to whatever scrutiny is appropriate to our function.

Proportionate – We will ensure our scrutiny is proportionate and that we only inspect what is necessary to achieve our statutory purpose. We will minimise the burden on those we inspect and focus our activities through informed risk assessment to ensure what we do is effective and efficient.

Transparent – We will be open in what we do and give reasons for our decisions. We will publish our reports and restrict information only when the wider public interest clearly demands it.

User-Focussed – We will align our scrutiny to the needs of service users and co-operate with other scrutiny authorities. We will meet our responsibilities under the Public Services Reform (Scotland) Act 2010, by continuously improving our user focus in the design and operation of our functions. We will promote equality and respect for diversity in everything we do. Within all our inspections and reviews, we will give consideration to inequality and, where identified, make recommendations to improve experiences for service users and in support of the public-sector equality duties.



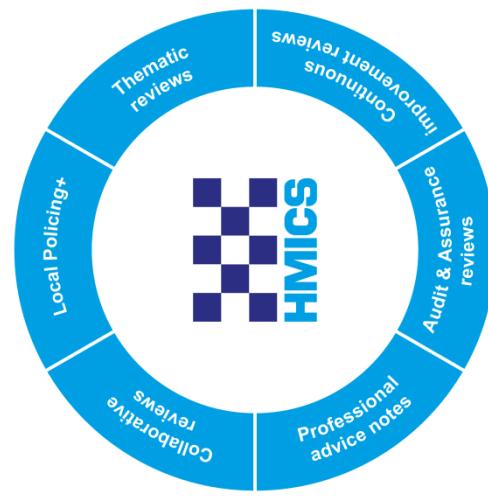
⁸ Police and Fire Reform (Scotland) Act 2012, Section 79.

Our approach to scrutiny

Our annual **Scrutiny Plan** outlines our priorities and scrutiny activities for the 2017-18 fiscal year. The Plan was initially developed through consultation with our stakeholders and is informed by an objective assessment of policing performance and risk.

We keep the Plan under continual review and make such changes as we determine necessary to respond to risk and discharge our statutory purpose.

Our scrutiny activities take account of the Crerar review⁹, Christie report¹⁰ and supports production of the National Scrutiny Plan.¹¹



⁹ <http://www.scotland.gov.uk/Resource/Doc/198627/0053093.pdf>

¹⁰ <http://www.scotland.gov.uk/Resource/Doc/352649/0118638.pdf>

¹¹ <http://www.audit-scotland.gov.uk/report/search?search=National%20Scrutiny%20Plan>

Our framework

Our approach to inspection is supported by our Scrutiny Framework, which provides structure to our activities and the means to transparently, consistently and objectively assess policing in Scotland.

Our Framework has been developed using the principles outlined in the Public Sector Improvement Framework self-evaluation model used in many public sector settings. It has been adapted to provide a scrutiny framework model to assist specifically in the inspection of elements of policing or the SPA. It will form the basis of any inspection but provides sufficient flexibility to be adapted so that the key themes and sub-elements reflect the purpose of the inspection to be undertaken. The framework will support us when conducting inspections by providing a structure within which we can ensure a consistent and professional approach to our work.

Partnerships

We will look at how well partners work together to support the delivery of outcomes as well as the approach to managing partnerships. Key elements include developing an agreed vision and objectives and aligning information, assets and resources in partnership to achieve shared outcomes. We will consider how well partners jointly plan and co-operate in delivering integrated working and whether the partnership ethos has developed a positive culture of involvement and working together.

Outcomes

We will focus on the overall performance of the organisation or part of the service and examine successes in delivering demonstrable, high-quality and improved outcomes for service users, communities and the public in general. We will also consider fulfilment of statutory duties.

Leadership and Governance

We will assess the leadership of Police Scotland and the SPA and the governance, accountability and scrutiny arrangements that have been put in place to ensure that the service is delivering its overall vision of keeping people safe and meeting national, regional and local priorities.

Planning and process

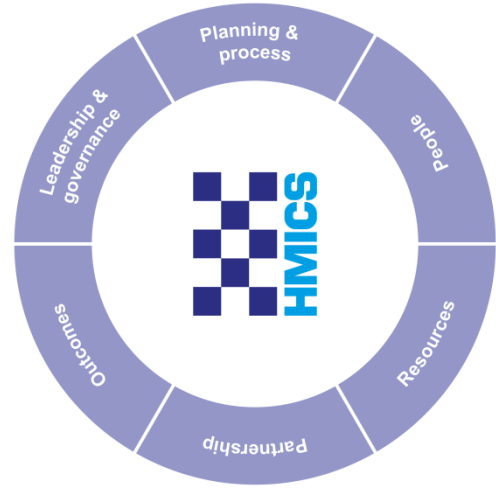
We will examine the effectiveness of strategy and planning processes in ensuring services are inclusive and focussed on user needs. As well as strategies, plans and policies, we will also examine the work of the organisation or service in relation to its key functions, in particular the delivery and development of the services it provides, by itself or in partnership with others, and how these are measured. We will work with others to ensure our Framework reflects best practice and has the potential to develop into a wider self-assessment tool.

People

We will look at the people within the organisation, their motivation, satisfaction and contribution to the development of the organisation or service area. We will assess how employees are managed, developed and empowered, and consider communication processes and whether people feel rewarded and recognised for their efforts.

Resources

We will consider whether the organisations or service area manage resources in the most efficient, effective and sustainable way, including corporate, financial and information resources and assets. We will assess whether this supports key activities and outcomes. We will also consider collaborative working, looking at whether shared resources are used as efficiently as possible to deliver shared outcomes. A key element of resourcing is the consideration of best value.



Local policing+

The three objectives for police reform were to *(i) protect and improve local services; (ii) create more equal access to specialist support and national capacity; and (iii) strengthen the connection between police services and communities*. In response to this, HMICS introduced a rolling programme of divisional policing inspections entitled Local Policing+.

This programme provides a consistent means of assessing the quality of local policing across Scotland and enables us to report publicly on how Police Scotland is delivering against local priorities. We are interested in the effectiveness of local scrutiny and engagement as well as the contribution policing makes to the wellbeing of communities. This includes an assessment of Partnership, Prevention, Performance and People in support of the wider Scottish public service reform agenda. We will capture innovation and good practice and, where relevant, we will make recommendations that drive improvement.

Through our local inspections, we will review the effectiveness and efficiency of both national and regional structures and the provision of specialist policing across Scotland. Our *Local Policing+* programme allows sufficient flexibility to respond to new and emerging issues that arise and would benefit from our scrutiny. These issues will be identified through stakeholder engagement and our scrutiny risk assessment in advance of each inspection. Where our + element represents a substantial area of policing, we will report separately from our divisional inspections. We will take a risk-based approach to the selection and timing of those divisions to be inspected and will announce our selection in advance of our proposed scrutiny activity.

During 2017-18, we will continue to streamline our approach to Local Policing+ inspections with a greater focus on risk-based, proportionate inspection. We will inspect Tayside Division in Spring/Summer 2017 and, in advance of the inspection, will continue working with Police Scotland and the Improvement Service to support the development of a self-assessment methodology. The results of Tayside's self-assessment will be a key source of evidence during our inspection. The + element of our inspection of Tayside Division will involve assessing the state, efficiency and effectiveness of firearms licensing by Police Scotland.

Thematic reviews

We will use *Thematic Reviews* to scrutinise cross cutting issues that benefit from a more holistic review or where we choose to inspect major functions that fall outwith the scope of *Local Policing+*. We will capture innovation and good practice, and where relevant we will make recommendations that drive improvement. Our planned reviews for 2017-18 are:

- **Forensic Services** (*November 2016 to June 2017*) – The aim of this inspection will be to assess the effectiveness and efficiency of the forensic services provided by the SPA. It will scrutinise how the SPA is meeting its statutory obligations under Section 31 of the *Police and Fire Reform (Scotland) Act 2012* by providing forensic services to Police Scotland, the Police Investigations and Review Commissioner and the Lord Advocate and procurators fiscal. This inspection will report in June 2017.

- **Cyber – Baseline Assessment** (*July to November 2017*) – This will build on the key findings and recommendations from the scrutiny of cyber policing in England and Wales and assess their relevance for Scotland. We will focus on how Police Scotland is responding to the needs of victims of cybercrime and consider the extent to which the digital technology aspects of crime and policing may require new approaches, resourcing and future investment. We will include comparative research within England, Wales and Northern Ireland as well as other jurisdictions. Our report will be forward looking, seeking to capture key issues and is intended to inform future policy development.

- **Scottish Police Authority** (*April to December 2017*) – This will be the first full inspection of the Scottish Police Authority and will take place in three phases. The first phase will focus on openness and transparency and an interim report will be published in June 2017. The second phase will focus on ongoing monitoring of SPA meetings and reports submitted. The final phase will include fieldwork in October-November 2017, with a report due for publication in December 2017.

Audit and assurance review

Our Audit and Assurance Reviews allow for more detailed scrutiny where there is a specific need to audit critical systems, ensure accurate and ethical recording or provide independent assurance in high risk areas. Our planned reviews for 2017-18 are:

- **Scoping and Piloting Audit of Clear-up Data** (*January to February 2018*) – Similar to crime data, clear-up rates (also known as detection rates) are published by Police Scotland in its regular management information reports and by the Scottish Government as part of its Recorded Crime in Scotland series. Given that there has been no recent independent audit of clear-up rates, HMICS will follow up our comprehensive audits of crime data in 2014 and 2016 by scoping and piloting an audit of clear-up data with a view to providing the public and other stakeholders with an assessment over its reliability.

- **Undercover Policing Strategic Review** (*April to September 2017*) – On 22 September 2016, the Cabinet Secretary for Justice directed HMICS to undertake a strategic review of undercover policing procedures and practices in Scotland. This was in response to a decision by the Home Secretary not to extend the terms of reference for the Pitchford Inquiry¹² to consider the activity of undercover police officers deployed in Scotland. Our review will examine the effectiveness and efficiency of the current undercover policing arrangements in Scotland and provide an independent analysis of the extent and scale of undercover policing operations in Scotland since the introduction of Regulation of Investigatory Powers (Scotland) Act (RIPSA) 2000 and Regulation of Investigatory Powers Act (RIPA) 2000. Our terms of reference were published in January 2017.¹³

- **Custody ongoing (NPM)** (*Ongoing 2017-18*) – In accordance with our obligations as a member of the United Kingdom's National Preventive Mechanism, HMICS carries out regular inspections of police custody centres. In recent years, these inspections have been primarily aligned to our Local Policing+ programme, with additional visits based on an assessment of risk. In 2017-18, we propose to revise our custody inspection programme, taking greater account of health board as well as divisional boundaries. This is in preparation for extending the scope of these inspections to include a greater focus on the delivery of healthcare in police custody, in partnership with Healthcare Improvement Scotland.

¹² Pitchford Inquiry – see www.ucpi.org.uk for more information.

¹³ [HMICS Strategic Review of Undercover Policing in Scotland - Terms of Reference](#)

Collaborative reviews

We will continue to work with other scrutiny bodies and undertake joint inspection activity in areas where Police Scotland or the SPA work in partnership and contribute to shared outcomes with others. Our planned reviews for 2017-18 are:

- **Children's Services** (*Ongoing 2017*) – Under section 115 of the Public Services Reform (Scotland) Act 2010, the Care Inspectorate lead joint inspections of services for children and young people across Scotland. Since 2012, the Care Inspectorate, Education Scotland, HMICS and Healthcare Improvement Scotland have been conducting a programme of inspection across all 32 local authorities, which is due to conclude at the end of 2017.

The Child Protection Improvement Programme (CPIP) commenced in February 2016 looking at nine key areas of work, including inspections. It reported in March 2017. The Care Inspectorate has been asked by Ministers to chair a short life working group involving its scrutiny partners to develop and refine recommendations for a revised inspection model, which focuses on the experiences and outcomes of the most vulnerable children, those in need of protection and those subject to corporate parenting.

The new model will also consider the recommendations of the CPIP review. HMICS has secured a secondment of a senior officer from Police Scotland to assist in concluding the existing joint inspection programme, and to contribute to developing the revised approach to scrutiny of services for children and young people.

- **MAPPA (Follow Up)** (*April 2017 to January 2018*) – During 2015, HMICS and the Care Inspectorate carried out fieldwork which culminated in our published report on 26 November 2015. Our report outlined 10 recommendations which were of a strategic nature, requiring a national response.

In October 2016, as part of our approach to monitoring progress we wrote to the chair of the MAPPA National Strategic Group (MAPPA NSG) requesting a copy of the action plan covering each of the 10 recommendations.

Between January and March 2017, the Care Inspectorate and HMICS carried out fieldwork to determine the response to the joint thematic report recommendations. Our findings and the current status of each of the 10 recommendations is being analysed.

- **British Transport Police** (*Spring and Autumn 2017*) – We will continue to work jointly with HM Inspectorate of Constabulary in England and Wales by publishing our Phase 1 inspection of the efficiency, leadership and legitimacy of British Transport Police (BTP). This will be followed in Autumn 2017 by our Phase 2 joint inspection of the effectiveness of BTP. HMICS will also use this inspection activity to identify strategic issues relating to the devolution of railway policing in Scotland and the transfer of functions from BTP and the British Transport Police Authority to Police Scotland and the Scottish Police Authority.

- **Counter Terrorism** (*Ongoing 2017-18*) – Given the interoperability requirements of counter terrorism operations across the United Kingdom, HMICS and HMIC (England and Wales) recognised the value of joint inspections. A programme of Counter Terrorism inspections designed to provide assurance to the Counter Terrorism network will be carried out throughout 2016-18.

Follow up reviews

- **Counter Corruption** (*April 2017 to January 2018*) – In June 2016 we published a full report into the state, effectiveness and efficiency of Police Scotland's Counter Corruption Unit (CCU).¹⁴ Our report outlined 39 recommendations. In order to determine the response to the recommendations we shall carry out a follow up review of the newly established Anti-Corruption Unit. We shall engage with key stakeholders to develop the scope of the follow up activity.

- **Call Handling** (*April to July 2017*) – The request of the Cabinet Secretary for Justice, we will continue our scrutiny of police call handling and assess the progress by Police Scotland and the SPA against the recommendations from our call handling report published in November 2015.¹⁵ After our Update Report in November 2016 this process will continue with unannounced visits to call handling centres across Scotland and an ongoing assessment of both the governance and assurance arrangements in place to support the national change programme which is due to complete in August 2017. We will also undertake an audit of call handling in January 2018 to further assess the effectiveness of the new arrangements and follow up on our original audit undertaken in August 2015.

- **Custody thematic** (*October to December 2017*) – Following our thematic inspection of police custody arrangements in 2014, and subsequent inspections of custody centres in Aberdeen, Edinburgh, Dumfries and Galloway and two centres in Glasgow, a number of custody-related recommendations remain outstanding. In 2017-18, HMICS will follow up on these recommendations and assess the strategic direction for the future delivery of police custody.

¹⁴ <http://www.hmics.org/publications/hmics-independent-assurance-review-police-scotland-counter-corruption-unit>

¹⁵ <http://hmics.org/publications/hmics-independent-assurance-review-police-scotland-call-handling-final-report>

National Preventive Mechanism (NPM)

HMICS is a member of the United Kingdom's National Preventive Mechanism, a group of organisations designated under the Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) to monitor places of detention and report on the treatment of and conditions for detainees. OPCAT recognises that detainees are particularly vulnerable and aims to prevent ill-treatment through establishing a system of regular visits or inspections to all places of detention. OPCAT requires that States designate a 'National Preventive Mechanism' (NPM) to carry out such visits to places of detention, to monitor treatment of and conditions for detainees, and to make recommendations for the prevention of ill-treatment.

The UK NPM is made up of 21 bodies who monitor places of detention across Scotland, England, Wales and Northern Ireland. This includes police custody, prisons, court custody, immigration and military detention, secure children's homes, and places where people are detained under mental health legislation. The NPM members have the power to enter places of detention and speak to detainees and staff in private.

As a member of the NPM, HMICS carries out regular inspections of police custody in Scotland using the HMICS Custody Inspection Framework. This framework focuses on the treatment of and conditions for detainees and includes a range of indicators setting out what we expect to find during our custody inspections.



Our reports

We will publish a number of reports each year, which will be laid before Parliament in accordance with our statutory obligations. We will provide the bodies we scrutinise with copies of our reports and publish them on our website. Where we are directed by Scottish Ministers, we will report to them and they will present these reports to the Scottish Parliament.

We will typically produce reports from our individual scrutiny activities through Local Policing+, Thematic Reviews, Audit and Assurance Reviews and Follow Up Reviews. These will be published throughout the year in accordance with our Scrutiny Plan. The publication of any reports from Collaborative Inspections will ordinarily be undertaken by the lead inspection body responsible.

We will produce an annual report and provide information summarising our activities. This will include an assessment of our impact and how our activities contributed towards positive outcomes. We will also comment on the overall state, effectiveness and efficiency of policing in Scotland and on the performance of Police Scotland and the SPA. We will aim to publish our annual report by the end of the calendar year.

Assessing our impact

An inspection does not end with the publication of a report. It is important that we ensure that our work adds value and assists in driving improvement. We proactively monitor the recommendations made and assess the extent to which they have been implemented. Monitoring progress in this way also helps us to assess whether a follow-up inspection is required to address any residual risk.

Our complaints process

Our complaints handling procedure reflects our values and commitment to deliver a transparent inspectorate. It seeks to resolve complainer dissatisfaction as quickly as possible and to conduct thorough, impartial and fair investigations of complaints. Our Complaints Handling Procedure is published on our website.¹⁶

Our complaints handling procedure does not extend to individual complaints about any police body, which should instead be addressed to the Police Investigations and Review Commissioner.¹⁷

¹⁶ <http://www.hmics.org/what-we-do/complaints-process>

¹⁷ <http://pirc.scotland.gov.uk/>

Our scrutiny plan 2017-18

	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-17	Feb-17	Mar-17
Local Policing +												
Tayside + Firearms Licensing												
Thematic Review												
SPA Forensic Services												
Cyber - Baseline Assessment												
Scottish Police Authority	Phase 1			Phase 2								
Audit and Assurance Reviews												
Scoping and Piloting Audit of Clear-up Data												
Undercover Policing Strategic Review												
Custody (ongoing) (NPM)	2 x Custody inspections (with HIS)											
Collaborative Reviews												
British Transport Police	Phase 1							Phase 2				
Children's Services												
Counter Terrorism (ongoing)												
MAPPA (Follow-up)												
Follow Up Inspections												
Counter Corruption Unit (Follow-up)												
Call Handling (Follow-up)												
Custody thematic (Follow- up)												



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About Her Majesty's Inspectorate of Constabulary in Scotland

HMICS operates independently of Police Scotland, the Scottish Police Authority and the Scottish Government. Under the Police and Fire Reform (Scotland) Act 2012, our role is to review the state, effectiveness and efficiency of Police Scotland and the Scottish Police Authority. We support improvement in policing by carrying out inspections, making recommendations and highlighting effective practice.

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To: COMMUNITIES, HOUSING & PLANNING POLICY BOARD

On: 6 JUNE 2017

Report by: DIRECTOR OF COMMUNITY RESOURCES

Heading: PUBLIC PROTECTION OPERATIONAL UPDATE

1. Summary

- 1.1 This report provides operational information for the Communities, Housing and Planning Policy Board on the performance outcomes and key achievements of Public Protection during the period from 1 April 2016 – 31 March 2017. Public Protection consists of several areas of activity including Community Safety and Regulatory Services (Consumer Protection and Environmental Strategy).
- 1.2 The key responsibilities of Public Protection in this regard include:
 - Protecting public health, environmental protection and promoting Community Safety through the Renfrewshire Community Safety Partnership;
 - Providing consumer protection to Renfrewshire consumers, including Trading Standards;
 - Delivering a comprehensive civil contingencies capability across the communities of Renfrewshire, Inverclyde, East Renfrewshire and West Dunbartonshire which responds to, prepares for and recovers from disruptive events.
- 1.3 Some of the key achievements and further information about services provided is included in Section 3 of this report.
- 1.4 Performance information is detailed in Section 4 of this report, and reflects sustained levels of high performance across all areas of Public Protection. This performance information includes operational performance indicators which align the service performance monitoring with key Council priorities.
- 1.5 Looking forward, the plans for 2017/18 address a number of public protection priorities and challenges including:

- Protecting the Council from the identified risks posed by organised crime,
- Protecting vulnerable people from risks by crime, fraud and terrorism through effective and targeted enforcement and regulation,
- Developing diversionary programmes and interventions to address violence, disorder and anti-social behaviour,
- Understanding and mitigating the threats and hazards that create risks and increase vulnerability for the communities of Renfrewshire,
- Informing, educating and training Council officers, communities and partners to respond effectively to risks and threats,
- Leading on the continued application of the integrated enforcement policy for the Council, which sets standards and expectations for how all enforcement activities are carried out across the Council,
- Integrating other services into the Renfrewshire Community Safety partnership Hub alongside the 24 hour CCTV Control Room,
- Supporting Police Scotland as they lead the Building Safer Greener Communities Multi Agency Tasking Group delivering interventions in new areas and communities,
- Responding to national policies and direction such as the proposed shared service for Scientific Services,
- Undertaking a programme of pro-active work to control the sale of on Nicotine Vapour Products (NVPs).

2. Recommendations

It is recommended that the Communities, Housing and Planning Policy Board

- 2.1 Notes the content of this progress update report; and
- 2.2 Approves the public protection priorities and challenges that will be addressed during 2017/2018 as set out in Section 5 of this report.

3. Key Achievements

A Safer and Stronger Renfrewshire

Renfrewshire Community Safety Hub & Integrated CCTV Control Room

- 3.1 In December 2016, the Renfrewshire Community Safety Partnership CCTV Hub moved to 24 hour operation on a pilot basis which included call handling for winter maintenance calls. An evaluation of the pilot established that the safety of the residents of Renfrewshire would be improved by continuing the extended operation of the CCTV hub on a 24 hour basis.

- 3.2 The Renfrewshire Community Safety Partnership Hub holds a daily tasking meeting to review community safety incidents which have occurred over the past twenty-four/forty eight hours and tasks them to the relevant partners. This collaborative partnership approach enables information sharing and pooling of resources to tackle antisocial behaviour and other issues throughout Renfrewshire. Daily tasking had a very successful year with regular attendance of all key partners who processed over 6,000 referrals. In 2016/17, the meeting was further enhanced by new regular attendees from the CCTV Control Room, Mental Health Services and Victim Support. Over the last year, the service has been particularly effective in tackling missing persons and supporting Police Scotland in a number of high profile incidents and investigations.

I Am Me & Keep Safe

- 3.3 I Am Me is a community project which works in partnership with Police Scotland to raise awareness of Disability Hate Crime. In 2016/17, the I Am Me Cinebus toured Renfrewshire primary schools delivering a comprehensive programme which raised awareness of disability, bullying and hate crime. Over 7,000 children have participated in the programme. The programme has been designed to complement the curriculum for excellence and a progressive lesson plan is available for each school year (from P1-P7). Feedback from around 3,000 participants highlights that 98% of participants have enjoyed the Cinebus visit, 99% know bullying is wrong and 96% would now report an incident.
- 3.4 Keep Safe works in partnership with Police Scotland and a network of local businesses to create 'Keep Safe' places for disabled, vulnerable, and elderly people when out and about in the community. The Keep Safe Scotland phone app was launched in 2016 and is free to download from iOS and Android. The app can be used to plan routes, highlighting all Keep Safe places and provide details including opening hours, website and telephone number. The app is linked to Police Scotland to dial 101 or 999 with an approximate location displayed allowing officers to find the app user if they are lost or in distress. A link is provided for all local authorities in Scotland, with the option available to them to provide local details for community safety events and contacts.
- 3.5 I Am Me/Keep Safe won the 2016 Renfrewshire Chamber of Commerce Business Awards 'Invest in Renfrewshire' category at the prestigious (ROCCO) awards night in November 2016. This was a continuation of their prize winning form in the ROCCOs having previously won the 'Community Champion' award in 2015.

Multi Agency Risk Assessment Conference

- 3.6 A Multi Agency Risk Assessment Conference (MARAC) is a multi agency victim-focussed meeting where information is shared on the highest risk cases of domestic abuse between different statutory and voluntary sector agencies. The role of the MARAC is to facilitate, monitor and evaluate effective information sharing to enable appropriate actions to be taken to increase public safety. In 2016/17, 103 cases were referred to MARAC where the victims had been identified as being at risk of serious harm or homicide. Since the Renfrewshire MARAC has been established there have been no homicides relating to high risk domestic abuse which demonstrates the success of the partnership in safeguarding the highest risk victims.
- 3.7 In October 2016, the Renfrewshire MARAC was externally audited by Safelives. The audit identified several areas of good practice including:
- Multi Agency Engagement procedures which ensure excellent management of representatives time;
 - The Independent Domestic Abuse Advocates service being available to give support for victims;

- An Information Sharing Protocol (ISP) which governs safe information use, being established and reviewed regularly.

Best Bar None Renfrewshire 2016/17

- 3.8 The Best Bar None Renfrewshire scheme aims to reward and recognise excellence in the licensed trade sector. The scheme was administered locally by Community Resources in 2016/17, with valued support provided by partners in Police Scotland. The Renfrewshire scheme has recently completed its fifth cycle of Awards, with 12 licensed premises throughout Renfrewshire attaining the accreditation standard. 4 Renfrewshire venues were short-listed as national finalists in the Best Bar None Scotland Awards in March 2017. The Tartan Rose, Paisley was joint winner of the national Heart of the Community Award – the first Renfrewshire venue to attract a national accolade.

Trusted Trader

- 3.9 The Renfrewshire Trusted Trader scheme remains consistent, with 41 traders now members of the scheme. Customer feedback about member traders remains high, with more than 2,200 customer feedback forms received, and the average customer satisfaction score remains 9.7 out of 10.

Building Safer Communities

- 3.10 A Renfrewshire multi-agency tasking group was set up in April 2016 to focus on the Building Safer Communities National Strategy of reducing victims of crime and victims of unintentional harm. This is achieved through interventions in key communities to help them build capacity to resolve issues affecting their areas. Analysts from the Renfrewshire Community Safety Partnership select areas for this programme using a range of data including:

- Crimes of violence;
- Drug supply and possession;
- Public reports of anti social behaviour and disorder;
- Environmental issues such as dog fouling, fly tipping, vandalism and graffiti;
- The Scottish Index of Multiple Deprivation (SIMD).

- 3.11 The first programme was delivered in Ferguslie Park between May and July 2016, with the Gallowhill area being the focus during October and November 2016. For a focused period the group works with the local community to support them in improving their area. Desired outcomes include:

- Reduced victims of serious violent crime;
- Fewer admissions at Accident and Emergency;
- Fewer families requiring support from social services/education;
- Fewer criminal injury claims;
- Increased satisfaction in the community with where they live and increased feelings of safety.

Purple Flag Status

- 3.12 Purple Flag status is for town and city centres that meet or surpass standards of excellence in managing the evening and night time economy. Pursuit of the award supports the Paisley Town Centre Regeneration Strategy and the City of Culture 2021 Bid. Paisley First submitted Renfrewshire's application in October 2016. A formal assessment was carried out by two external Purple Flag Assessors in December 2016 and Paisley First was advised that the bid had been successful in January 2017. The award is valid for one year and work is ongoing with

Paisley First to demonstrate the continuous improvement required to retain the award later this year.

Office of Surveillance Commissioners Inspection

- 3.13 In August 2016, Renfrewshire Council was inspected by the Office of Surveillance Commissioners (OSC) to ensure compliance with the statutory provisions for the use of overt surveillance. The previous 2013 inspection confirmed compliance but identified some minor recommendations. The 2016 inspector's report highlighted that Renfrewshire Council had addressed all of the recommendations and now has an "exceptional training programme and excellent levels of awareness amongst staff". The inspector identified no new specific recommendations.

A Greener Renfrewshire

DVLA Audit

- 3.14 In January 2017, the Renfrewshire Wardens were externally audited by the DVLA Data Sharing Assurance Team. The purpose of this audit was to confirm that Renfrewshire Council was recording and investigating abandoned vehicles to DVLA standards. An overall audit rating of 'Green' was awarded, which demonstrates a high level of compliance. This allows the wardens continued access to DVLA vehicle keeper data which helps them to identify abandoned vehicles at the earliest point in the process.

Children and Young People

Street Stuff

- 3.15 The Street Stuff programme continues to be delivered throughout Renfrewshire. Over the past year the programme continued to receive funding from the Council to respond to issues identified by the Renfrewshire Tackling Poverty Commission. This supported a significant expansion of the programme to allow delivery of new activities and resources delivering increased flexibility in operation. This has resulted in a significant increase in the numbers of sessions being held and the overall numbers of participants taking part. Street Stuff has recorded 43,758 attendances during 2016/17 including the provision of almost 16,000 healthy meals. 77% of sessional workers on the programme are former participants and a number of volunteers have delivered over 200 hours of voluntary work through supporting their personal development and employment and training potential.
- 3.16 In 2016/17, 2 new Street Stuff Culture Buses were launched after being designed both internally and externally by the young people attending the programme. These vehicles offer a range of interactive and cultural activities onboard including music, DJ decks, song writing, recording, media, broadcasting, and production as well as traditional gaming. The buses will be deployed throughout Renfrewshire for events and activities linked to the Paisley 2021 City of Culture bid in addition to deployment on the Street Stuff programme.

Safe Kids

- 3.17 Safe Kids is an annual interactive educational programme involving Renfrewshire's Community Safety Partners, delivering messages relating to a range of safety issues to every Primary 6 pupil in Renfrewshire, i.e. 1,830 pupils in total. The aim of Safe Kids is to reduce the number of accidents involving young people, promote positive behaviour and eliminate risks. Safe Kids was delivered at St Mirren's Paisley 2021 Stadium during February-March 2017 with pupils transported to the stadium from their respective schools. Workshops were designed to be interactive and short in length (10-12 minutes) to enable partners to get vital messages across in subject areas that can be difficult to discuss. Workshops this year included - antisocial behaviour; CCTV; alcohol and drug awareness; internet safety; fire safety; litter & dog fouling and Street Stuff. Some new workshops were also included for the first time this year, including

raising awareness and encouraging kids to “back the bid” for Paisley - City of Culture 2021 and working with the Council’s Civil Contingencies Team, to increase awareness of how to prepare for emergency situations.

Community Care, Health and Wellbeing

Support for Suspected Victims of Financial Scams

- 3.18 Support has continued to be offered to Renfrewshire residents who are suspected victims of financial harm by means of mass media marketing scams. Partnership working with Royal Mail has allowed postal workers to refer suspected victims to Trading Standards through Royal Mail Security, for extended support and advice. Trading Standards have also provided support to a joint short-life task group, convened by Social Work, to tackle financial harm to Renfrewshire residents.

Private Rented Housing Improvements

- 3.19 Enforcement activity around the private rented housing sector, has been effective in identifying unregistered landlords and poor standards of accommodation within privately rented property. Unregistered landlords have either now fully registered or have been issued with Rent Penalty Notices, precluding them from collecting rent until they register. Several landlords have been reported to the Housing and Property Chamber First Tier Tribunal for Scotland concerning poor physical standards of rental accommodation and subsequent enforcement action has been taken against these landlords.

4. Key Performance Information

Mediation Service

- 4.1 The aim of mediation within Community Safety is to facilitate the resolution of disagreements between neighbours. The service is available to all residents of Renfrewshire, regardless of tenure and deals with a range of problems including neighbour noise, loud music and low level harassment. Table 1 below provides information on the number of referrals received by the Mediation Service within the Community Safety Partnership. Proactive referrals continued to be made via the Renfrewshire Community Safety Partnership Hub, and are used as part of the daily tasking arrangements to ensure early intervention before antisocial behaviour escalates further. This established proactive and preventative approach has resulted in the number of cases progressing to full mediation sessions remaining at a low level and steadily decreasing year on year. There success of intervention is demonstrated in mediation cases that were fully resolved in 2016-17, reducing the number of cases where the situation was improved after mediation intervention.

Table 1

Mediation Service	2013-14	2014-15	2015-16	2016-17
Referrals	407	311	274	258
Cases resolved through mediation session	8	7	7	13
Cases where situation improved after mediation intervention	42	40	38	22

Antisocial Behaviour Investigations & Youth Team

- 4.2 Table 2 below provides information on the number of referrals per annum received by Investigators and the Youth Team within the Renfrewshire Community Safety Partnership.

There has been a significant reduction in the number of referrals, reflecting the success of the Renfrewshire Community Safety Partnership Hub daily tasking meeting in ensuring early intervention by partners to stop Anti Social Behaviour incidents from escalating and subsequently becoming referrals.

Table 2

Community Safety Partnership referrals	2013/14	2014/15	2015/16	2016/17
Investigator Public Sector	162	141	154	96
Investigator Private Sector	178	130	70	54
Youth Team	255	192	296	141
TOTAL	595	463	520	291

- 4.3 Table 3 provides information on the outcomes for anti social behaviour cases after investigations have concluded. The proportion of cases where there is no reoffending within 6 months continues at a high level (89% in 2016/17). Overall performance has averaged around 91% over the last few years.
- 4.4 The slight increase in the percentage of cases requiring to be revisited within 6 months demonstrates the difficulty of dealing with a small number of offenders that have specific vulnerabilities and challenges associated with their behaviour.

Table 3

Outcomes /Outputs	2013/14	2014/15	2015/16	2016/17
Community Safety Partnership cases reoffending within 6 months	47	36	32	48
Proportion of antisocial cases reporting no further incidents within 6 months of our investigation	90%	92%	94%	89%
Contact with complainers	2219	1482	1484	1271
Visits to perpetrators	1068	837	1023	733
Leaflet drops to communities	199	163	155	158
CCTV installations	12	27	36	33
Acceptable Behaviour Contracts	3	6	4	0
ASBO's	0	0	0	1

Domestic Noise Enforcement

- 4.5 The number of incidents reported to the Noise Team decreased slightly to 1073 calls but this figure is still within the expected annual range. Nevertheless, the number of warnings given has increased by nearly a 40% with improved partnership working supported by the Renfrewshire Community Safety Partnership Hub. Police Scotland regularly refers incidents to the Noise Team allowing officers to attend complaints quickly (average 30 minutes). Only 1

Fixed Penalty Notice was issued this year after these initial warnings were given, highlighting that the public are complying with the legislation and our officers' advice and warnings.

Table 4

Domestic Noise Complaints	2013/14	2014/15	2015/16	2016/17
Settled without attendance on site	653	601	599	471
Required attendance on site	591	552	611	611
Total complaints	1244	1153	1210	1082
Average time (hours) to attend complaint	0.42	0.46	0.49	0.5
Warnings Given	95	102	150	208
Fixed Penalty Notices Issued	2	10	2	1

Renfrewshire Wardens Service

- 4.6 Serious incidents such as threatening behaviour and street disorder dealt with by the Wardens fell dramatically during 2016-17. This corresponds with the overall drop in anti social behaviour referrals (See Table 2 above). However, this has been replaced with an increase in environmental complaints including those related to abandoned vehicles. Smoking is also no longer a common complaint as the general public continues to adopt a healthier lifestyle by becoming non smokers.

Table 5

Service Requests	2013/14	2014/15	2015/16	2016/17
Dog related	1963	1781	1411	1378
Public Health	309	76	260	244
Environmental	1126	1111	1112	1656
Street disorder	486	487	741	444
Estate management	532	344	434	347
Noise	323	323	254	139
Threatening behaviour	46	25	128	12
Vehicle issues	207	322	494	568
Community safety	488	462	460	725
Smoking	104	59	10	7
Total	5584	4990	5304	5520

Trading Standards

- 4.7 The Trading Standards team continue to provide a high level of service in response to both business advice requests and consumer complaints. Consumer complaints can often be complex to resolve, however the target of achieving these being resolved within 14 days continues to be met by the team.

Table 7

KPI	2016/17		2015/16 (comparison)	
	% resolved in 14 days	No. received (No. closed in 14 days)	% resolved in 14 days	No. received (No. closed in 14 days)
Consumer complaints	87.6%	744 (652)	86.5%	653 (565)
Business advice requests	100%	132 (132)	100%	138 (138)

Civil Contingencies Service (CCS)

- 4.8 The Civil Contingencies Service performs a key role in preparing for, responding to and recovering from disruptive incidents along with assisting in the preparation and running of planned events. This effective planning and response role involves not only working closely with service areas across the Council, but also close collaboration with neighbouring authorities and partner organisations such as the emergency services.
- 4.9 Throughout the last year, the CCS has co-ordinated the delivery of a number of key projects through its work programme, to ensure the Council, and wider community is in a constant state of readiness to respond if required. These include:
- Design and delivery of 'Purple Rain', a high-level incident response exercise, with Chief and Senior Officers, from the Councils CMT and CRMT, participating in a simulated major incident. This identified some key learning, which have been incorporated into the Council's response arrangements, and particularly, arrangements for officers with an incident response and recovery role;
 - To help further build community resilience, the CCS attended community events such as "Sma' Shot Day" and "Safe Kids", and provided guidance and information to school children in the case of "safe Kids" and the general public in attendance at other events. This included information about preparing a 'grab-bag' for people to use in emergencies, if they have to evacuate their homes at short notice.
- 4.10 Over the past year the CCS has expanded to include the provision of a civil contingencies service to West Dunbartonshire Council in addition to the Renfrewshire, East Renfrewshire and Inverclyde Council areas.

5. Future Work Priorities – 2017/18

The environment in which the Public Protection Service operates is continually changing and the service will continue to prepare for and respond to the challenges that will be presented throughout 2017/18. The key priorities for the service will include:

- **Protecting the Council from the identified risks posed by organised crime**

- **Protecting vulnerable people from risks of crime, fraud and terrorism through effective and targeted enforcement and regulation**
 - **Developing diversionary programmes and interventions to address violence, disorder and anti-social behaviour**
 - **Understanding and mitigating the threats and hazards that create risks and increase vulnerability for the communities of Renfrewshire**
 - **Informing, educating and training Council officers, communities and partners to respond effectively to risks and threats**
 - **Leading on the continued application of the integrated enforcement policy for the Council** – the integrated enforcement policy was approved by the Leadership Board in November 2016 and an annual statement of compliance is currently being drafted. Public Protection will continue to lead on the application of the integrated enforcement policy to ensure all Council services use the principles within the policy appropriately when enforcing.
 - **Integrating additional services into the Renfrewshire Community Safety Partnership Hub alongside the 24 hour CCTV Control Room** - with the CCTV control room now operating 24 hours per day, it is essential that Public Protection maximises the potential of the hub by aligning further services. Services being looked at include key holding and alarm monitoring and response.
 - **Jointly progressing the Building Safer Greener Communities Multi Agency Tasking Group with Police Scotland into new areas** – following success in Ferguslie and Gallowhill, the Building Safer and Greener Communities Steering Group will move into a new area to tackle issues raised by the community.
 - **Responding to national policies and direction such as the proposed shared service for Scientific Services** – Scientific Services is looking at a Shared Service alternative delivery model which will provide savings to Renfrewshire Council who currently use them for all sampling, testing and calibration work.
 - **Undertaking a programme of pro-active work to control the sale of Nicotine Vapour Products (NVPs)** – Following changes in legislation, Scottish Government has made funding available to allow Renfrewshire Council to recruit an Officer to work on NVPs and age restricted sales.
 - **Delivering an Air Quality Action Plan for the 3 Air Quality Management Areas in Paisley, Johnstone and Renfrew** – Working with partners to devise and develop an Air Quality Action plan looking to tackle air quality issues within the AQMAs of Renfrew, Johnstone and Paisley.
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Implications of this Report

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

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

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

Renfrewshire forum for Empowering Communities – Community Resources is actively working with community groups to encourage participation to help improve local communities.

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

List of Background Papers - none

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To: COMMUNITIES, HOUSING & PLANNING POLICY BOARD

On: 6 JUNE 2017

Report by: DIRECTOR OF COMMUNITY RESOURCES

Heading: STREET STUFF ANNUAL REPORT, 2016/2017

1. Summary

- 1.1 Street Stuff has been delivering activities in Renfrewshire since 2009, during which the programme has contributed to delivering a sustained reduction in reported youth disorder and anti social behaviour. Across Renfrewshire a 75% reduction in youth disorder and anti social behaviour was achieved in the first 5 years of the programme and a further 42% increase in participation levels has been seen over the past 3 years. Over 43,000 participants took part during 2016/17, an increase of 5000 from the previous year. The programme now offers a range of activities such as football, dance, cheerleading, clubbercise, gaming, DJ workshops, filming and much more.
- 1.2 In 2016/17, supported by the Tackling Poverty Commission, Street Stuff replaced 5 container boxes with 5 buses equipped with playstations and Xboxes. The last two buses were further supported by Paisley 2021 linking in with community engagement intended to take cultural and media experiences to all Renfrewshire communities. Following consultation, the buses were designed both internally and externally by Street Stuff participants to include ipads, macbooks and DJ decks as well as a fresh new vibrant exterior. Free Wi-Fi is also to be installed very soon following discussion with young people. The buses give flexibility in providing activities across wider areas in Renfrewshire as well as supporting events, gala days and community engagement related to the Paisley 2021Bid.
- 1.3 The success of the programme relies on its ability to respond quickly to hot spot areas identified through collaborative working supported by Renfrewshire Community Safety Partnership. Being evidence led, and by responding early through the daily tasking process, the service is able to divert young people effectively from anti social behaviour into more meaningful activities.

- 1.4 The success of the programme in delivering life changing outcomes for residents is demonstrated by the fact that previous participants in the programme have gone onto become volunteers in the programme. Some participants (sessional workers) in the programme have used their experiences to support entry into further and Higher Education as well as careers in Police Scotland and the Scottish Fire and Rescue service and as teachers.
- 1.5 This report confirms the development and expansion of the core Street Stuff programme through the 2016/17 financial year and highlights some of the additional projects linked with the core programme that have further improved its reach and effectiveness across Renfrewshire.

2. Recommendation

- 2.1 It is recommended that the Communities, Housing and Planning Policy Board note the continued development and progress of the Street Stuff programme as detailed in this report.

3. Background and Further Information on the Programme

- 3.1 Street Stuff provides a range of activities primarily in the evenings and at weekends across Renfrewshire. Effective targeting and identification of the activities is delivered using information and data controlled by the Renfrewshire Community Safety Partnership including Police data that highlights the days, times and locations of incidents of youth disorder and anti social behaviour.
- 3.2 The table below summarises the number of sessions delivered during 2016/17 and recorded attendance figures within each local committee area including events, gala days and fetes supported by funding from LACs and events and activities supported by the Paisley 2021 Bid Team.

Street Stuff Annual – Summary		
TOTAL RECORDED ATTENDANCES 2016/17 - 43,758		
Core Activity including Poverty	Sessions	Attendees
Paisley North	453	7910
Johnstone & Villages	353	3558
Renfrew & Gallowhill	498	6874
HCRLE	562	8684
Paisley South	383	9267
Total Programme	2249	36293

Events	
Paisley Town Centre (Food Festival)	50
SMFC Stadium annual football tournament	500
No Substitute for Life	50
St James PF (Pipe Bands)	350
Renfrew Gala Day	150
Lochwhinnoch gala	35
Barsail gala day	80
Barshaw Gala Day	300
Knockhill Park Gala Day	100
SMA Shot Day	50
Homeless World Cup	2250
Summer Holiday Dance Display	55
Park mains Gala day	70
Halloween 1 - Paisley Town Centre	50
Halloween 2 - Paisley Town Centre	150
Johnstone Christmas Lights	50
Renfrew Town Centre Christmas lights	30
Elderslie Christmas lights	75
Glenburn Stronger Communities Dance Display	60
Total	4455

Paisley 2021 Events	
Paisley 2021 Weekend	75
Paisley 2021 Bus Tour 1 (Community Groups)	25
Paisley 2021 Bus Tour 2 (Community Ambassador Organisations)	130
ROCCO Awards	500
Elderslie Community Engagement event	70
Paisley 2021 Bus Tour 3 (Local Businesses)	133
Safe Kids Event	1800
Howwood Primary School	22
Paisley 2021 Bus Tour 4 (All Secondary Schools and pupils)	140
Spotlight on Ferguslie	55
Erskine Community Day	60
Total	3,010

General

- 3.3 Street Stuff became an active partner of the Paisley 2021 Bid Team during 2016/17. The key objective being to engage with young people raising awareness of cultural activities, and what it would mean for Paisley to win City of Culture in 2021. The partnership has grown from strength to strength and has opened up a range of opportunities that Street Stuff participants would not normally get the chance to participate in. Whilst the list is not exhaustive, Street Stuff Dance and the new buses have featured in a number of key events over the year including:

- Smashot Day – Young People got involved in the parade, some participating in dance with others involved with the parachutes and the parade itself. Tuition for this event was provided by an organisation called ‘Walk the Plank’. The Young People had a fantastic time in what was an amazing day.
 - Renfrew Gala Day – Young People from Kirklandneuk and Glenburn performed a few of their dance routines at the gala day. The bus was also in Robertson Park with activities being well received.
 - Pipe Band Festival - The Youth Bus supported the Pipe band championships at St James Park which was well received by those who travelled far and wide to be at this prestigious event. Coaching staff also took this opportunity to get the Paisley 2021 message out and encourage support for the bid to be City of Culture 2021.
 - Halloween Parade – Street Stuff young people were involved in this year’s parade. The dancers performed a routine based on the Paisley pattern outside Paisley Abbey at the event on both nights.
 - Fair Trade Day, Paisley Methodist church – Due to the success of performances at other events, Street Stuff young people were invited to perform routines in the church as part of the Fairtrade day. Performances were well received by those attending the event.
 - Summer Holiday Dance Show – Young people from across Renfrewshire performed in a dance show in Glenburn community centre displaying dance moves including singing and acting. The show was a great success with over 150 parents attending and having the ability to see how far Street Stuff Dance has come over the last couple of years.
- 3.4 ROCCO Business Awards Ceremony – In November 2016, the Renfrewshire Chamber of Commerce chose Street Stuff Culture Buses as one of their Charity Programmes at the Normandy Hotel and awarded £3000 to further develop the buses in the new financial year. As part of this process two Street Stuff Coaches were invited to speak at the awards ceremony to talk about their Street Stuff Journey and what it meant for them to be involved in the development of the buses and new cultural activities.
- 3.5 Street Stuff Annual Football Festival – The annual festival event held in May 2016 hosting around 500 young people from across Renfrewshire. This year’s event was also enhanced with additional activities including the Youth Buses and dance classes being provided.
- 3.6 Football Beyond Borders – A group of young people from London visited Street Stuff during the summer holidays. The annual visit, which saw the group returning to Lapwing Lodge for the second year running toured different football grounds over the course of the week. A football tournament was arranged for the visitors at St Mirren Training Ground.

Volunteering, Training & Employability

- 3.7 The ongoing development of the Street Stuff programme has continued to provide volunteering and employment opportunities. Nine new volunteers were recruited with two of the existing trainees receiving the Saltire Summit Awards for volunteering above and beyond expectations and completing over 200 volunteering hours within the programme.
- 3.8 A further positive outcome for the programme is the increase in the percentage of staff delivering activities who have participated, volunteered and live in the Renfrewshire Area rising from 50% to 77% over the course of the year.
- 3.9 Two of the four trainees recruited through the Tackling Poverty programme are now employed by Street Stuff to deliver Dance Sessions and drive the new buses. The other two trainees have moved on to positive destinations with Skills Development Scotland and Hairdressing. Other coaches within the programme have also moved on to positive destinations with one setting up their own dance schools and another progressing to University to complete a degree in Sports Leadership.
- 3.10 University West of Scotland - Street Stuff has been working with the University West of Scotland to provide placements for 2nd year students within the programme. Work experience placements with young people from local schools and colleges across Renfrewshire have also been popular this year with over 12 placements being provided.
- 3.11 At the ROCCO awards in November 2016 two coaches spoke to over 500 people about their own experience of being a participant in the programme, progressing to become volunteers and with support from Street Stuff progressing to study an HND in Sports Leadership at West College Scotland and now employed by Street Stuff on a sessional basis. They explained their roles within Street Stuff highlighting that they wouldn't be where they are now if it wasn't for the programme. They also highlighted how much they enjoyed the consultation and community engagement with young people on the development of the new buses and being able to see the end product with the buses now on the street.
- 3.12 Street Stuff continued their support at the annual Safe Kids event held in February/March 2017 at the St Mirren Paisley 2021 Stadium. Safe Kids is an annual interactive educational programme involving Renfrewshire's Community Safety Partners, delivering messages relating to a range of safety issues to every Primary 6 pupil in Renfrewshire, i.e. 1,830 pupils in total. The aim of Safe Kids is to reduce the number of accidents involving young people, promote positive behaviour and eliminate risks.
- 3.13 Pupils are transported to the stadium from their respective schools and attend workshops designed to be interactive and short in length (10-12 minutes) to enable partners to get vital messages across in subject areas that can be difficult to discuss. Workshops this year included - antisocial behaviour; CCTV; alcohol and drug awareness; internet safety; fire safety; litter & dog fouling and Street Stuff. Some new workshops were also included for the first time this year, including raising awareness

and encouraging kids to “back the bid” for Paisley - City of Culture 2021 and working with the Council’s Civil Contingencies Team, to increase awareness of how to prepare for emergency situations.

- 3.14 All P6 pupils from across Renfrewshire who attended the event were given the opportunity to attend a St Mirren match with a parent free of charge. Around 800 people attended the match against Queen of the South in March.

Holiday/Festive and other Programmes

- 3.15 The Street Stuff Holiday Programme delivered an extended programme of activities during the school holiday periods throughout 2016/17 including the provision of a healthy meal. Over 16,000 healthy meals have now been provided at activities since the extended programme began in October 2015.
- 3.16 All five Local Area Committees benefited from this additional funding with local holiday camps being provided at some point throughout the course of the year.
- 3.17 A key feature of 2016 was the Festive programme delivered over the 2 week Christmas shut down period with over 500 recorded attendances of young people from all over Renfrewshire.
- 3.18 Over and above the normal delivery of activities and provision of a healthy meal, a special Christmas Party was held with over 100 young people in attendance. A Christmas Dinner was served with gifts, selection boxes, games and quizzes taking place. Street Stuff Dance displayed their routines with a DJ mixing the latest songs and providing workshops for the young people to participate in.
- 3.19 Chief Executive award – To finish another successful year, Street Stuff was recognised for their efforts by winning the Chief Executive’s “Place Award” for making Renfrewshire a better place to live in, work and visit.
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IMPLICATIONS OF THIS REPORT

1. **Financial Implications** - None

2. **HR & Organisational Development Implications** – None.

3. **Community Plan / Council Plan Implications**

Safer and Stronger – Renfrewshire Community Safety Services activities and outcomes contribute to making Renfrewshire a Safer and Stronger place to live. The project tackles youth disorder areas as highlighted throughout the Community Plan and the Single Outcome Agreement.

Jobs and Economy – the programme makes a significant contribution to CV building and employment through providing opportunities for volunteering, training and sessional employment.

4. **Legal Implications** – None.

5. **Property implications** – None.

6. **Information Technology Implications** – None.

7. **Equal Opportunity Implications** – 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.

8. **Health & Safety Implications** – None.

9. **Procurement Implications** – None.

10. **Risk Implications** – None.

11. **Privacy Impact** – None.

List of Background Papers – none

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To: COMMUNITIES, HOUSING AND PLANNING POLICY BOARD

On: 7 June 2017

Report by: DIRECTOR OF COMMUNITY RESOURCES

**Heading: COMMUNITY RESOURCES SERVICE IMPROVEMENT PLAN –
OUTTURN REPORT FOR 2016/17 AND SERVICE IMPROVEMENT PLAN FOR
2017/2018 TO 2019/20102**

1. Summary

1.1 The purpose of this report is to:

- Provide a summary of performance for Community Resources for 2016/2017, with a detailed explanation on all relevant actions and performance indicators attached as Appendix 1.
- Seek approval of the Community Resources Service Improvement Plan covering the 3 year period 2017/2018, attached as Appendix 2 and as specific to the areas of activity delegated to this Policy Board, highlighted in paragraph 5.6.

1.2 Service Improvement Plans are important documents which provide an opportunity for elected members to scrutinise service levels, activity and associated performance. Service improvement plans are three year rolling documents which are reviewed and updated on an annual basis to ensure there is sufficient focus by services on improvement activity, and sufficient awareness of the key challenges and opportunities which have emerged for the service over the preceding period.

1.3 Community Resources has continued to progress an ambitious programme of service development and improvement over 2016/17 covering the areas of activity overseen by the Communities, Housing and Planning Policy Board. Key achievements that are relevant to the remit of this Policy Board over the period have included:

- i. **Counter Terrorism Strategy – CONTEST / Prevent** - Working closely with Police Scotland, significant efforts have been put into developing consistent and appropriate response arrangements in the event that the UK terrorist threat level is increased to critical. This included the training and development of key staff and the development of an innovative Grey Space Community Tensions Group.

- ii. **Serious Organised Crime / Counter Corruption** - An Organisational Vulnerability Assessment was carried out with the assistance of Police Scotland Counter Corruption Unit which identified over 50 improvement actions that could be taken to strengthen the Council and its core systems and protect against the threat posed by Serious Organised Crime. These are now being addressed through the Council's Integrity Group.
 - iii. **Community Safety Hub & Integrated Control Room** – Introduction of 24 hour operations at Renfrewshire's £1.5m Community Safety Hub & integrated Control Room to support the migration of key out of hours services into the Hub and maximise its efficiency and effectiveness as a community safety resource.
 - iv. **MARAC – Multi Agency Risk Assessment Conference for Domestic Abuse** - Introduction of the MARAC, multi agency victim focused meeting to share information on the highest risk cases of domestic abuse. Since the establishment of the Renfrewshire MARAC there has been no homicide victim of domestic abuse in Renfrewshire.
 - v. **Tackling Poverty** – support was provided to the Renfrewshire Tackling Poverty Strategy through the roll out of an expanded Street Stuff diversionary programme which has helped maintain anti social behaviour levels at low rates across Renfrewshire.
 - vi. **Purple Flag, Paisley Town Centre** - in January 2017 Paisley First were advised that their bid for Purple Flag status for Paisley Town Centre had been successful, this award will support the Paisley Town Centre Regeneration Strategy and the City of Culture 2021 Bid.
 - vii. **Street Stuff** - the roll out of the expanded diversionary programme included the funding and provision of 2 additional Street Stuff buses.
 - viii. **Support for Events** - providing operational support for events in Renfrewshire including: Fireworks display; The Spree; Sma' Shot Day; Hallowe'en Festival; Remembrance events; Christmas Lights switch-ons; Paisley 2021 Launch; and the Historic Monte Carlo Rally.
- 1.4 Community Resources operates within a dynamic financial, demographic and policy environment, with a number of new and emerging developments or legislation at a national level having a significant impact at a local level.
- 1.5 In light of these challenges, the service has reviewed its Service Improvement Plan for the period 2017-2020, and identified a range of actions that will be undertaken to improve and develop service provision. A revised performance scorecard has been developed as a critical element of the Service Improvement Plan. This includes a number of specific performance indicators and associated targets which will be used to monitor and report service performance against.
- 1.6 The Service Improvement Plan is one of the key mechanisms by which elected members scrutinise service performance across the Council. The first progress update on relevant actions and progress on the Service Improvement Plan 2017 to 2020 will be submitted to the Communities, Housing and Planning Policy Board in November 2017.
-

2. Recommendations

It is recommended that the Communities, Housing and Planning Policy Board:

- 2.1 Notes the progress that has been made by Community Resources with implementation of the 2016 to 2019 Service Improvement Plan actions and performance indicators as detailed in Appendix 1;
 - 2.2 Approves the 2017/2018 to 2019/2020 Service Improvement Plan for Community Resources attached as Appendix 2 and as specific to the areas of activity delegated to this Policy Board, highlighted in paragraph 5.6;
 - 2.3 Note that this Service Improvement Plan for Community Resources is also being presented to the Infrastructure, Land & Environment Policy Board and the Finance, Resources & Customer Services Policy Board for their approval with regard to relevant areas of their respective delegated activities.
 - 2.4 Agrees that progress in respect of areas of activity delegated to this Policy Board be reported to the Communities, Housing and Planning Policy Board in November 2017.
-

3. Role of Community Resources and Key Service Activities

- 3.1 The principal role and purpose of Community Resources is to provide:
 - Amenity Services - Waste, StreetScene & Land Services, Roads & Transportation, Fleet & Transportation, Infrastructure.
 - Public Protection - Regulatory Services, Community Safety and Civil Contingencies.
 - Facilities Management (Hard & Soft Services) – including PPP & Compliance and Building Services.
 - 3.2 Services are provided directly to the public of Renfrewshire, to other services within the Council and to community partners. Services are delivered by approximately 1,800 employees employed on a full-time or part-time basis, with a gross expenditure budget of approximately £68 million.
 - 3.3 These wide ranging and highly visible services are delivered at around 270 Council premises, to over 83,000 households and businesses with more than 800km of roads and transport structure being maintained across Renfrewshire. Community Resources also provides statutory enforcement and related advisory/educational activities. These activities ensure the safeguarding of public health, and the protection of the environment, consumers, workers and local communities within Renfrewshire.
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4. Overview of Community Resources Performance in the Year 2016/17

- 4.1 One of the purposes of the Service Improvement Plan is to enable elected members to take stock of what is happening in the service. It also allows for consideration to be given to the development of policy options which reflect changing circumstances both in terms of customer needs and resource availability in the context of the Council's priorities and the need to deliver Best Value.

- 4.2 Appendix 1 provides an update on the progress made by the service during 2016/17 in terms of implementing the 2016-2019 Service Improvement Plan. It includes an update on the Service's action plan and a scorecard of indicators as at 31 March 2017.
- 4.3 Some of the key achievements of Community Resources for the year to 31 March 2017 delegated to this Policy Board are highlighted below. Full details of the progress in terms of implementing the actions outlined are detailed in Appendix 1 to this report.
- i. **Counter Terrorism Strategy – CONTEST / Prevent** - Working closely with Police Scotland, significant efforts have been put into developing consistent and appropriate response arrangements in the event that the UK terrorist threat level is increased to critical. This included the training and development of key staff and the development of an innovative Grey Space Community Tensions Group.
 - ii. **Serious Organised Crime / Counter Corruption** - An Organisational Vulnerability Assessment was carried out with the assistance of Police Scotland Counter Corruption Unit which identified over 50 improvement actions that could be taken to strengthen the Council and its core systems and protect against the threat posed by Serious Organised Crime. These are now being addressed through the Council's Integrity Group.
 - iii. **Community Safety Hub & Integrated Control Room** – Introduction of 24 hour operations at Renfrewshire's £1.5m Community Safety Hub & integrated Control Room to support the migration of key out of hours services into the Hub and maximise its efficiency and effectiveness as a community safety resource.
 - iv. **MARAC – Multi Agency Risk Assessment Conference for Domestic Abuse** - Introduction of the MARAC, multi agency victim focused meeting to share information on the highest risk cases of domestic abuse. Since the establishment of the Renfrewshire MARAC there has been no homicide victim of domestic abuse in Renfrewshire.
 - v. **Tackling Poverty** – support was provided to the Renfrewshire Tackling Poverty Strategy through the roll out of an expanded Street Stuff diversionary programme which has helped maintain anti social behaviour levels at low rates across Renfrewshire.
 - vi. **Purple Flag, Paisley Town Centre** - in January 2017 Paisley First were advised that their bid for Purple Flag status for Paisley Town Centre had been successful, this award will support the Paisley Town Centre Regeneration Strategy and the City of Culture 2021 Bid.
 - vii. **Street Stuff** - the roll out of the expanded diversionary programme included the funding and provision of 2 additional Street Stuff buses.
 - viii. **Support for Events** - providing operational support for events in Renfrewshire including: Fireworks display; The Spree; Sma' Shot Day; Hallowe'en Festival; Remembrance events; Christmas Lights switch-ons; Paisley 2021 Launch; and the Historic Monte Carlo Rally.
- 4.4 The Community Resources key performance indicators are detailed in Appendix 1.

Some indicators to highlight are detailed below;

- In 2016/17 the number of incidents of anti-social behaviour reported to the Renfrewshire Community Safety Hub was 1,916. This is over the annual target of 1,700 but reflects

improvements made to the reporting and recording of these activities as well as the challenging nature of the agreed target.

- During 2016/17 the number of recorded attendances at Street Stuff activities was 43,758, over 6,000 more than the previous year and an increase of over 20,000 attendances from 2014/15.
 - Since the introduction of MARAC there have been 103 cases referred and the process has been recognised as best practice, being replicated in East Renfrewshire and Inverclyde Council areas.
 - In 2016/17, 81% of respondents agreed that they were satisfied with their neighbourhoods as a place to live - this is a 2% improvement from 2015/16.
-

5. Service Improvement Plan 2017 to 2020

- 5.1 The Service Improvement Plan is part of the process of cascading the Council's priorities throughout the organisation. It also provides the means to integrate the various other operational plans and action plans and links to financial, risk management and workforce planning processes. Work is also being progressed within the Council to ensure that Service Improvement Plans link Council and Community Planning priorities to team and Individual Development Plans, so that every employee knows how they help contribute to the Council achieving its objectives.
- 5.2 The Service Improvement Plan provides a strategic assessment of the key challenges and changes which will face the service during the period of the delivery of this plan, including the challenging and uncertain financial environment and expected significant demographic changes that will impact on the demand for services.
- 5.3 Renfrewshire Council, along with other Scottish local authorities, faces some financial challenges over the next few years. The Council has been able to maintain financial stability during a period of uncertainty and economic downturn and despite considerable demand pressures.
- 5.4 The priorities of Community Resources are aligned with those in the Council Plan and Community Plan, and will be reviewed and refreshed in response to the new Council Plan and Local Outcome Improvement Plan which will be published in Autumn 2017. In addition, there may be improvement activities which the service will support at a Council level, in relation to the Best Value Audit assurance process which the Council is currently progressing with Audit Scotland.
- 5.5 The current strategic priorities identified for Community Resources reflect the key challenges and opportunities identified by the Service and can be summarised as:
- The Council continues to face a number of financial pressures and challenges in both the medium and long term. Community Resources will help deliver, for the Council, significant financial efficiency savings over the medium term. In order to identify and deliver efficiencies, Community Resources will continue to review its services to help the Council manage this reduction in resources.

- The full impact of Brexit for Renfrewshire is likely to take several years to become fully apparent. However, uncertainty is likely to adversely impact on the Council's financial outlook. It is also likely that there will be implications for the way Community Resources does business in terms of the European legislative framework of key environmental policies, e.g. Air Quality and Food Standards.
- The Better Council Change Programme was established to ensure the Council could remain financially sustainable, whilst delivering on its strategic objectives. Community Resources has supported the strategic development and delivery of the transformation programme and will continue to deliver on the service changes it leads on as part of phases 1 and 2. In addition, the service will be actively involved in developing and delivering the next phase of the Council's future change programme which will require a deeper rooted, cross cutting transformational change.

5.6 During 2017/18, the main focus of activities delegated to this Board for Community Resources will be:

A Better Future: Place

Priority 1: Driving Physical and Economic Regeneration

- Contributing to the Economic Framework and Paisley Town Centre Action Plan with particular focus on ensuring a safe and secure night time economy and working with Paisley First to maintain Purple Flag accreditation.

Priority 2: Building on our Culture and Heritage

- Contributing to the Paisley 2021 City of Culture Bid by focussing on working with stakeholders including the business and local communities to promote a clean, safe and welcoming Paisley.

Priority 3: Protecting the Public

- The development of a local serious organised crime strategy that includes private rented housing sector, human trafficking and cyber crime.
- Working with key partners to develop a local CONTEST counter terrorism strategy, that includes support to prevent vulnerable people from being drawn into terrorism.
- Improving Organisational, Business and Community Resilience within Renfrewshire to improve safety and security and reduce victims of harm through improved intelligence sharing, partnership working and diversionary activities.
- Developing the Renfrewshire Multi Agency Risk Assessment Conference (MARAC) to support high risk victims of domestic abuse and raise awareness of the issue in Renfrewshire.
- The ongoing development of the Renfrewshire Community Safety Partnership Hub.

A Better Future: People

Priority 5: Reducing the Level and Impact of Poverty

- Continuing to deliver and lead on the StreetStuff diversionary programme and providing meals and activities for the most vulnerable children during holiday periods.

Priority 7: Supporting and Sustaining People into Employment

- The service will continue to be actively involved in the Invest in Renfrewshire scheme through modern apprenticeships, graduate internships and the Project SEARCH initiative.

A Better Council

Priority 9: Supporting our Employees

- i) A workforce plan as specific to Community Resources has been developed and will be in place by mid-2017. It will address learning & development, skills development. and development of career pathways.

Priority 10: Continuing to be a Well Run Council

- i) Actively promote equality and diversity mainstreaming through service activity.
- ii) Community Resources will contribute to the corporate action plan arising from the Best Value Audit Report received in mid 2017 and will also be actively involved in the development of the new Council Plan and local outcome Improvement Plan.
- iii) Support the implementation of the Enterprise Resource Planning system.

- 5.7 The action plan and scorecard are core elements of the Service Improvement Plan. The action plan sets out how the key priorities outcomes will be addressed, the key tasks to be implemented, an implementation time-table, and the measures of success.
- 5.8 The service scorecard provides a range of key indicators against which the performance of the service will be measured over the period of the plan.
- 5.9 Implementation of the Service Improvement Plan is monitored and relevant activities and progress will be reported to the Communities, Housing and Planning Policy Board on a six monthly basis. The first progress update on the Service Improvement Plan 2017 to 2020 will be submitted to the Communities, Housing and Planning Policy Board in November 2017.

Implications of the Report

- 1. **Financial** – The Service Improvement Plan includes an analysis of the Revenue and Capital Estimates for 2017/18.
- 2. **HR & Organisational Development** – The Service Improvement Plan links closely with the Workforce Plan for Community Resources, ensuring that the workforce is in a strong position to deliver key priorities now and in the future.

3. Community Planning

Children and Young People –StreetStuff promotes the uptake of healthy and nutritious meals and physical activity.

Community Care, Health & Well-being – the service encourages use of our parks and open spaces to promote a healthy and active lifestyle.

Empowering our Communities – Community Resources is actively promoting the “Do your bit” strategy with the local community to encourage participation.

Greener - working in partnership with the community to deliver a cleaner Renfrewshire. Promoting and encouraging waste minimisation through reducing, reusing and recycling and greener fleet.

Jobs and the Economy – the service is actively involved in the Invest in Renfrewshire scheme and investing in road network to support and facilitate economic growth.


Safer and Stronger – providing a public protection service for the residents of Renfrewshire and carrying out flood protection.

4. **Legal** – None.
5. **Property/Assets** – Section 7.5 of the 2017 – 2020 plan sets out the asset management priorities for 2017/18.
6. **Information Technology** – The Service Improvement Plan supports the implementation of the Enterprise Resource Planning System.
7. **Equality & Human Rights** - The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website. The Service Improvement Plan also links with the Council's Equality Outcomes and Mainstreaming Equality Report and includes actions to ensure the Service contributes positively to reducing inequality.
8. **Health & Safety** – The Service Improvement Plan supports Community Resources commitment to ensuring effective Health & Safety management.
9. **Procurement** – None.
10. **Risk** – The Service Improvement Plan supports the overarching management of risk within Renfrewshire Council and aligns closely with the Community Resources Risk Register.
11. **Privacy Impact** – None.





List of Background Papers: None

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Community Resources Service Improvement Plan 2016-2019 Action Plan


Action Status	
	Overdue
	In progress
	Completed

1. A Better Future: Place 01: Driving Physical and Economic Regeneration

Action Code	Description	Status	Progress	Due Date	Update
01	Support community and partnership participation, involvement and ownership of community assets		<div><div>30%</div></div>	31-Mar-2019	The service is working with community groups who are actively seeking the transfer of community assets to enable a community led approach to asset management and service delivery.
02	Facilitate the delivery of City Deal initiatives including: * A link to Glasgow airport; * Investment in roads around Glasgow airport; * A crossing of the Clyde at Renfrew		<div><div>15%</div></div>	31-Mar-2019	The service continues to support the City Deal team as transportation analysis of the projects progresses.
03	Support economic regeneration and improve job creation through the: * Regeneration and revitalisation of town centres; * Delivery of better transport networks; * Improvements in public transport infrastructure		<div><div>15%</div></div>	31-Mar-2019	Close working is being maintained with regard to the Renfrewshire Economic Strategy and the City of Culture Bid 2021. Key service actions include progressing a refresh of the Local Transport Strategy and the development of traffic and transport plans for Paisley and Johnstone.
04	Deliver the actions of the Paisley Town Centre Environmental Action Plan in order to make the town centre a more attractive place to work, live and visit.		<div><div>100%</div></div>	31-Mar-2017	Community Resources continue to work in partnership with Paisley First to deliver the key priorities of the joint plan.


1. A Better Future: Place

01: Driving Physical and Economic Regeneration

Action Code	Description	Status	Progress	Due Date	Update
05	Engage in a strategic partnership with Clyde Valley Roads Alliance - potential collaboration to deliver improved roads and transport infrastructure		<div><div>10%</div></div>	31-Mar-2019	City Deal continues to deliver on major transport infrastructure projects amongst the eight partners. Initial exploratory decisions have taken place on potential wider collaboration with North Lanarkshire taking the lead in line with their wider City Deal lead role on connectivity.




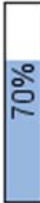

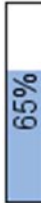

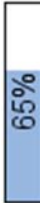
1. A Better Future: Place

02: Building on our Culture and Heritage

Action Code	Description	Status	Progress	Due Date	Update
06	Lead on the works to improve the public realm and support Renfrewshire's City of Culture bid		<div><div>75%</div></div>	31-Mar-2019	The Public Realm workstream of the City of Culture project has now been merged with the previous Venues workstream in to a new Infrastructure workstream. Key officers from Community Resources are playing an active role in the Infrastructure group and taking forward key priorities such as the local transport strategy and assisting with the delivery of the town centre action plan. An initial Public Realm Strategy Report has been developed with initial findings. The initial findings will be developed in to a high level action plan for delivering sustainable improvements to the public realm in our town centres.




1. A Better Future: Place

03: Protecting the Public

Action Code	Description	Status	Progress	Due Date	Update
07	Fulfil the requirements of the Flood Risk Management Act and develop action plans to address flooding risk			31-Mar-2019	The Renfrew Flood Scheme has been completed. The Loch Lomond & Clyde Flood Risk Management Plan was published in June and the priorities attached to Renfrewshire were reported to the Environment Policy Board.
08	Lead on the public protection agenda, working with partners to improve the delivery of adult and child protection arrangements			31-Mar-2019	Community Resources continue to lead on the public protection agenda with all relevant partners. This includes disposals and referrals from Daily Tasking, the now well established MARAC and the proposal to introduce the monthly Community Safety Case Review.
09	Develop and deliver phase 2 of the Renfrewshire Community Safety Partnership hub			31-Mar-2018	The CCTV Control Room is currently operating on a trial basis to provide 24 hour cover, increasing resilience and improving the Council's response to out of hours incidents. As part of this trial, additional services are also being tested with e.g. CCTV operatives liaising with the Winter Service Duty Manager to assist with the activation of out of hours responses to incidents.
10	Deliver safer and stronger communities through improved intelligence sharing and provision of the Street Stuff youth diversionary programmes, through the Renfrewshire Multi-Agency Tasking Group and as part of the Building Safer Greener Communities programme			31-Mar-2018	The Building Safer & Greener Communities Multi Agency Group has now developed and completed delivery of an action plan for Gallowhill based on consultation and engagement with the community. The Group are currently working on an exit strategy for Gallowhill and moving to Erskine as the next area. A sustainable action plan is being developed for the Erskine Community. The new Street Stuff timetable has been implemented based on analytical information and intelligence from Daily Tasking.


1. A Better Future: Place

03: Protecting the Public

Action Code	Description	Status	Progress	Due Date	Update
11	Ensure all Council services have business continuity plans in place and that incident response guides are in place for key businesses and assets, so that we can react and recover quickly when things go wrong.		<div><div>65%</div></div>	31-Mar-2018	Currently all services have business continuity plans in place. These are live documents and the oversight on keeping the documents up to date falls under the remit of the Council Resilience Management Team (CRMT) which has it as a standing item on its agenda and action log. A number of key commercial assets across the area already have "Incident Response Guides" in place and these are being rolled out to other businesses and Council premises whose loss would most severely impact on the services provided by the Council.
12	Develop and deliver a strategy for how the Council will respond locally to the risks posed by serious organised crime		<div><div>65%</div></div>	31-Mar-2018	Renfrewshire Council's Integrity Group has responsibility for reducing the threat posed by Serious Organised Crime and Corruption. This group strategically manages risks of fraud, corruption and organised crime and ensures delivery of a coordinated corporate approach. The Integrity Group worked with Internal Audit and Police Scotland's Counter Corruption Unit to conduct an Organisational Vulnerability Assessment of the corruption and serious organised crime risks faced by the Council. An action plan has been developed which sets out a Council approach to minimising risks with a focus on governance, insider threat, workforce support, procurement and ICT cyber security as the areas of significant vulnerability.
13	Ensure all relevant council officers have received appropriate civil contingencies training to ensure they can carry out their incident response roles in an emergency		<div><div>100%</div></div>	31-Mar-2017	Council incident officer training, along with refresher training, has been delivered. A number of workshops/exercise events are programmed to test officers' training in specialist areas and to look at interdependencies between key Council groups.




1. A Better Future: Place





03: Protecting the Public

Action Code	Description	Status	Progress	Due Date	Update
14	Support Paisley First to achieve Purple Flag status for Paisley Town Centre and deliver similar standards of community safety in all town centres across Renfrewshire		<div><div>100%</div></div>	31-Dec-2016	<p>Council services worked with Paisley First and other key partners including Police Scotland and the Licensed Trade to submit Renfrewshire's application for Purple Flag status in October 2016. A formal assessment was carried out on 9 December 2016 and Paisley First was advised that the bid had been successful on 10 January 2017. The award being presented by the Association of Town and City Management (ATCM) in Carrick on Shannon, Ireland on 8th February 2017.</p> <p>The learning from the assessment process is being used to ensure similar standards are being achieved across all town centres in Renfrewshire. The working group has been reconvened to assess how Paisley Town Centre can promote the award.</p>

1. A Better Future: Place

04: Creating a Sustainable Renfrewshire



Action Code	Description	Status	Progress	Due Date	Update
15	Ensure that CO ₂ emissions are minimised through the management of our fleet and street lighting assets		<div><div>100%</div></div>	31-Mar-2017	The Council currently has 29 electric vehicles (EVs), which comprises over 6.7% of the existing fleet. As part of the fleet strategy, light fleet vehicles are continuing to be replaced by EVs where appropriate and where they provide best value. 5 electric vehicles were procured in financial year 2016/17. The Council's £11m investment programme for LED street lighting across Renfrewshire will deliver a significant reduction in energy usage for street lighting of approximately 60 to 65%, and will make a substantial contribution towards the Council's carbon reduction targets.
16	Ensure a residual waste treatment and disposal facility is fully operational by 2019 as part of the Clyde Valley Waste Management solution, to ensure that all waste collected by the partner authorities is diverted from landfill		<div><div>75%</div></div>	31-Mar-2019	The contract for residual waste treatment and disposal has been finalised and plant build has commenced. Discussions are now taking place regarding delivery of commissioning tonnage to the new plant prior to the formal contract commencing. This ambitious collaborative project remains on target to be fully operational by 2019. A Procurement timeline is being developed for the associated works required at Linwood Waste Transfer Station.
17	Review the delivery of the waste and recycling service to minimise waste and optimise recycling		<div><div>100%</div></div>	31-Mar-2017	Council has signed up to the Charter for Household Waste and plans are being prepared to submit future funding bids to Zero Waste Scotland.
18	Engage with the community to encourage behavioural change to ensure recycling opportunities are maximised and contamination is minimised		<div><div>100%</div></div>	31-Mar-2017	Funding was secured from Zero Waste Scotland to carry out a Food Waste Awareness project in February this year. The service is in the process of measuring its effect.
19	Deliver the project to replace all street lighting in Renfrewshire with LEDs		<div><div>85%</div></div>	31-Mar-2017	Renfrewshire's £11m LED street lighting investment programme has made significant progress on the delivery of LED street light conversions. This ambitious programme is being delivered over a 12-15month period. Currently

Action Code	Description	Status	Progress	Due Date	Update
					more than 82% of street lights have been converted to LEDs and the overall programme is on schedule to be completed by summer 2017. Under this programme 28,613 lights will be replaced which will see a total of 30,756 street lights converted to LEDs across Renfrewshire.
2. A Better Future: People					
05: Reducing the Level and Impact of Poverty					
Action Code	Description	Status	Progress	Due Date	Update
20	Contribute to the Tackling Poverty Action Plan through the Families First project by delivering free school meals during designated holiday periods			31-Mar-2017	During the School holiday periods, Families First clubs have operated within Renfrewshire. These clubs provide activities and healthy meals to pupils who are entitled to a free school meal, children who attend additional support needs schools and also to children under five who attend a Council pre five centre during school holidays. Over 2016/17 around 27,000 meals have been provided as part of this initiative.
21	Contribute to the Tackling Poverty Action Plan through the Families First Project by delivering breakfast clubs in targeted areas			31-Mar-2017	As part of the Council's Tackling Poverty initiative, morning clubs have been established in 9 Primary schools and 1 Secondary School. Uptake of the clubs has been encouraging with over 70,000 breakfasts served at financial year end and feedback from pupils, parents and teachers has been very positive. The morning clubs in St Catherine's Primary School, Gallowhill Primary School, St David's Primary School, Cochrane Castle Primary School, St Mary's Primary School, St Margaret's Primary School, West Primary School, Bredland Primary School and Our Lady of the Peace School are open to all pupils and include a healthy breakfast and a programme of activities developed in partnership with the Soil Association, NHS and Active Schools. Pupils eligible for a free school meal at Castlehead High School can receive a healthy breakfast in the cafe area before school starts.

Action Code	Description	Status	Progress	Due Date	Update
22	Contribute to the Tackling Poverty Action Plan through enhanced StreetStuff activities including meals and transport		<div><div>100%</div></div>	31-Mar-2017	The expanded Street Stuff programme continues to go from strength to strength with over 50,000 attendees in the past 18 months. A healthy meal has been provided to youths in areas where it is needed the most, including holiday periods. The 2017 Easter programme has been a success with over 700 recorded attendances and meals provided. The programme will continue to deliver activities at school holidays and weekends over the coming year.
23	Contribute to the Tackling Poverty Action Plan through the provision of employment and training opportunities for identified groups of young people in Renfrewshire		<div><div>100%</div></div>	31-Mar-2017	12 trainees have been recruited in the last year. 5 Special Wardens, 4 Street Stuff Coaches and 3 Community Safety Officers, who have received extensive training and experience during their time with the service. Continual support and assistance is being provided to create pathways into positive destinations with many obtaining permanent jobs.
24	Contribute to the Tackling Poverty Action Plan through enhanced enforcement activity in the private rented sector		<div><div>100%</div></div>	31-Mar-2017	Continued funding through the Tackling Poverty Commission funding for the 2017/18 financial year will support further enforcement activity in identifying unregistered landlords and improving standards of accommodation within the private rented sector. This activity supports all tenants within the sector but particularly these tenants considered as the most vulnerable within Renfrewshire.
2. A Better Future: People					
07: Supporting and Sustaining People into Employment					
25	Actively participate in the Invest in Renfrewshire strategy to support young people into work		<div><div>100%</div></div>	31-Mar-2017	Community Resources continues to participate in the Invest in Renfrewshire youth employability initiatives including the Project Search employability programme for young people with learning disabilities and/or autism.




2. A Better Future: People







08: Improving Care, Health and Wellbeing

Action Code	Description	Status	Progress	Due Date	Update
26	Achieve Sustainable Food Cities Status to help tackle food poverty and promote healthy eating		<div><div>50%</div></div>	31-Mar-2017	Discussions have been held with Soil Association and Renfrewshire Council representatives to progress Sustainable Food Cities status and update the Food Strategy in line with new initiatives and establish governance arrangements.
27	Lead and implement Renfrewshire's Sustainable Food Strategy		<div><div>100%</div></div>	31-Mar-2017	Community Resources has led on the implementation of Renfrewshire's Sustainable Food Strategy and delivering food education programmes with partners.



3. A Better Council

09: Supporting our Employees






Action Code	Description	Status	Progress	Due Date	Update
28	Improve absence performance across Community Resources		<div><div>100%</div></div>	31-Mar-2017	Regular meetings take place across all areas of Community Resources to ensure supporting attendance procedures are being followed with a series of supporting attendance workforce meetings due to take place. Supporting attendance roadshows are being undertaken in Spring 2017 to all staff by Managers and Senior Managers. Although progress has been good in putting in place relevant interventions absence rates remain above target reflected in the amber status.
29	Ensure effective management arrangements are in place for overtime levels		<div><div>100%</div></div>	31-Mar-2017	Overtime reports are discussed with managers on a four weekly basis, to identify areas of concern and agree action to be taken. In addition, they are also a regular item on the SLT Agenda.
30	Maintain effective communications with employees including regular engagement with trade unions		<div><div>100%</div></div>	31-Mar-2019	Meetings with the Trade Unions are held regularly through the established forums and the outcomes of these meetings are being communicated to staff at team meetings.

Action Code	Description	Status	Progress	Due Date	Update
31	Implement the Council's new Organisational Development Strategy, ensuring all employees are equipped with the skills required to deliver our services		<div><div>100%</div></div>	31-Mar-2017	Individual Training Needs Analysis and Team Training Needs Analysis have been implemented ensuring development plans are reviewed and monitored by Improvement and Development Team and Managers. A workforce plan specific to Community Resources has also been developed and will be in place by mid-2017 – addressing age profiling, learning & development and skills development.
3. A Better Council					
10: Continuing to be a Well Run Council					
Action Code	Description	Status	Progress	Due Date	Update
32	Manage the four trading operations of Roads Services; Catering; Vehicle Maintenance; and Building Services and achieve their financial and operational targets		<div><div>100%</div></div>	31-Mar-2017	Trading Operations were presented to the Environment Policy Board and Housing & Community Safety Policy Board and noted to be within budget for 2016/17.
33	Support corporate reviews as part of the Phase 2 of the Better Council Change Programme, including: Enterprise Resource Planning Model and the Corporate Support Model		<div><div>50%</div></div>	31-Mar-2019	Community Resources continue to play an active role in the Better Council Change Programme and are contributing to corporate reviews with senior managers being involved in the ERP working groups and BCCP cross-cutting change programmes.
34	Involve our customers more in the design and review of our services and actively seek their ideas for improvement		<div><div>50%</div></div>	31-Mar-2019	The service is working with customers and community groups to enable a community led approach to service review and delivery.
35	Further develop asset management plans to ensure that whole life costs are understood and annual investment is sustained at the most efficient level for: *Roads and infrastructure; * Parks, cemeteries and open spaces; * Fleet		<div><div>50%</div></div>	31-Mar-2019	Developing and implementing the Investment Strategy for Renfrewshire Parks. Ground works began on both Robertson and Barshaw Parks at the end of March 2017.
36	Continue to monitor the schools PPP contract and make preparations for the benchmarking of cleaning and catering services during 2017		<div><div>100%</div></div>	31-Mar-2017	The schools PPP contract continues to be monitored robustly to ensure services are delivered to a high standard and to specification. Regular meetings are held at an operational level




as well as with the Renfrewshire Schools Partnership to ensure contract performance.







3. A Better Council 10: Continuing to be a Well Run Council					
Action Code	Description	Status	Progress	Due Date	Update
37	Plan effective communication activities to support the service's priorities and outcomes, using the most appropriate method			31-Mar-2017	All communication activities within Community Resources are co-ordinated centrally to ensure they support the service's priorities and outcomes. These are planned in advance, although can be dealt with on an adhoc basis should the need arise. For 2016/17 all communications took place as planned.
38	Review and maintain: * quality assurance and self evaluation frameworks; * health and safety accreditations; * staff and customer service national accreditations			31-Mar-2017	Community Resources continue to maintain ISO9001, ISO22000 and OHSAS18001 accreditations. FM (Hard Services) have retained their Investors in People Gold accreditation.
39	Ensure that Renfrewshire Council buildings are compliant with all relative legislative requirements			31-Mar-2019	The service is working to utilise the CAMIS system to provide planned programmed maintenance schedules and act as a central location for all certification. Substantial works are being undertaken to improve the information held on the system specific to an individual property. This will improve data reporting. A full review of all certification across the public buildings is being carried out and an action plan developed to ensure full compliance across the whole estate.





Community Resources Service Improvement Plan 2016-2019 Scorecard

PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Priority 1. A Better Future: Place Local Outcome 01: Driving Physical and Economic Regeneration

Code	Performance Indicator	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
01	(Maintenance) Carriageway Condition: % of road network considered for treatment (v) Overall		37.5%	36%	34.8%	36%	Data not yet available	35%	35%	35%			Annual Indicator: There has been a significant annual investment within Renfrewshire's roads which has funded a programme of resurfacing, patching and reconstruction works.
02	(Maintenance) Carriageway Condition: % of road network considered for treatment (i) A Class Roads		26.3%	26%	26.3%	26%	Data not yet available	25%	25%	25%			Annual Indicator: This indicator remains close to the target set following significant annual investment within Renfrewshire's roads which has funded a programme of resurfacing, patching and reconstruction works.
03	(Maintenance) Carriageway Condition: % of road network considered for treatment (ii) B Class Roads		29.6%	26%	31.6%	26%	Data not yet available	25%	25%	25%			Annual Indicator: There has been a significant annual investment within Renfrewshire's roads which has funded a programme of resurfacing, patching and reconstruction works.





Code	Performance Indicator	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
04	(Maintenance) Carriageway Condition: % of road network considered for treatment (iii) C Class Roads		39.5%	35%	38.8%	35%	Data not yet available	35%	35%	35%			Annual Indicator: There has been a significant annual investment within Renfrewshire's roads which has funded a programme of resurfacing, patching and reconstruction works.
05	(Maintenance) Carriageway Condition: % of road network considered for treatment (iv) Unclassified Roads		39.3%	32%	37.2%	36%	Data not yet available	36%	36%	36%			Annual Indicator: Although not achieving target, this indicator has shown improvement over the last year. There has been a significant annual investment within Renfrewshire's roads which has funded a programme of resurfacing, patching and reconstruction works.
06	Local traffic growth is stabilised so that it does not exceed 0.5% per year.		0.01%	0.50%	0%	0.50%	0%	0.5%	0.5%	0.5%			Long term traffic flow trends are developed from traffic counts undertaken at 19 sites across Renfrewshire. Traffic flows remained static between the measures for 2015/16 and 2016/17.
Priority 1. A Better Future: Place													
Local Outcome 03: Protecting the Public													
Code	Performance Indicator	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
07	Percentage of adults who agree that Renfrewshire is a safe place to live.		80%	83%	86%	83%	82%	84%	84%	84%			The percentage of adults who agree Renfrewshire is a safe place to live falls just below the target set.
08	% of adults who agree with the statement "I am satisfied with my neighbourhood as a place to live".		79%	83%	79%	85%	81%	86%	87%	87%			This is an annual indicator from the Council's Public Services Panel survey with 81% of respondents agreeing that they were satisfied with their neighbourhoods as a place to live - this is a 2% improvement from 2015/16.
09	Number of incidents of anti-social behaviour reported to Renfrewshire Council Community Safety Service		1,903	2,200	2,110	1,800	1,916	1,700	1,750	1,750			The reported number of incidents of anti-social behaviour is reported as 1,916. This is over the annual target of 1,700 but

Code	Performance Indicator	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
10	Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site		0.46	1	0.53	1	0.5	1	1	1	1	1	reflects the drive to improve reporting and recording of these activities and the very challenging nature of the target agreed. ¹ In 2016/17, a total of 1,082 domestic noise complaints were received, 610 of which required attendance on site with an average response time of half an hour.
11	Food Hygiene Information Scheme - % of premises which currently achieve a Pass rating		n/a	n/a	97.3%	97%	97%	97%	97%	97%	97%	97%	At the end of 2016/17, of the 1,400 premises in Renfrewshire, there were 1,361 premises within the Food Hygiene Information Scheme, of which 97% have a Pass or Pass with Eatsafe. This reflects very high level of performance where food premises meet or exceed compliance standards at any given inspection. All premises are required to make the improvements necessary to achieve the Pass rating in order to continue trading.
12	Trading Standards - consumer complaints completed within 14 days		81.1%	82%	87.4%	82%	89%	82%	82%	82%	82%	82%	A higher than average number of complaints continues to be referred for investigation, in relation to alleged criminal breaches, where in fact there is either no locus or no evidence to substantiate these claims. These complaints are logged as intelligence, and patterns are monitored over time. The resolution rate therefore appears to have increased, as these complaints are usually closed same day.
13	Number of recorded attendances at Street Stuff activities		25,163		37,269	32,000	43,758	50,000 ²	45,000	25,000	25,000	25,000	Recorded attendances for Street Stuff during 2016/17 is 43,758 including 15,378 with the provision of a healthy meal.





¹ Over the past year the performance information has been reviewed and updated to ensure consistency in the analytical process. As a result performance figures reported previously show a slightly lower figure for 2014/15 (1,887) and a higher figure in 2015/16 (2,407) than this report. The figures in this report reflect a robust and consistent analysis of the data held which will be applied from now on.





² Please note that 50,000 target set for indicator, **Number of recorded attendances at Street Stuff activities**, reflects an 18 month target and not a 12 month target.

Priority 1. A Better Future: Place
Local Outcome 03: Protecting the Public



Code	Performance Indicator	On Target	2014		2015		2016		2017		2018		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
14	Number of people killed in road traffic accidents in Renfrewshire		9	n/a	1	n/a	Data not yet available	n/a	n/a	n/a	n/a	n/a	The Road Casualty figures for 2016 will not be published by Traffic Scotland until November 2017.
15	Number of people seriously injured in road traffic accidents in Renfrewshire		37	n/a	43	n/a	Data not yet available	n/a	n/a	n/a	n/a	n/a	
16	Number of children killed in road traffic accidents in Renfrewshire		0	n/a	0	n/a	Data not yet available	n/a	n/a	n/a	n/a	n/a	
17	Number of children seriously injured in road traffic accidents in Renfrewshire		4	n/a	5	n/a	Data not yet available	n/a	n/a	n/a	n/a	n/a	

Priority 1. A Better Future: Place
Local Outcome 04: Creating a Sustainable Renfrewshire

Code	Performance Indicator	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
18	Air Quality - Annual average PM10 value across all continuous monitoring sites		New from 15/16		13.8	n/a	Data not yet available	18	18	18	18	18	Average of the PM10 values across the 3 automatic monitors in Renfrewshire is within the 2016/17 target value of 18.
19	% of air quality monitoring sites within AQMA(s) which exceed nitrogen dioxide limits		24%	22%	0%	22%	Data not yet available	22%	22%	22%	22%	22%	During 2015/16 no air quality monitoring sites within the Paisley Town Centre AQMA exceeded nitrogen dioxide limits.
20	Air quality - average nitrogen dioxide value of monitoring sites, within AQMA(s) exceeding limits		44.9	46	45	46	Data not yet available	45	44	43	43	43	During 2015/16, no monitoring sites within the Paisley Town Centre AQMA exceeded nitrogen dioxide limits.
21	Street Cleanliness Score - % of areas assessed as clean		88%	90%	88%	90%	Data not yet available	90%	90%	90%	90%	90%	Annual Indicator: The percentage of Renfrewshire's street assessed as clean

Code	Performance Indicator	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
			available										has remained consistent from 2014/15 to 2015/16. This score represents the percentage of areas assessed as acceptably clean (categories A and B) using Keep Scotland Beautiful's Local Environmental Audit and Management System (LEAMS) methodology.
22	% of the vehicle fleet which uses alternative fuels, such as electricity		3.6%	2.25%	5.5%	5%	6.7%	5%	7%	9%			The percentage of the Council vehicle fleet which uses alternative fuel such as electricity was 6.7% at the end of 2016/17 and exceeded the annual target of 5%. This is up from 5.5% in 2015/16.
23	Amount of CO ₂ emitted by the public vehicle fleet		3,570	3,450	3,535	3,170	3,109	3,060	2,950	2,840			This indicator reflects the tonnes of CO ₂ emitted from Renfrewshire Council vehicle fleet based on the fuel usage with a slight reduction in the amount of CO ₂ emitted by the public fleet in 2015/16. Although there has been an increase in the number of electric vehicles in the Council fleet, these are small vehicles which do not significantly impact the overall amount of fuel used.
24	Reduce the amount of CO ₂ emitted from public space lighting.		7,778	6,980	6,482	6,720	5,191	6,451	3,200	3,000			There has been a significant reduction in CO ₂ emissions from public space lighting in 2016/17 due to the implementation of the LED replacement programme. This figure is likely to continue to show a significant improvement over the coming year.
25	% of street lighting lanterns in Renfrewshire which are LED		0.3%	n/a	6.01%	5%	82%	50%	100%	Complete 2017/18			Renfrewshire's £11m LED street lighting investment programme has made significant progress on the delivery of LED street light conversions. At the end of 2016/17 82% of street lights were now LED. The overall programme is on schedule to be completed by summer 2017.

Priority 1. A Better Future: Place
Local Outcome 04: Creating a Sustainable Renfrewshire

Code	Performance Indicator	On Target	2014		2015		2016		2017		2018		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
26	% of Household Waste Recycled (Calendar year data)		46.6%	52%	43.9%	52%	48.4%	55%	55%	55%			Renfrewshire's household waste recycling rate improved from 43.9% in 2015 to 48.4% in 2016. It has to be noted that the Council's recycling performance in 2015 was adversely impacted by a contractual issue which was subsequently addressed. Improvements in contractor performance and the introduction of the co-mingled food and garden waste collections have seen improvements in recycling performance in 2016.
27	% of Household waste collected which is landfilled (Calendar year data)		31.49%	36%	31.96%	36%	24.2%	35%	34%	34%	33%		The percentage of household waste which is landfilled has again achieved the target set. A strategic approach to encourage behavioural change to tackle contamination of recycling and to improve presentation levels of all recyclates has helped to reduce the amount of waste which is landfilled. In 2016, 24.2% of household waste was landfilled, 48.4% was recycled, and a further 27.4% was diverted from landfill to energy for waste.






Priority 2. A Better Future: People
Local Outcome 05: Reducing the Level and Impact of Poverty





Code	Performance Indicator	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
28	% uptake of free school meals in primary and secondary schools		68.7%	71%	69.5%	72%	70%	73%	75%	75%			The percentage of pupils entitled and who took a free meal has shown an increase from 2015/16 but remains slightly below the target set.






Priority 3. A Better Council
Local Outcome 09: Supporting our Employees

Code	Performance Indicator	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
29	% of CR managers in the 360 process with a completed 360 report		82%	100%	88%	100%	88%	100%	100%	100%	100%	100%	The 360 degree assessment process for all Community Resources managers is continually being progressed.
30	% of CR employees having completed IDPs (from MDP/MTIPD)		87%	100%	84%	100%	84%	100%	100%	100%	100%	100%	The MDP/MTIPD reviews have been ongoing across the service throughout the year with personal development plans being established for individuals and teams.
31	Improve SVQ levels across the front line workforce - number of staff obtaining SVQ qualifications		43	50	49	50	39	50	50	50	50	50	During 2016/17, a total of 39 Community Resources' employees achieved an SVQ qualification.
32	Community Resources - Absence %		5.2%	4%	4.9%	4%	5.8%	4%	4%	4%	4%	4%	The annual absence rate for Community Resources has increased from 2015/16. Absence continues to be addressed through the Council's supporting attendance procedures and utilisation of the services of Occupational Health.
33	Grounds Maintenance - absence %		3.3%	4%	3.7%	4%	3%	4%	4%	4%	4%	4%	Absence levels for grounds maintenance employees continue to remain within target. Absence continues to be addressed through the Council's supporting attendance procedures and utilisation of the services of Occupational Health.
34	Street Cleansing - absence %		3.2%	4%	7.2%	4%	4.5%	4%	4%	4%	4%	4%	Absence levels for our street cleansing staff have improved during 2015/16. Absence continues to be addressed through the Council's supporting attendance procedures and utilisation of the services of Occupational Health.
35	Catering Trading Operation - absence %		6.1%	4%	4.6%	4%	6.5%	4%	4%	4%	4%	4%	Absence levels for our catering staff have increased during 2016/17. We continue to

Code	Performance Indicator	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
36	FM (Soft Services) - % absence of building cleaning staff		7.1%	4%	6.1%	4%	6.5%	4%	4%	4%			address employee absence through the Council's supporting attendance procedures and utilisation of the services of Occupational Health. FM (Soft Services) employee absence has increased from 2015/16 but has again failed to meet the target set. Absence continues to be addressed through the Council's supporting attendance procedures and utilisation of the services of Occupational Health.
37	Vehicle Maintenance Transport - absence %		3%	4%	2.9%	4%	3.4%	4%	4%	4%			Absence levels of our vehicle maintenance staff have again achieved the target set during 2016/17. Absence is being addressed through the Council's supporting attendance procedures and utilisation of the services of Occupational Health.
38	Refuse Collection - absence %		4.1%	4%	8.5%	4%	8.6%	4%	4%	4%			The absence levels of refuse collection employees showed a slight increase in 2016/17. Absence continues to be addressed through the Council's supporting attendance procedures and utilisation of the services of Occupational Health.
39	Renfrewshire Community Safety Partnership - absence %		6.7%	4%	7%	4%	8.2%	4%	4%	4%			Absence levels for Community Safety staff showed an increase during 2016/17. Absence continues to be addressed through the Council's supporting attendance procedures and utilisation of the services of Occupational Health.
40	Roads Trading Operation - absence %		4.2%	4%	7.4%	4%	5.4%	4%	4%	4%			The Roads Trading Operation absence rate has improved from 7.4% in 2015/16 to 5.4% in 2016/17. Absence continues to be addressed through the council's Supporting Attendance policy.

Code	Performance Indicator	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
41	Building Services' Trading Operation - % absence		4.8%	4.9%	4.5%	4.6%	4.3%	4%	4%	4%	4%	4%	The absence rates for Building Services Trading Operation has shown a slight improvement from 2015/16 and is within the target set. Absence continues to be addressed through the Council's supporting attendance procedures.
Priority 3. A Better Council													
Local Outcome 10: Continuing to be a Well Run Council													
Code	Performance Indicator	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
42	(Traffic & Transportation) Traffic Light Failure % of Traffic Light Repairs completed within 48 hrs		97%	95%	94%	95%	94.1%	95%	95%	95%	95%	95%	In 2016/17 there was a total of 306 faults reported (154 urgent and 152 non urgent)- of these, 288 were completed within the target 48hr timescale.
43	% of reported street lighting faults which were repaired within the 7 day timescale		62.4%	95%	68.6%	95%	93%	95%	95%	95%	95%	95%	93% of reported street lighting faults which were repaired within the 7 day timescale at the end of 2016/17. This was slightly below the target of 95% and reflects the impact of the first quarter performance of 78.1% during the initial start-up months of the in house service.
44	Community Resources - Overtime as a % of total employee costs (cumulative)		New from 15/16	7.3%	7.3%	8%	7.3%	7%	6%	5%			Overtime costs to the end of 2016/17 were 7.3% of total employee costs which, although just outside the target set is the same as 2015/16.
45	Cost of Maintenance per Kilometre of roads		£10,940	n/a	£12,752	n/a	Data not yet available	n/a	n/a	n/a	n/a	n/a	This data is published by the Improvement Service on an annual basis as part of the LGBF Framework

Code	Performance Indicator	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
46	% of adults satisfied with parks and open spaces		84%	n/a	83%	n/a	Data not yet available	n/a	n/a	n/a	n/a		and is extracted from the LFR information from the Scottish Government website. The 2016/17 data is due to be published late in 2017.
47	Cost of parks and open spaces per 1,000 of the population		£33,898	n/a	£21,041	n/a	Data not yet available	n/a	n/a	n/a	n/a		This is an indicator from the Local Government Benchmarking Framework extracted from the results of the Scottish Household Survey - Renfrewshire's ranking moved from 19th in 2014/15 to 23rd in 2015/16
48	% of adults satisfied with refuse collection		84%	n/a	85.3%	n/a	Data not yet available	n/a	n/a	n/a	n/a		This data is published by the Improvement Service on an annual basis as part of the LGBF Framework and is extracted from the LFR information from the Scottish Government website. Renfrewshire's ranking moved from 17th in 2014/15 to 18th in 2015/16.
49	Net cost of waste collection per premise		£53.06	n/a	£54.85	n/a	Data not yet available	n/a	n/a	n/a	n/a		This is an indicator from the Local Government Benchmarking Framework extracted from the results of the Scottish Household Survey - Renfrewshire's ranking moved from 19th in 2014/15 to 17th in 2015/16.
50	Net cost of waste disposal per premise		£83.61	n/a	£98.51	n/a	Data not yet available	n/a	n/a	n/a	n/a		This data is published by the Improvement Service on an annual basis as part of the LGBF Framework and is extracted from the LFR information from the Scottish Government website. Renfrewshire's ranking remained 11th in 2015/16.

Code	Performance Indicator	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
													information from the Scottish Government website. Renfrewshire's ranking moved from 14th in 2014/15 to 18th in 2015/16.
51	% of adults satisfied with street cleaning		70.67%	n/a	66%	n/a	Data not yet available	n/a	n/a	n/a	n/a	n/a	This is an indicator from the Local Government Benchmarking Framework extracted from the results of the Scottish Household Survey. Renfrewshire's ranking moved from 26th in 2014/15 to 30th in 2015/16.
52	Net cost of street cleaning per 1,000 of the population		£13,258	n/a	£10,014	n/a	Data not yet available	n/a	n/a	n/a	n/a	n/a	This data is published by the Improvement Service on an annual basis as part of the LGBF Framework and is extracted from the LFR information from the Scottish Government website. Renfrewshire's ranking improved from 15th in 2014/15 to 6th in 2015/16.
53	Cost of Trading Standards per 1,000 of population		£2,898	n/a	£2,624	n/a	Data not yet available	n/a	n/a	n/a	n/a	n/a	This data is published by the Improvement Service on an annual basis as part of the LGBF Framework and is extracted from the LFR information from the Scottish Government website. Renfrewshire's ranking improved from 1st in 2014/15 to 2nd in 2015/16.
54	Cost of Environmental Health per 1,000 of population		£21,179	n/a	£10,661	n/a	Data not yet available	n/a	n/a	n/a	n/a	n/a	This data is published by the Improvement Service on an annual basis as part of the LGBF Framework and is extracted from the LFR information from the Scottish Government website. Renfrewshire's ranking improved from 24th in 2014/15 to 4th in 2015/16.
55	Land Audit Management System - % of areas assessed as acceptable		93.2%	90%	92.7%	90%	97%	90%	90%	90%	90%	90%	In 16/17, the percentage of areas which were assessed increased to

Code	Performance Indicator	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
56	% of pothole repairs completed within timescales		63%	80%	62%	80%	66%	66%	68%	68%	70%	70%	66% of pothole repairs completed within target at the end of 2016/17 meeting the target.
57	% of FOI requests completed within timescale by Community Resources		99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	During 2016/2017 the service dealt with 550 Information Governance Request (FOI / DP or EIR). All of these were responded to within the statutory timescale.
58	% of front line resolutions dealt with within timescale by Community Resources		80%	100%	87%	100%	84%	100%	100%	100%	100%	100%	The service responded to 4,911 front line resolutions request during 2016/17, with 84% (4,126) of these being responded to within 5 days.
59	% of complaint investigations completed within timescale by Community Resources		84%	100%	94%	100%	91%	100%	100%	100%	100%	100%	There were 33 complaints investigations dealt with during 2016/17. Of these 91% were responded to within timescale..
60	Building Services - % of overall housing repairs completed within target		n/a	n/a	91%	95%	95%	95%	95%	95%	95%	95%	2016/17 figure for repairs completed in target is 95% which meets the expectations set out at the beginning of the last financial year.

Community Resources

Service Improvement Plan 2017–2020



Community Resources Service Improvement Plan 2017-2020

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1. Introduction to the Service Improvement Plan

- 1.1 The Service Improvement Plan for Community Resources covers a 3 year period from 2017/18 to 2019/20. The plan outlines what the service intends to achieve based on the financial and employee resources likely to be available.
- 1.2 The plan notes the principal factors that will influence service need, development and delivery. It sets out the main priorities to be pursued and outcomes to be achieved over the next three years. An action plan detailing the outcomes and key tasks to achieve them is included in Section 8. A performance scorecard is included in Section 9 detailing the performance indicators which will be used to help measure progress towards achieving the priorities.
- 1.3 The major factors that this Service Improvement Plan will require to respond to are the challenging financial environment, public sector reform and delivering the key priorities and outcomes of the Council Plan and Community Plan. The plan sets out the likely impact that these issues will have on the service and our actions to address them.
- 1.4 The Council Plan clearly articulates the Council's priorities for Renfrewshire, and along with the Community Plan, sets out an ambitious programme of work. The focus is on achieving a number of key outcomes, including:
 - Driving physical and economic regeneration
 - Building on our culture and heritage
 - Reducing the level and impact of poverty
 - Raising attainment and closing the attainment gap
 - Supporting and sustaining people into employment
 - Improving care, health and wellbeing
 - Protecting the public
 - Creating a sustainable Renfrewshire, including sustained performance in the cleanliness of streets across Renfrewshire
- 1.5 As part of the Community Resources strategic planning process, workshops were held during January and February 2017. Actions and initiatives identified during the workshops have been reflected in this plan or the relevant operational plans, as appropriate.
- 1.7 The key priorities for Community Resources are closely aligned to both the Council and Community Plans, and support all local work undertaken across partnerships to deliver on these priorities for Renfrewshire.
- 1.8 Service level workforce plans and financial plans are closely aligned to the Service Improvement Plan, and translate into team and individual development plans.
- 1.9 Service planning informs the budget process by enabling budget proposals to be seen in a wider policy development context. In turn, the outcomes of the budget process shape the final content of Service Improvement Plan. Integration of the budget and the service planning process assists elected members to arrive at budget decisions in the

full knowledge of how these will impact at a service level. Financial information and data should also be linked to outcomes and priorities.

2. What We Do

- 2.1 The principal role and purpose of Community Resources is to provide Public Protection (Community Safety & Regulatory Services in Renfrewshire, including Civil Contingency Services for Renfrewshire, East Renfrewshire, Inverclyde and West Dunbartonshire Council areas), Amenity Services (waste management and refuse collection), StreetScene (street cleansing, grounds maintenance) Land Services (parks, play areas & cemeteries), Transportation (vehicle maintenance, fleet management and social transport), Roads Services & Transportation Infrastructure, (road management & infrastructure management, road safety, transport strategy, flood prevention and structures & bridges) and Facilities Management (Hard Services including building services & street lighting repairs, repairs & maintenance and compliance and strategic monitoring of PPP contracts) (Soft Services including janitorial, cleaning, catering, caretaking and school crossing patrollers).
- 2.2 Community Resources' services are provided directly to the public of Renfrewshire, to other services within the Council and to community partners. The service contributes to the development of corporate policies and initiatives and the maintenance of effective working relationships with our partners and other organisations to deliver services throughout Renfrewshire. These services are delivered by approximately 1,800 employees employed on a full-time or part-time basis, with a gross expenditure budget of approximately £68 million. These wide ranging and highly visible services are delivered at around 270 Council premises, to over 83,000 households and businesses with more than 800km of roads and transport structure being maintained across Renfrewshire. Community Resources also provides statutory enforcement and related advisory/educational activities. These activities ensure the safeguarding of public health, and the protection of the environment, consumers, workers and local communities within Renfrewshire.
- 2.3 Community Resources also has an active role in supporting elected members and plays a key role within the five local area committees.
- 2.4 Community Resources has three main service areas/groupings:
- 2.4.1 **Amenity Services: Waste, StreetScene & Land Services, Roads & Transportation, Fleet & Transportation, Infrastructure**

The key responsibilities for Amenity Services include:

- The management and delivery of waste and recycling services, including kerbside collections and strategic waste management activities;
- Ensuring Renfrewshire's streets and town centres are clean, safe and welcoming;
- Maintaining roads, pavements, parks, play areas, open spaces and cemeteries across Renfrewshire;
- Managing and developing a road network to sustain economic growth across Renfrewshire;

- Maintaining the Council vehicle fleet (approximately 450 vehicles, both heavy and light fleet) and providing a social transport service to vulnerable clients (adults and children);
- Procuring the Council's vehicle replacement programme through the capital programme;
- Providing a transport infrastructure & network which delivers strategic and local connectivity in support of social and economic development;
- Flood prevention and the maintenance infrastructures, including bridges, rivers and water courses;
- Facilitating road safety programmes, cycling and green travel planning in partnership with schools, community groups and partners.
- Working in partnership with Strathclyde Partnership for Transport to support regional transport policy, including the maintenance of the local bus service and infrastructure across Renfrewshire.
- Working in partnership with Strathclyde Partnership for Transport (SPT) to meet the objectives of the Regional Transport Strategy outcomes and to enhance, develop and improve the local bus services and infrastructure across Renfrewshire.

2.4.2 Public Protection: Regulatory Services, Community Safety and Civil Contingencies.

The key responsibilities of Public Protection include:

- Protecting public health and promoting community safety;
- Providing effective regulatory services that support businesses, protect consumers, ensure public health and maintain food standards;
- Providing consumer protection and business advice through Trading Standards
- Providing occupational Health & Safety enforcement and food hygiene inspections in relevant work places to protect employees, workers and the general public across Renfrewshire;
- Implementation of the Council's contaminated land strategy and the maintenance of air quality across Renfrewshire;
- Providing environmental protection support to improve private sector housing standards and conditions in houses in multiple occupation;
- Supporting communities with the services provided by Renfrewshire Community Safety Partnership Hub, Integrated CCTV Control Room and daily tasking;
- Delivering StreetStuff diversionary programme across Renfrewshire;
- Working with Police Scotland and other key partners to combat serious organised crime, counter terrorism and tackle domestic abuse & hate crime;
- Delivering a comprehensive civil contingencies capability across the communities of Renfrewshire, Inverclyde, East Renfrewshire and West Dunbartonshire.

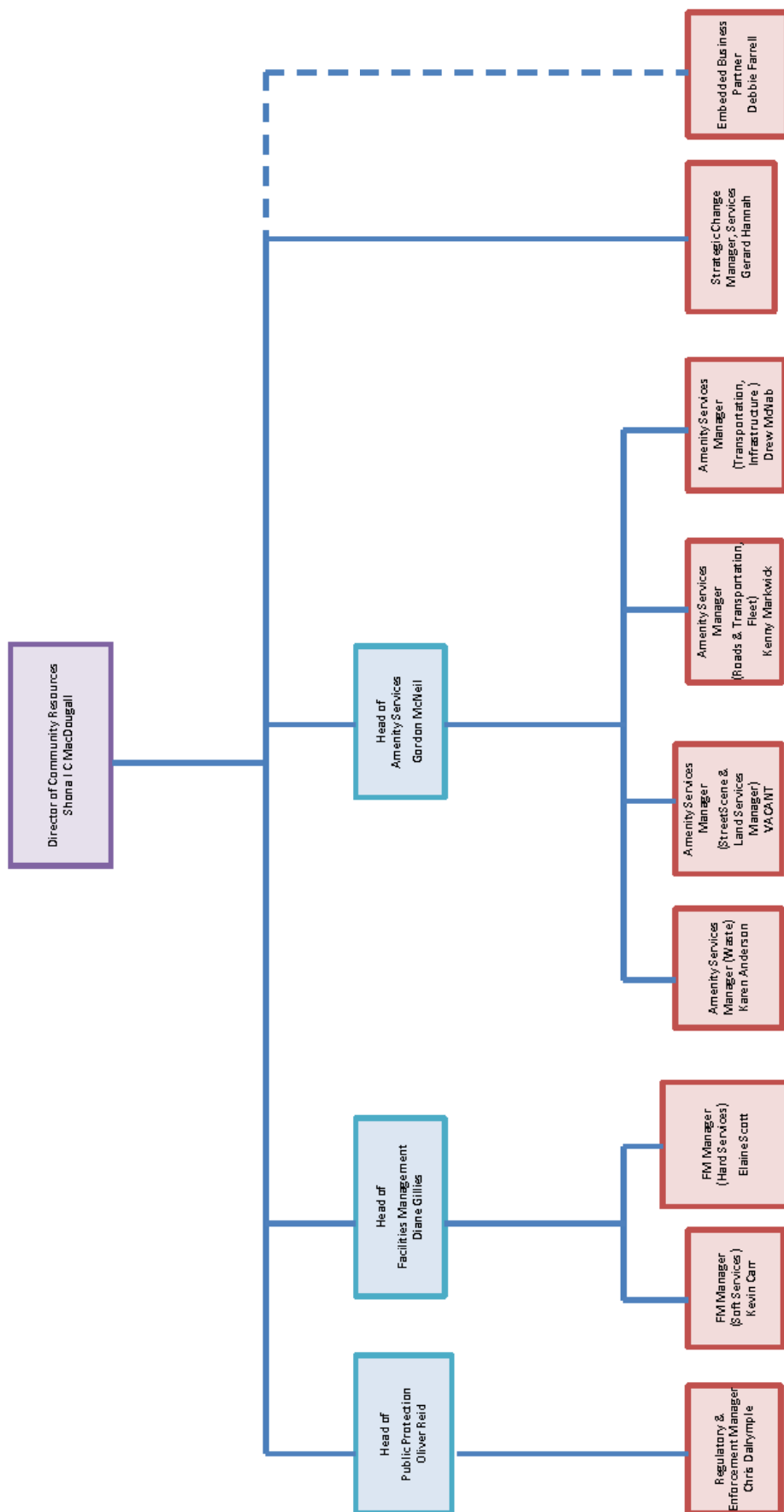
2.4.3 Facilities Management (Hard & Soft Services)

The key responsibilities of Facilities Management include:

- Providing soft facilities management services including janitorial; caretaking; cleaning; catering, housekeeping and school crossing patrol services at Council premises;

- The provision of healthy school meals in our nursery, primary, secondary and assisted special needs schools;
- Providing hard facilities management services, including delivery of repairs & maintenance service including ensuring compliance for all Council owned properties in Renfrewshire ie: Council housing; schools; public buildings, community halls / centres;
- Carrying out the repairs and maintenance function of street lighting;
- Responsibility for the provision of the commissionaire service and integrated hard & soft FM activities for Renfrewshire House;
- Strategic lead of the Schools' PPP contract;
- Carrying out the repairs and maintenance function for Renfrewshire Leisure (RL).

Community Resources
Senior Management Structure at April 2017
Directorate and Senior Managers



3. What we achieve

3.1 The key achievements of Community Resources for the year to 31 March 2017 are highlighted below:

3.2 Better Council Change Programme

- Implementing the Better Council Change Programme - to support delivery of revenue savings. This included: the review of facilities management (hard and soft FM), catering; transportation, fleet and roads infrastructure; and the rationalisation of depots.

3.3 Glasgow City Region/City Deal

- Community Resources contributes to the joint working in supporting the Glasgow and Clyde Valley City Deal to the £1.13bn Glasgow and Clyde Valley Infrastructure Fund – in particular roads, transportation & cycling aspects of the Renfrewshire projects.

3.4 Roads Investment Programme

- Annual capital investment is normally £3.239m per year. The Council approved a further £3.477m in 2017/18 to boost investment in the roads infrastructure. A total of £6.7m capital being invested in the roads & pathways infrastructure across Renfrewshire

3.5 Investment in Renfrewshire Parks of £2.25m

- 2 Flagship parks, Barshaw Park in Paisley & Robertson in Renfrew
- 5 Community parks

Upgrading and redevelopment of Knockhill Park following an award of £1.1m grant funding from the Big Lottery Fund (2015).

3.6 Depot Rationalisation/Infrastructure Investment of £2.5m

- Upgrading of Underwood Road depot to further rationalise moving from 3 depots (Underwood Road, Scotts Road & Clark Street) to one integrated Community Resource depot.

3.7 Tackling Poverty

- A budget of £6m was approved by Council in 2015 to support the Renfrewshire Tackling Poverty Strategy. The projects as specific to Community Resources:
- Morning Clubs were introduced in February 2016 in a total of 9 primary schools and one secondary school;
- Expanding Families First project by delivering free school meals during designated holiday periods;
- Enhanced Enforcement Activity within the private housing sector.

N.B: Initial £6m Council investment supplemented by further £1.5m in February 2017 for spend 2017/18, allowing StreetStuff, Morning Clubs and Landlord Registration to continue.

3.8 MARAC – Multi Agency Risk Assessment Conference for Domestic Abuse

Introduction of the MARAC, multi agency victim focused meeting to share information on the highest risk cases of domestic abuse. 103 cases have been referred so far and the process has been recognised as best practice and replicated in East Renfrewshire and Inverclyde. Since the establishment of the Renfrewshire MARAC there has been no homicide victim of domestic abuse in Renfrewshire.

3.9 Serious Organised Crime / Counter Corruption

An Organisational Vulnerability Assessment was carried out with the assistance of Police Scotland Counter Corruption Unit which identified over 50 improvement actions that could be taken to strengthen the Council and its core systems and protect against the threat posed by Serious Organised Crime. These are now being addressed through the Council's Integrity Group.

3.10 Counter Terrorism Strategy – CONTEST / Prevent

Working closely with Police Scotland, significant efforts have been put into developing consistent and appropriate response arrangements in the event that the UK terrorist threat level is increased to critical. This included the training and development of key staff and the development of an innovative Grey Space Community Tensions Group.

3.11 LED Street Lighting Investment Programme

- Renfrewshire's £11m LED Street Lighting investment programme will see 28,613 lights replaced, contributing to a total of 30,756 street lights converted to LEDs across Renfrewshire.
- Over 60% savings on energy/parts & labour costs will provide a £750k net saving per annum.

3.12 Street Lighting Repairs

- The Council's Street Lighting Maintenance and repair service was brought in-house in February, 2016 following which performance improved to 93% lamps repaired within target response time.

3.13 School Catering

- In 2014 the service implemented a more modern school catering service with the launch of a revised cafe style service.
- Supporting Council's Families First Programme, with the provision of over 61,000 free school meals to eligible children during school holidays.
- In 2015, provided Free School Meals to all P1-P3 pupils across Renfrewshire as part of the national policy, with over 1.6 million free meals now served each year.
- Achieved "Food for Life Served Here" Bronze Award for the primary school catering service, increasing the number of meals freshly prepared on site.

3.14 Community Safety Hub & Integrated Control Room

- The new Community Safety Hub & Integrated Control Room in Paisley opened in January 2016 with 49 digital CCTV cameras. This being a £1.5m investment by the Council.

Hub at a Glance:

- Daily Tasking undertaken each week day with Council Services and key partners and agencies, with over 6,000 referrals per year.
- CCTV now operating 24 hours per day.
- 49 digital CCTV cameras in operation in Paisley, Johnstone and Renfrew.

3.15 Purple Flag, Paisley Town Centre

- In January 2017 Paisley First were advised that their bid for Purple Flag status for Paisley Town Centre had been successful, this award will support the Paisley Town Centre Regeneration Strategy and the City of Culture 2021 Bid.
Only three other locations in Scotland have attained Purple Flag Status so far, Dunfermline, Aberdeen and Perth.

3.16 Street Stuff

- Street Stuff is Renfrewshire's multi-award winning youth engagement and diversionary project which has helped reduce youth disorder in every area of Renfrewshire in which it operates.
- The roll out of an expanded Street Stuff diversionary programme. This also included the funding and provision of 2 additional Street Stuff buses.

StreetStuff at a Glance

- Over 43,700 attendances in the 2016/17 financial year.
- Trainees and coaches taken on via St Mirren to deliver programme.
- 5 activity buses available for use.
- Activities include football, dance, clubbercise and Street Stuff delivered in communities across Renfrewshire on 6 out of 7 days.
- Holiday camps provided, including the provision of healthy food.

3.17 Community Halls Investment Programme

- 6 Halls/Centres will be refurbished, investment of almost £3m, delivered in-house by Building Services. Project will complete September 2017.

3.18 Clyde Valley Residual Waste Treatment & Proposal

- Remains on target to be commissioned mid to end 2019 and fully operational for the start 2020.

3.19 Support for Events

- Providing operational support for events in Renfrewshire including: Fireworks display; The Spree; Sma' Shot Day; Hallowe'en Festival; Remembrance events; Christmas Lights switch-ons; Paisley 2021 Launch; and the historic Monte Carlo Rally.

3.20 Renfrew Flood Prevention Scheme

- The £10.3m Renfrew flood prevention scheme was completed in 2016 and protects vulnerable properties.

3.21 Additional Employment

Although faced with significant financial challenges in recent years, Community Resources has been able to continue to offer additional employment in a number of service areas as follows:

- Amenity Services-Waste-12 Posts.
- Facilities Management-Building Services-9 Posts.
- Facilities Management Soft Services-79 Posts.
- Provided training for young people as part of Project Search Initiative.

3.22 Vehicle Replacement Programme, £1.5m capital investment per Year

- Includes replacement of Council's heavy & light fleet (a fleet of over 450 vehicles).

4. Strategic Context

4.1 The service improvement plan takes account of key national reviews and policies which have clear implications for the future delivery of public services against a backdrop of increasing demand for services, demographic change and diminishing resources.

4.2 The main policy, economic, social and technological changes and challenges which will affect service delivery over the next three years are listed below. These have been prioritised to reflect the key issues which Community Resources will be focussing on in the first year of this Service Improvement Plan as well as the ongoing issues that will be taken forward over the full period of the plan.

4.3 **Understanding our Population** - The population of Renfrewshire is 175,930 and accounts for 3.2 per cent of the total population of Scotland. Renfrewshire's population as a whole is projected to remain stable, however, large scale housing development in areas like Bishopton is likely to impact on the waste collection and recycling service as well as the maintenance of the roads and street lighting infrastructure.

4.4 In the 2016 release of the Scottish Index of Multiple Deprivation Renfrewshire had a National share of 4.4% of the 20% most deprived areas (datazones). Over 26% of the population of Renfrewshire (46,442 people) were in the top 20% most deprived datazones in Scotland. This has an impact on the demands for services delivered by

Community Resources, in particular, the delivery of free school meals and morning clubs by Facilities Management and the diversionary programmes delivered by Street Stuff.

- 4.5 **Financial Climate** - The current economic climate in the UK means that the Council, in common with the wider public sector, continues to face a number of financial pressures and challenges in both the medium and long term. As a result Community Resources will continue in helping deliver, for the Council, significant financial efficiency savings over the medium term. In order to identify and deliver efficiencies, Community Resources will continue to review its services to help the Council manage this reduction in resources in ways that have the minimum adverse impact on the communities of Renfrewshire.
- 4.6 It is likely that changes in the political and national policy environment, arising from the European Union Referendum vote to leave the EU (or Brexit), will have potential implications for both the Council and Renfrewshire's communities and businesses. The full impact for Renfrewshire is likely to take several years to become fully apparent. This uncertainty will impact on the Council's financial outlook. It is also likely that there will be implications for the way Community Resources does business in terms of the European legislative framework of key environmental policies, e.g. Air Quality and Food Standards.
- 4.7 **The Community Empowerment (Scotland) Act and Review of Community Planning** – the 2015 Act helps to empower community bodies through supporting them in taking ownership or control of land and buildings, and by strengthening their voices in decisions about public services. This legislative change has implications for Community Resources as a result of the move towards community ownership and the rights of communities to apply to take over the ownership of land and buildings owned by Councils and other public bodies.
- 4.8 The Act also requires community planning partnerships to review and update planning and governance arrangements which maximise the potential benefits of the legislation. The Renfrewshire Community Planning Partnership is now required to prepare and publish a Local Outcomes Improvement Plan (LOIP) which sets out the local outcomes which the Community Planning Partnership will prioritise for improvement by October 2017. Community Resources will support the revised governance arrangements and locality planning requirements of the Act.
- 4.9 **Food Standards Scotland** - over the past year the new national body has set out its strategic vision for the delivery of food law enforcement in Scotland. There is a positive change in the vision which will have a greater focus on dietary health improvements as well as the traditional focus on food law enforcement.
- 4.10 **Scottish Environment Protection Agency (SEPA)** - SEPA has set out how they plan to use the powers given to them under the Regulatory Reform (Scotland) Act 2014 to help Scotland be one of the first countries to tackle the challenge of the over-use of the planet's natural resources. The regulatory strategy establishes a clear purpose for SEPA which seeks to support and create both social and economic benefits for

Scotland by devising and delivering environmental improvements. This is described in the statutory purpose:

- 4.11 Protect and improve the environment (environmental success) in ways that, as far as possible, create:
- Health and well-being benefits (social success); and
 - Sustainable economic growth (economic success).
- 4.12 Implementation of this strategy will lead to benefits for communities, businesses and stakeholders including Renfrewshire Council. The principles adopted take on board the five principles of Better Regulation, as required by the Scottish Government, and align with the approach to regulation agreed by the Council.
- 4.13 **National Waste Strategy** – the Waste (Scotland) Regulations signify a landmark step-change in the way individuals and businesses in Scotland are expected to manage their waste. The regulations are designed to make the most of the fact that waste is a valuable resource which, when treated appropriately, holds the potential to significantly boost Scotland's economy and create green jobs. These regulations will have a significant impact on Renfrewshire's strategic waste strategy and service delivery over the next five years and will also impact on the Council's carbon strategy and targets.
- 4.14 **Building Safer, Greener Communities** - is a programme that seeks a flourishing, optimistic Scotland in which resilient communities, families and individuals live their lives safe from danger, disorder and harm. To address the two objectives of reducing the number of victims of crime and reducing the number of victims of unintentional harm, the Renfrewshire Community Safety partnership has developed a multi agency tasking approach to deliver sustainable long term improvements for local communities.
- 4.15 **Better Council Change Programme** - The Better Council Change Programme was established to ensure the Council could remain financially sustainable, whilst delivering on its strategic objectives. Community Resources has supported the strategic development and delivery of the transformation programme and will continue to deliver on the service changes it leads on as part of phases 1 and 2. In addition, the service will be actively involved in developing and delivering the next phase of the Council's future change programme which it is anticipated will require significant cross cutting transformational change.
- 4.16 **Risk Management** - The Council's "Risk Matters - the risk management policy and strategy" sets out a new approach from 1st April 2017. As our risk management arrangements are well embedded, the Corporate Risk Register has two distinct risk strands; a Strategic Risk Register will contain details of the externally focused risks, and a Corporate Risk Register will contain details of the internally focused risks. Both of these top level risk registers are underpinned by service specific risk registers. In the development of this year's Service Improvement Plan the service has ensured that any corporate or strategic risks that Community Resources' is responsible for, and the actions to mitigate and monitor these risks, are included in the action plan.

5. Key Priorities

- 5.1 The current Council Plan clearly articulates the Council's priorities for Renfrewshire, and along with the Community Plan, which will also be refreshed, sets out an ambitious programme of work.
- 5.2 To deliver our Council and Community Planning priorities, Community Resources has focussed its work and activities to align with a range of key strategic priorities.
- 5.3 The Service Improvement Plan details how Community Resources will contribute to and deliver these key strategic priorities and outcomes. This section of the plan sets out what the service aims to achieve over the duration of the improvement plan and groups them under each Council Plan priority.

A Better Future: Place

Priority 1: Driving Physical and Economic Regeneration

- 5.4 **Economic Framework and Paisley Town Centre Action Plan** - Community Resources will contribute to the 10 strategic priorities of the Economic Framework with particular focus on the following two priorities:
- **Regenerating and investing in Paisley Town Centre** – The Paisley Town Centre Action Plan provides a framework for the future development of Paisley. The service will support the delivery of investment in the public realm, with particular focus on walking, cycling and civic space. The priority also seeks to connect Paisley to the wider Glasgow City Region through the implementation of a Renfrewshire Integrated Traffic Plan.
 - **Strengthening the transport infrastructure** – a quality transport network is seen as vital for a growing and successful economy. The service will lead on the preparation of a new Transport Strategy for Renfrewshire. This will focus on: achieving a behavioural shift to more sustainable modes of transport; an improved road network; walking and cycling provision; and the development of an enhanced transport infrastructure.
- 5.5 **Glasgow and Clyde Valley City Deal** – the City Region Infrastructure Fund is a partnership with Councils across the conurbation to deliver £1.13bn of infrastructure investment to accelerate economic growth. Community Resources will assist with the delivery of strategic roads & transport schemes within the Renfrewshire projects.
- 5.6 **Roads Infrastructure** – Community Resources will seek to maintain and improve the strategic road and rail connections to the conurbation and to the wider motorway and rail network in order to sustain economic growth across Renfrewshire and link with the marketplace in the UK and beyond. We will also maintain our road network based on the most efficient whole life costs and delivery of the £6.7m roads and footpath investment programme during 2017/18.

Priority 2: Building on our Culture and Heritage

- 5.7 **Paisley 2021 City of Culture Bid** – Community Resources will contribute to the 10 year action plan being developed for the City of Culture Bid by leading on the public

realm workstream. This will focus on working with stakeholders including the business and local communities to promote a clean, safe and welcoming Paisley. Consideration will be given to infrastructure transportation and service delivery requirements to support the scaled up events programme and increased visitor numbers that are expected.

Priority 3: Protecting the Public

5.8 **Public Protection** – the areas of focussed activities can be summarised as key service outcomes, namely:

- Provision of Public Space CCTV and Community Safety Partnership Hub (operating 24 hours a day) and part of a £1.5m investment in public safety within Renfrewshire.
- Supporting 150 high risk victims of domestic abuse and their families, including almost 200 children through the delivery of the Renfrewshire Multi Agency Risk Assessment Conference (MARAC).
- 100% of mediation agreements still successful 12 weeks after agreement.
- 82% of adults agree Renfrewshire is a safe place to live.
- Inspecting over 1,500 premises per year – for compliance health & safety and food safety legislation.
- Available 24 hours per day for Port Health / Public Health call outs to Glasgow Airport.
- Responding to 1,500 requests per year, from business & public, for trading standards assistance.
- Monitoring air quality at 46 locations throughout Renfrewshire.
- Supporting Civil Contingencies across Renfrewshire, East Renfrewshire, Inverclyde and West Dunbartonshire Council areas and developing their civil contingencies plans.
- Training of Council Incident Officers and working with national and local 'blue light' services to improve the resilience of communities and businesses across Renfrewshire including Glasgow Airport, and other key business sites.

5.9 The activities of Public Protection will continue to focus on and progress:

- The development of a local serious organised crime strategy that includes private rented housing sector, human trafficking and cyber crime;
- Working with key partners to develop a local counter terrorism CONTEST strategy;
- Improving Organisational, Business and Community Resilience within Renfrewshire;
- Working with partners to protect and support vulnerable people and communities, keeping them from harm;
- Developing community interventions that build community resilience, improve safety and security and reduce victims of harm through improved intelligence sharing, partnership working and diversionary activities;
- Working with Police Scotland to address organisational vulnerabilities to serious organised crime and terrorism;

- Developing the Renfrewshire Multi Agency Risk Assessment Conference (MARAC) to support high risk victims of domestic abuse and raise awareness of the issue in Renfrewshire;
- Supporting businesses to develop in ways that are responsible and that support economic growth and town centre regeneration;
- Supporting Paisley First to maintain Purple Flag status and deliver similar standards of safety in all town centres;
- Delivering an Air Quality Action Plan for the 3 Air Quality Management Areas within Renfrewshire;
- Implementing changes to existing and new legislation including smoking in vehicles with children/misuse of blue badges.

5.10 Renfrewshire Community Safety Partnership Hub Phase 2 – In order to increase resilience and improve the Council's response to out of hours incidents, the out of hours response will increasingly be facilitated through the Community Safety Hub & Integrated CCTV Control Room. Work is continuing to build appropriate business cases to assess what other functions could be integrated and / or delivered through this facility.

Priority 4: Creating a Sustainable Renfrewshire

5.11 Street Lighting Infrastructure - The service is committed to completing the Street Lighting Investment Programme to replace conventional street lamps across Renfrewshire with more energy and cost efficient LED alternatives, which will be delivered by summer 2017.

5.12 Clyde Valley Shared Service Residual Waste Project – Working with partners in East Dunbartonshire, East Renfrewshire, North Ayrshire and North Lanarkshire Councils, Community Resources will deliver the shared service residual waste project to ensure compliance with the landfill ban to be introduced in January 2020 and to contribute to the National Zero Waste targets. A £700m, 25 year residual waste contract has been procured for the design, construction, financing and operation of facilities to treat waste, diverting over 90% Council's waste from landfill. This will be commissioned mid to end 2019 and fully operational by start 2020.

5.13 Waste Strategy 2017 to 2022 – the Waste Strategy 2017 to 2022 will set out Community Resources' holistic approach for improving waste services and increasing recycling across Renfrewshire. The Waste Strategy will take into account the legislative obligations for reducing waste being sent to landfill and will incorporate the new Scottish Household Recycling Charter and associated Code of Practice. The strategy will be a catalyst for the introduction of further sustainable waste collection service changes in Renfrewshire and will help to meet the future financial challenges faced by the Council.

A Better Future: People

Priority 5: Reducing the Level and Impact of Poverty

5.14 Renfrewshire's Tackling Poverty Strategy – In 2017/18 Community Resources will continue to deliver and lead on three workstreams funded as part of the further £1.5m investment in tackling poverty: StreetStuff; Morning Clubs and the Private Rented Housing Sector officer, each of which is having a positive impact on the experience of individuals and communities that are experiencing or vulnerable to poverty in Renfrewshire.

- 5.15 **Early Years Strategy (Families First)** – Families First is the Council’s programme for Renfrewshire’s families to help build a better future for our children. The programme draws upon the Early Years Framework and will boost the life chances of children by improving early education and supporting families to impact directly on a child’s ability to learn and develop their potential. The key areas of the strategy which Community Resources helps deliver are:
- Free meals for the most vulnerable children in early years establishments;
 - Morning clubs for our most vulnerable children; and
 - Free school meals and activities during holiday periods.

Priority 7: Supporting and Sustaining People into Employment

- 5.16 **Invest in Renfrewshire and Regeneration** – Invest in Renfrewshire is a commitment bringing together Renfrewshire Council and the area's business community with the aim of reducing youth unemployment and growing the local economy. Community Resources will assist in the Council’s significant investment in the scheme with the aim of creating more job opportunities for Renfrewshire's young people and actively preparing them for the world of work. The service will continue to be actively involved in the scheme through modern apprenticeships, graduate internships and the Project SEARCH initiative which helps young people with autism and learning disabilities move from education into employment.

Priority 8: Improving Care, Health and Wellbeing

- 5.17 **Sustainable Food Strategy** – Community Resources has led on the development, design, implementation and awareness raising of a Sustainable Food Strategy for Renfrewshire in partnership with Engage Renfrewshire and the local Health & Social Care Partnership. The aim of the strategy is to; tackle food poverty and improve access to healthy food, boost the local food sector; create employment opportunities, promote food growing, and community enterprise models around food.

A Better Council

Priority 9: Supporting our Employees

- 5.18 **Workforce Planning** – as part of the Council’s Organisational Development Strategy, focussed work on the development of a Council Workforce Plan has progressed in 2016/17. This being to recognise and address the Council’s “people” resource as a key asset. The Council’s workforce plan will recognise the changing workforce profile of the last few years and the required workforce profile and skills required for future years. A workforce plan as specific to Community Resources has been developed and will be in place by mid 2017 – addressing age profiling, learning & development and skills development.

Priority 10: Continuing to be a Well Run Council

- 5.19 **Equalities** - Community Resources will actively promote equality and diversity mainstreaming through the work of its three main service area/groupings and will contribute to the development of the Council’s six equality outcomes.

- 5.20 **Council's Best Value Report** - The Council, corporately, was subject to a Best Value Audit during the period October 2016 to April / May 2017. The Audit Report and associated Action Plan arising will require to be progressed 2017/18.
- 5.21 **Council Plan Refresh** – The current Council Plan, 'A Better Future, A Better Council' will be refreshed during 2017 and Community Resources will be actively involved in the development of the new plan.
- 5.22 **Information Technology** – Community Resources supports the implementation of the Enterprise Resource Planning System.
- 6. Continuous Improvement**
- Self-Evaluation Activities**
- 6.1 Renfrewshire Council has a mature and well-developed approach to self-evaluation which has been in place corporately since 2008 and has been based on the Public Services Improvement Framework (PSIF). In addition, the Council also gathers intelligence as part of its self-evaluation activities through; the Public Services Panel, customer experience work, and its complaints handling data.
- a. Community Resources has used the framework to help identify what is working well and what needs to improve within the service. PSIF has helped the service to drive employee involvement, particularly in terms of putting forward suggestions for improvements to services.
- 6.3 Self-assessment activities are also key elements of ISO, health and safety and Investors in People accreditations. Community Resources continues to demonstrate compliance with ISO9001 for quality management systems, while the catering service, in secondary schools and Council run care homes, operates to ISO22000 for Food Safety Management Systems.
- 6.4 The service has also contributed successfully to the Corporate Occupational Health and Safety accreditation, OHSAS18001. This demonstrates a commitment to comply with defined health and safety standards to safeguard employees and customers.
- 6.5 Building Services has continued to maintain its Investors in People Gold standard, demonstrating a clear commitment to business sustainability through strong leadership, support and improvement.
- 6.6 Building Services achieved the "Gold" Investors in Young People (IIYP) award in February 2017. Investors in Young People is a good practice framework that supports organisations to attract and recruit young people, provide support and development opportunities and retain the young people in employment.
- 6.7 For Renfrewshire Council's Best Value corporate assessment, in the summer of 2016, a new approach for self-evaluation was piloted with the CMT and Heads of Service. Community Resources will support the development of this new Council wide approach to self-evaluation during 2017/18.

Community engagement

- 6.8 Community Resources engage with communities through various groups and forums. Senior Managers attend Local Area Committees (LACs) to gather first hand customer insight. Information gathered through LACs informs strategies and policies driving LAC action plans and specific service improvements e.g. play area equipment, Renfrewshire Wardens and provision of waste and recycling facilities.
- 6.9 Partnership engagement with community councils across Renfrewshire provides an invaluable forum to understand what is important to the residents within various community groups.
- 6.10 Service specific consultations gather feedback from service users to determine future direction and service improvement activities. Consultations including Public Service Panel, service specific satisfaction surveys and residents meetings all provide platforms for community insight to be developed and monitored. Examples include:
- **Street Stuff** activities focus on engaging with young people in communities providing diversionary activities. Through engaging with youths who attend the Street Stuff programme has expanded to include additional activities and locations where the success of the programmes has gone from strength to strength. Street Stuff strives to improve community safety through reducing anti-social behaviour and tackling the poverty agenda to improve positive destinations for young people across Renfrewshire.
 - **'Safe Kids'** engages primary 6 pupils in experienced learning of the dangers that anti-social behaviour can bring to their community, directly affecting the lives of their family and friends.
 - **Stalled spaces** engage community groups to determine project based innovation in spaces unused or underused within town centre localities.

Workforce Planning

- 6.11 The Council's Organisational Development Strategy will ensure that the Council can continue to deliver its core business and service objectives, with an engaged and motivated workforce during a climate of financial and resource constraints. A workforce plan as specific to Community Resources has been developed and will be in place by mid-2017 – addressing age profiling, learning & development and skills development.
- 6.12 The plan will take forward the following key objectives:
- **A Strategic Workforce** – to ensure the Community Resources workforce can deliver key services within budgetary and service constraints. A strategic service needs analysis will be undertaken to inform the opportunities and risks 1 year, 3 years and 5 years into the future.
 - **A Flexible Workforce** – to ensure employees deployed to the right place with the right skills at the right time with the capacity and understanding to deliver generic working requirements across the service.
 - **A Modernised Workforce** – to develop a sustainable long-term workforce plan for Community Resources that ensures that the workforce has the capacity, resilience and skills to align with the Council, service and team objectives. This includes

recruitment strategies, employer branding and the workforce motivators to promote Community Resources as a workplace of choice.

- **A Skilled Workforce** – to identify key skills, gaps and opportunities for improved flexibility within Community Resources. This will work towards improving the skill mix within these areas and to promote the service as an exemplar employer with a skills ready workforce.
- **A Developing Workforce** – to identify career pathways within Community Resources that support workforce supply, demand, retention, succession planning, flexibility and facilitate business continuity at all times, maximising the use of resources.
- **A Resilient Workforce** – to establish succession planning for key sections of Community Resources, which reflects workforce availability and demand and is aligned to service plan priorities with appropriate training to support.

Equalities

- 6.13 Every area of work within the council has a role to play in promoting equality and diversity. While this is the right thing to do and has clear advantages for the Council, there are also legal requirements. Equality law (The Equality Act) protects people from unfair treatment and asks public bodies (including Renfrewshire Council) to show how they make a positive difference to equality groups.
- 6.14 The Council recognise that equality both needs to be mainstreamed fully into its policies and procedures and ensure that its equality outcomes are given high priority, by being part of mainstream progress reporting. The Council has agreed that this is done through departmental Service Improvement Plans. This will allow actions to be monitored on a quarterly basis.
- 6.15 The Council is committed to reporting progress to local equalities led community groups. It is recognised that circumstances for individuals and organisations can change over time and by establishing a clear reporting structure, the Council can demonstrate whether its equality actions and priorities are contributing to overall outcomes need and can be reviewed and amended accordingly.
- 6.16 Community Resources will actively promote equality and diversity mainstreaming through the work of its three main service area/groupings, through this Service Improvement Plan and through the relevant operational plans. Community Resources will contribute to the development of the Council's six equality outcomes listed below as follows:

Outcome 1: Public spaces improve access and promote dignity for disabled and older people – the service will build on the positive work it delivers through its roads and transportation services.

Outcome 2: Our staff and communities fully understand the causes and consequences of gender based violence and are equipped to respond - the

service will continue to make a positive contribution to this outcome through the development of the Renfrewshire Multi Agency Risk Assessment Conference (MARAC) which supports high risk victims of domestic abuse and raise awareness of the issue in Renfrewshire.

Outcome 3: Equalities-led organisations are supported to become sustainable and influential partners – the service will continue to support this outcome through the lead role it plays in the Prevent agenda and Renfrewshire's Multi Agency counter terrorism CONTEST Group.

Outcome 4: Council services are responsive to the needs of equalities groups, with well-designed and flexible services – the service will continue to be responsive to equalities groups through the support it provides to groups like "Grey Space" and I Am Me.

Outcome 5: Renfrewshire Council promotes itself as and becomes an employer of choice for disabled people – the service will seek to contribute to this outcome by playing an active role in employee network groups.

Outcome 6: Equalities implications are clearly and consistently considered in decision making – the service will carry out equality impact assessment, as appropriate, and raise awareness through development of case studies of the large projects it is undertaking.

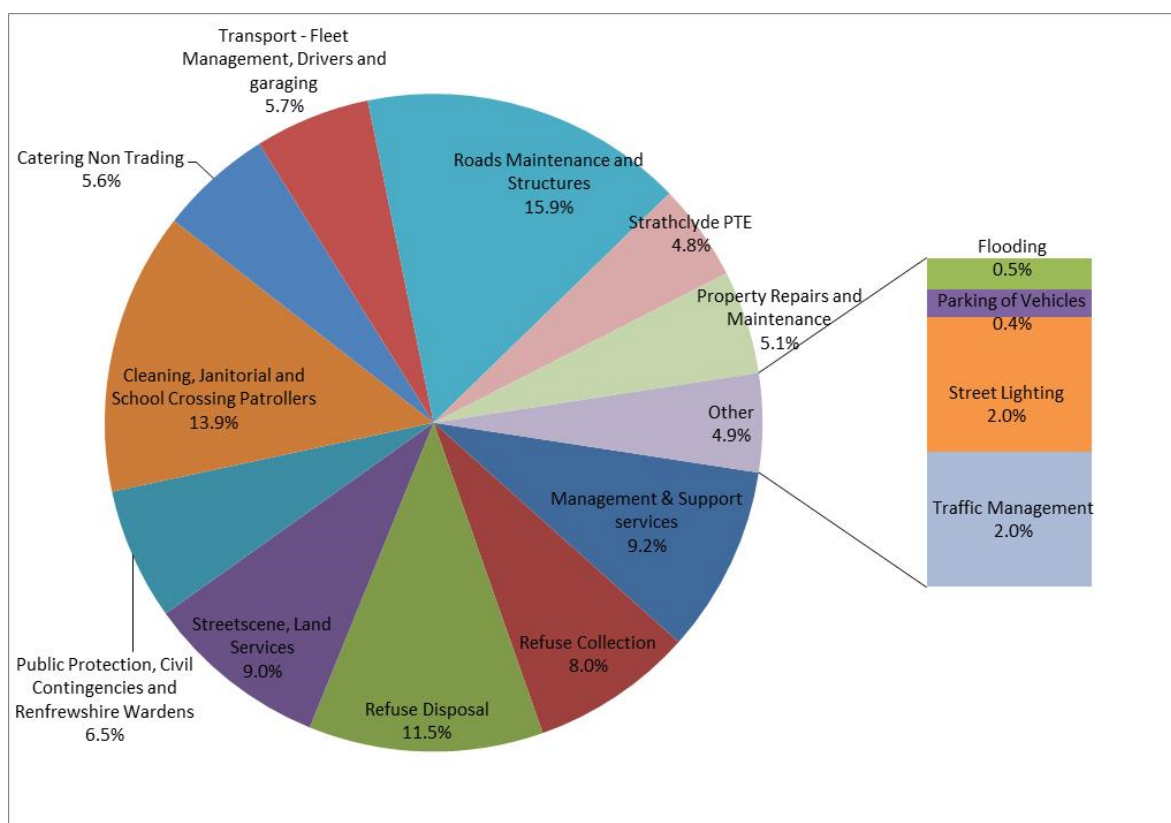
7. Resource Analysis

7.1 The table and chart below illustrates the Community Resources Revenue Estimates for 2017/18 across each service area.

Table 1: Gross Revenue Estimates 2017/18

Service Activity	Budgeted Gross Revenue Expenditure 2017/18	
	£000	%
Management & Support services	6,332	9.2%
Refuse Collection	5,507	8.0%
Refuse Disposal	7,941	11.5%
StreetScene	5,762	8.4%
Public Protection	1,469	2.1%
School Crossing Patrollers	654	1.0%
Cleaning and Janitorial	8,913	12.9%
Catering Non Trading	3,843	5.6%
Land Services	437	0.6%
Vehicle Maintenance and Transport	3,912	5.7%
Renfrewshire Wardens	2,777	4.0%
Flooding	324	0.5%
Parking of Vehicles	274	0.4%
Roads Maintenance	10,665	15.5%
Roads Structures	309	0.4%
Street Lighting	1,367	2.0%
Traffic Management	1,376	2.0%
Strathclyde PTE	3,288	4.8%
Civil Contingencies	223	0.3%
Property Repairs and Maintenance	3,497	5.1%
Total	68,871	100.0%

Chart 1: Gross Revenue Estimates 2017/18



7.2 The following table illustrates the Community Resources Revenue Estimates for 2017/18 in terms of the type of expenditure.

Table 2: Gross Revenue Estimates by type of expenditure 2017/18

	Gross Revenue Estimates 2017/18	
Area of Activity	£000	%
Employee Costs	24,277	35.2%
Property Costs	3,270	4.7%
Supplies and Services	3,459	5.0%
Contractors	17,777	25.8%
Transport and Plant	4,158	6.0%
Administrative Costs	3,847	5.6%
Payments to Other Bodies	4,242	6.2%
Capital Charges	7,840	11.4%
Total	68,871	100.0%

7.3 Resource Implications

The service issues to be addressed within the Community Resources Action Plan will be met from the agreed Revenue Estimates and from funding allocated through the Capital Investment Plan. The decisions made as part of the Revenue Estimates process for 2017/18 are included in the above tables.

- 7.4 The Capital Investment Programme for the period 2017/18 agreed by the Council on the 3 March 2017, and led by Community Resources includes:

Table 3: Capital Investment Programme 2017/18

Project Title	Programme 2017/18 £000s
Vehicle Replacement Programme	1,500
Roads and Footways Upgrade Programme	6,716
Bridge Assessment/Strengthening	500
LED Street Lighting Strategy and Lighting Columns Replacement	3,253
Community Halls and Facilities Improvement programme	2,000
Depots Improvements	2,243
Parks Improvements Programme	1,250
Waste Transfer Station	400
TOTAL	17,862

7.5 Asset Management

- It was agreed at the Council meeting on 16 February 2017 that an additional £3.477 million will be invested in the Roads and Footways upgrade programme, to boost investment in the roads infrastructure across Renfrewshire. This brings the total planned works to £6.716 million.
- It was agreed at the Council meeting in March 2016 that £2.25 million will be invested in a programme of improvement and redevelopment works within parks in Renfrewshire, spread over 2016/17 and 2017/18. The majority of the funding is earmarked for the redevelopment of Roberston Park in Renfrew and Barshaw Park in Paisley, with the remainder to be invested in 5 community parks within Renfrewshire.
- A review of depots is nearing completion to rationalise the number of depots from three to one, by accommodating services provided at Scotts Road and Clark Street depots within the Underwood Road depot.
- The Street Lighting Strategy is in the final stages of the replacement of conventional street lamps across Renfrewshire with more energy and cost effective LED alternatives.

8. Community Resources Action Plan 2017/18 – 2019/20

Priority Area: Driving Physical and Economic Regeneration						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
01	Deliver and support actions to meet the Community Empowerment Act through community and partnership participation.	31 March 2020	Communities will be better engaged and involved in the development of their community assets.	Senior Leadership Team	Increased levels of community involvement Successful community asset transfers.	Renfrewshire Forum for Empowering Communities
02	Active involvement in the delivery of City Deal initiatives including: <ul style="list-style-type: none"> a passenger transit link to Glasgow airport investment in roads around Glasgow airport a crossing of the Clyde at Renfrew 	31 March 2020	Transport infrastructure is improved in Renfrewshire offering more diverse employment opportunities through improved connectivity	Head of Amenity Services	The three initiatives are delivered and their benefits in terms of employment and connectivity are maximised.	Jobs and the Economy
03	Support economic regeneration and improve job creation through the regeneration and revitalisation of town centres.	31 March 2020	Better transport networks will be delivered and the public transport infrastructure will be improved.	Head of Amenity Services	Employment opportunities and economic activities are maximised.	Jobs and the Economy

Priority Area: Building on our Culture and Heritage						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
04	Lead on the works to improve the public realm in support of Paisley's 2021 City of Culture bid.	31 March 2020	The action will lead to improvements in transport connectivity & better accessibility as well as achieving enhanced aesthetics in the public realm.	Senior Leadership Team	More efficient and effective delivery of transport and roads infrastructure. Uniformity of signage and street furniture is established.	A safer and stronger Renfrewshire

Priority Area: Protecting the Public						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
05	Fulfil the requirements of the Flood Risk Management Act by developing action plans to address flooding risk in Renfrewshire.	31 March 2020	Better awareness of flood risk areas. Identification of measures required to reduce flood risk.	Head of Amenity Services	Flood risk is minimised. Flood action plan studies are completed.	A safer and stronger Renfrewshire

Priority Area: Protecting the Public						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
06	Lead on the public protection agenda incorporating requirements from national legislation.	31 March 2020	Renfrewshire's residents, communities, workers and visitors will live/visit/work in a safer environment.	Head of Public Protection	<p>By taking a lead role in protecting the public and keeping our communities safe we will raise awareness of the public protection agenda. In the short term there may be increases in key measures but in the long term these should fall.</p> <p>Indicators to measure success will be:</p> <ul style="list-style-type: none"> Percentage of adults who agree that Renfrewshire is a safe place to live % of adults who agree with the statement "I am satisfied with my neighbourhood as a place to live" Number of incidents of anti-social behaviour reported to Renfrewshire Council Community Safety Service 	A safer and stronger Renfrewshire
07	Develop and deliver phase 2 of the Renfrewshire Community Safety Partnership hub.	31 March 2020	Expansion of the Renfrewshire Community Safety Partnership hub will ensure it is manned and active 24 hours a day to ensure we can respond to residents of Renfrewshire.	Head of Public Protection	There will be increased resilience and improvements in the Council's response to out of hours incidents.	A safer and stronger Renfrewshire

Priority Area: Protecting the Public						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
08	Developing community interventions that build community resilience, improve safety and security and reduce victims of harm through improved intelligence sharing, partnership working and diversionary activities	31 March 2020	<p>Deliver safer and stronger communities through provision of the Building Safer Communities programme.</p> <p>Tailored interventions to meet the needs of the targeted communities which will impact positively on:</p> <ul style="list-style-type: none"> Reducing the number of victims of crime and victims of unintentional harm; Improving perceptions of safety and wellbeing 	Head of Public Protection	<p>Interventions will be successful in building capacity within communities to resolve issues affecting their areas.</p> <p>Surveys carried out in targeted communities will show improvement in success measures.</p>	A safer and stronger Renfrewshire
09	Ensure all council services have robust and up to date business continuity arrangements in place.	31 March 2018	Services will be able to identify critical functions and the resources required to recover from disruptive events.	Head of Public Protection	The Council is able to demonstrate it can recover from a disruptive event in an efficient, effective manner.	A safer and stronger Renfrewshire
10	Develop and deliver a strategy for how the council will respond locally to the risks posed by serious organised crime.	31 March 2018	This will allow us to better understand Renfrewshire's potential risks in terms of serious and organised crime, and to identify resources to mitigate our areas of greatest vulnerability.	Head of Public Protection	There will be less identified areas of vulnerability as measured by Renfrewshire's Integrity Group risk matrix.	A safer and stronger Renfrewshire

Priority Area: Protecting the Public						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
11	Working with key partners to develop a local counter terrorism CONTEST strategy	31 March 2020	Officers and partners will be confident in understanding the risks posed by Terrorism and be aware of threat levels and current guidance.	Head of Public Protection	<ul style="list-style-type: none">• Training for Officers and partners across key responder agencies.• Integration of the Prevent Strategy and guidance with key working practices and procedures.• Communication of threat levels and current best practice and national guidance.	A Safer and Stronger Renfrewshire
12	Developing the Renfrewshire Multi Agency Risk Assessment Conference (MARAC) to support high risk victims of domestic abuse and raise awareness of the issue in Renfrewshire	31 March 2020	Support the ongoing development of the MARAC process in Renfrewshire to ensure interventions are in place and effective for the highest risk victims of domestic abuse.	Head of Public Protection	Numbers of highest risk victims that suffer severe harm or homicide will remain at very low levels.	A Safer and Stronger Renfrewshire

Priority Area: Creating a sustainable Renfrewshire						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
13	Our council fleet, street lighting, public realm and floodlight strategy are managed to ensure that the Council's CO ₂ emissions are minimised.	31 March 2020	Contribution made towards achieving the council's carbon management reduction targets.	Senior Leadership Team	<p>Achievement of Council's carbon management reduction targets.</p> <p>Indicators to measure success will be:</p> <ul style="list-style-type: none"> % of the vehicle fleet which uses alternative fuels, such as electricity Reduce the amount of CO₂ emitted from public space lighting. Amount of CO₂ emitted by the public vehicle fleet 	A greener Renfrewshire
14	Ensure a residual waste treatment and disposal facility is fully operational by 2019 as part of the Clyde Valley Waste Management solution, to ensure that all waste collected by partner authorities is diverted from landfill. Further explore opportunities for collaborative working for sustainability.	31 March 2020	Compliance with legislation on zero waste to landfill by 2021 with consequent positive environmental implications.	Head of Amenity Services	<p>Compliance with landfill ban.</p> <p>Deliver on minimum tonnage targets.</p> <p>Compliance with thermal treatment guidelines.</p>	A greener Renfrewshire

Priority Area: Creating a sustainable Renfrewshire						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
15	Deliver the requirements of the Scottish Household recycling charter and related service changes.	31 March 2019	Reduction in the amount of waste which is landfilled and positive impacts on recycling rates.	Head of Amenity Services	Implementation of Renfrewshire Waste Strategy. Delivery of charter compliant services. Indicators to measure success will be: <ul style="list-style-type: none"> % of Household Waste Recycled % of Household waste collected which is landfilled 	A greener Renfrewshire/ Corporate Risk Register
16	Develop and implement long term sustainable leachate and surface water management plan for Linwood Moss.	31 March 2019	Reduction in leachate discharge for Linwood Moss in accordance with waste management licence.	Head of Amenity Services	Compliance with the Waste management licence condition. Discharge consents are achieved.	A greener Renfrewshire/ Corporate Risk Register
17	Finalise the delivery of the project to replace all street lighting in Renfrewshire with LEDs.	31 July 2017	The quality of street lighting is improved and our assets are managed efficiently and effectively in support of the Council's carbon management reduction targets.	Head of Amenity Services	On completion of project the level of carbon emitted from public space lighting will be reduced by 60% and electricity costs to the Council will be reduced by 60%. Indicators to measure success will be: <ul style="list-style-type: none"> Reduce the amount of CO₂ emitted from public space lighting. 	A greener Renfrewshire

Priority Area: Creating a sustainable Renfrewshire						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
18	Deliver a refreshed Air Quality Action Plan to improve air quality for Renfrewshire	30 September 2017	The Action Plan will develop measures to improve air quality. These will include actions to reduce fuel consumption & emissions and create improvements to traffic management.	Head of Public Protection	Work towards achieving the Scottish Government's ambition to have no air quality management areas by 2020. Indicators to measure success will be: <ul style="list-style-type: none">Air Quality – Annual average PM10 value across all continuous monitoring sitesAir quality – Annual average nitrogen dioxide value of all monitoring sites within AQMA(s)	A greener Renfrewshire

Priority Area: Reducing the Level and impact of Poverty						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
19	Contribute to the Tackling Poverty Action Plan through the Families First project by providing healthy hot meals during designated holiday periods.	31 March 2018	Healthy free school meals will be delivered during designated holiday periods.	Head of Facilities Management	Increase in the number of children receiving healthy meals.	Children and Young People

Priority Area: Reducing the Level and impact of Poverty						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
20	Contribute to the Tackling Poverty program by delivering morning clubs in targeted areas.	31 March 2018	Increase in the number of children provided with healthy meals.	Head of Facilities Management	Increases in the uptake numbers. Mainstream funding secured. Succession planning for existing resources delivered.	Children and Young People
21	Contribute to the Tackling Poverty Action Plan through the enhanced Street Stuff programme including activities and meals	31 March 2018	Support the continued reduction in antisocial behaviour and low level offending across Renfrewshire.	Head of Public Protection	Maintain the low levels of anti-social behaviour and offending. Indicators to measure success will be: <ul style="list-style-type: none"> • Increased participation at sessions/activities • Increase activities at community based programmes 	Children and Young People
22	Contribute to the Tackling Poverty Action Plan through the provision of employment and training opportunities for identified groups of young people in Renfrewshire	30 September 2017	Improve opportunities for young people to improve their employability while helping to keep their communities safe.	Head of Public Protection	Trainees are provided with the experience and skills to secure future employment opportunities.	Children and Young People

Priority Area: Reducing the Level and impact of Poverty						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
23	Contribute to the Tackling Poverty Action Plan through enhanced enforcement activity in the private rented sector	31 Mar 18	Improve the standard of housing being provided through private landlords in Renfrewshire.	Head of Public Protection	<p>Achieve improvements in the private rented housing sector.</p> <p>Indicators to measure success will be:</p> <ul style="list-style-type: none"> • number of unregistered landlords investigated; • the number of RPNs issued; • the number of investigations into poor standard housing and enforcement action taken against landlords in this regard. 	Safer & Stronger Renfrewshire

Priority Area: Supporting and Sustaining people into Employment						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
24	Actively participate in the Invest in Renfrewshire strategy to support young people into work	31 March 2018	Contribute to increasing employability and employment opportunities for young people in Renfrewshire.	Senior Leadership Team	<p>Interns successfully placed in employment.</p> <p>Interns better equipped to successfully gain employment in internal and external opportunities.</p>	Jobs and the Economy

Priority Area: Improving Care, Health and Wellbeing						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
25	Achieve Sustainable Food Cities Status	31 March 2018	Appropriate support will be provided to promote healthy eating and tackle food poverty. Working with partners across full food system.	Head of Facilities Management	Status achieved.	Community Care, Health and Wellbeing
26	Review, update and formally launch Renfrewshire's Sustainable Food Strategy	31 March 2018	Appropriate support will be provided to promote healthy eating and tackle food poverty. Working with partners across full food system.	Head of Facilities Management	Awareness of healthy food is increased.	Community Care, Health and Wellbeing

Priority Area: Supporting our Employees						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
27	Provide our employees with the appropriate support to manage their attendance.	31 March 2017	Increased support offered to employees to achieve lower sickness absence levels and sickness absence costs.	Senior Leadership Team	Achieve absence management targets. Indicators to measure success will be: • Community Resources - Absence %	Linked to Council Plan
28	Ensure effective management arrangements are in place for overtime levels	31 March 2017	Overtime costs are reduced	Senior Leadership Team	Overtime cost reduction targets are achieved Indicators to measure success will be: • Community Resources - Overtime as a % of total employee costs (cumulative)	Linked to Council Plan
29	Implement the council's new Organisational Development Strategy	31 March 2020	Ensures all employees are equipped with the skills required to deliver our services.	Senior Leadership Team	Success measures from action plan are achieved.	Linked to Council Plan






Priority Area: Supporting our Employees						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
30	A strategic planning approach to future skills and service requirements will be implemented through the Community Resources Workforce Plan.	31 March 2020	<p>Staff are developed and equipped with the skills and knowledge to fulfil their roles and responsibilities.</p> <p>Key actions will include:</p> <ul style="list-style-type: none"> • Strategic Service Needs Analysis, • Skill Needs Analysis including specialist skills, Learning & Development Plan, & • Development of Careers Pathways 	Senior Leadership Team	Success measures from action plan are achieved.	Linked to Council Plan/Community Resources Workforce Plan

Priority Area: Continuing to be a Well Run Council						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
31	Manage the four trading operations of Roads Services; Catering; Vehicle Maintenance; and Building Services and achieve their financial and operational targets	31 March 2017	Financial targets are achieved and competitiveness is demonstrated	Head of Amenity Services and Head of FM Services	Achieve financial and performance targets.	Linked to Council Plan
32	Active participation in phase 3 of the Better Council Change Programme	31 March 2019	Supporting the Council to adopt a more cross cutting approach to transformational change	Senior Leadership Team	Deliver on the agreed efficiencies of the phase 3 programme.	Linked to Council Plan
33	Active participation in the delivery of the Enterprise Resource Planning system	31 March 2019	Supporting the Council to implement the Enterprise Resource Planning system	Senior Leadership Team	Savings being delivered, process efficiencies being delivered.	Linked to Council Plan
34	Develop customer engagement plans to involve our customers and actively seek their buy-in and support for service provision	31 March 2019	Communities are more engaged and actively involved in the delivery of services	Senior Leadership Team	Customer satisfaction with service delivery improves.	Linked to Council Plan
35	Develop a strategic approach to asset management.	31 March 2019	Our assets are managed efficiently and effectively: <ul style="list-style-type: none"> Roads, infrastructure and fleet parks, cemeteries and play areas 	Head of Amenity Services	Asset management plans are developed.	Linked to Council Plan






Priority Area: Continuing to be a Well Run Council						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
36	Continue to progress the schools PPP contract and progress and finalise the benchmarking of cleaning and catering services during 2017/18. Actively promote equality and diversity mainstreaming through its service activity	31 March 2018	Improved service delivery arrangements are in place	Head of Facilities Management	Services are outcomes are delivered as specified. Completion of benchmarking.	Linked to Council Plan
37		31 March 2018	Equality outcomes are mainstreamed and are embedded in service priorities	Senior Leadership Team	Achieving progress on the Council's equalities outcomes.	Linked to Council Plan
38	Review and maintain continuous improvement frameworks including: <ul style="list-style-type: none"> • quality assurance and self-evaluation; • actions arising from Best Value assurance report, • health and safety accreditations; and • staff and customer service national accreditations 	31 March 2018	Areas of improvement for service delivery arrangements are identified	Senior Leadership Team	Compliance. Audit outcomes. Implementation of Audit Scotland recommendations through Community Resources actions.	Linked to Council Plan

Priority Area: Continuing to be a Well Run Council						
Action Ref	What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Link to plans and strategies
39	Carry out repairs and maintenance on Renfrewshire Council buildings and monitor actions through the Risk Register.	31 March 2019	Renfrewshire Council buildings are compliant with statutory responsibilities	Senior Leadership Team	Our assets are managed efficiently and effectively. Buildings are compliant with statutory responsibilities.	Linked to Council Plan/Corporate Risk Register









9. Community Resources Service Improvement Plan 2017-2020 Scorecard

PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Priority 1. A Better Future: Place Local Outcome 01: Driving Physical and Economic Regeneration

Code	Performance Indicator	Frequency of monitoring	Date last updated	Current Value	Current Target	On Target	2017/18	2018/19	2019/20
							Annual Target	Annual Target	Annual Target
01	(Maintenance) Carriageway Condition: % of road network considered for treatment (v) Overall	Years	2015/16	34.8%	35%		35%	35%	35%
02	(Maintenance) Carriageway Condition: % of road network considered for treatment (i) A Class Roads	Years	2015/16	26.3%	25%		25%	25%	25%
03	(Maintenance) Carriageway Condition: % of road network considered for treatment (ii) B Class Roads	Years	2015/16	31.6%	25%		25%	25%	25%
04	(Maintenance) Carriageway Condition: % of road network considered for treatment (iii) C Class Roads	Years	2015/16	38.8%	35%		35%	35%	35%
05	(Maintenance) Carriageway Condition: % of road network considered for treatment (iv) Unclassified Roads	Years	2015/16	37.2%	36%		36%	36%	36%

Priority 1. A Better Future: Place
Local Outcome 03: Protecting the Public

Code	Performance Indicator	Frequency of monitoring	Date last updated	Current Value	Current Target	On Target	2017/18	2018/19	2019/20
							Annual Target	Annual Target	Annual Target
06	Percentage of adults who agree that Renfrewshire is a safe place to live.	Quarters	2016/17	82%	84%		84%	85%	85%
07	% of adults who agree with the statement "I am satisfied with my neighbourhood as a place to live".	Quarters	2016/17	81%	86%		87%	88%	88%
08	Number of incidents of anti-social behaviour reported to Renfrewshire Council Community Safety Service ³	Quarters	2016/17	1,916	1,700		1,750	1,800	1,800
09	Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site	Quarters	2016/17	0.5	1		1	1	1
10	Food Hygiene Information Scheme - % of premises which currently achieve a Pass rating	Quarters	2016/17	96%	97%		97%	97%	97%
11	Trading Standards - consumer complaints completed within 14 days	Quarters	2016/17	89%	82%		82%	82%	82%
12	Number of recorded attendances at Street Stuff activities	Quarters	2016/17	43,758	50,000 ⁴		45,000	25,000	25,000
13	Number of complaints regarding youth disorder	Quarters	2016/17	747	750		740	740	740

³ The performance information in relation to complaints for youth disorder and antisocial behaviour has been reviewed and updated to reflect improved processes for analysis of the data held and ensure consistency in the analytical process.

⁴ Please note that 50,000 target set for indicator, **Number of recorded attendances at Street Stuff activities**, reflects an 18 month target and not a 12 month target.

Priority 1. A Better Future: Place
Local Outcome 04: Creating a Sustainable Renfrewshire

Code	Performance Indicator	Frequency of monitoring	Date last updated	Current Value	Current Target	On Target	2017/18		2018/19		2019/20	
							Annual Target	Annual Target	Annual Target	Annual Target	Annual Target	Annual Target
14	Air Quality – Annual average PM10 value across all continuous monitoring sites	Years	2015/16	13.8	18		18	18	18	18	18	18
15	% of air quality monitoring sites within AQMA(s) which exceed nitrogen dioxide limits	Years	2015/16	0%	22%		22%	22%	22%	22%	22%	22%
16	Air quality - average nitrogen dioxide value of all monitoring sites within AQMA(s)	Years	2015/16	45	46		44	43	43	42	42	42
17	Street Cleanliness Score - % of areas assessed as clean	Years	2015/16	88%	90%		90%	90%	90%	90%	90%	90%
18	% of the vehicle fleet which uses alternative fuels, such as electricity	Years	2016/17	6.7%	5%		7%	9%	9%	11%	11%	11%
19	Amount of CO ₂ emitted by the public vehicle fleet	Years	2016/17	3,109	3,060		2,950	2,840	2,840	2,730	2,730	2,730
20	Reduce the amount of CO ₂ emitted from public space lighting.	Years	2016/17	5,191	6,451		3,200	3,000	3,000	1,800	1,800	1,800
21	% of street lighting lanterns in Renfrewshire which are LED	Years	2016/17	82%	50%		100%	Programme complete 2017/18				

Code	Performance Indicator	Frequency of monitoring	Date last updated	Current Value	Current Target	On Target	2017		2018		2019	
							Annual Target	Annual Target	Annual Target	Annual Target	Annual Target	Annual Target
22	% of Household Waste Recycled (Calendar year data) (LGBF/Council Plan)	Quarters	2016	48.4%	55%		55%	55%	55%	55%	55%	55%
23	% of Household waste collected which is landfilled (Calendar year data) (Greener)	Years	2016	24.2%	35%		34%	33%	33%	32%	32%	32%


Priority 2. A Better Future: People
Local Outcome 05: Reducing the Level and Impact of Poverty
















Code	Performance Indicator	Frequency of monitoring	Date last updated	Current Value	Current Target	On Target	2017/18		2018/19		2019/20	
							Annual Target	Target	Annual Target	Target	Annual Target	Target
24	% uptake of free school meals in primary and secondary schools	Quarters	2016/17	70%	73%		75%		75%		75%	

Priority 3. A Better Council
Local Outcome 09: Supporting our Employees

Code	Performance Indicator	Frequency of monitoring	Date last updated	Current Value	Current Target	On Target	2017/18		2018/19		2019/20	
							Annual Target	Target	Annual Target	Target	Annual Target	Target
25	% of CR managers in the 360 process with a completed 360 report	Quarters	2016/17	88 %	100%		100%		100%		100%	
26	% of CR employees having completed IDPs (from MDP/MTIPD)	Quarters	2016/17	84 %	100%		100%		100%		100%	
27	Improve SVQ levels across the front line workforce - number of staff obtaining SVQ qualifications	Quarters	2016/17	39	50		50		50		50	
28	Community Resources - Absence %	Quarters	2016/17	5.8%	4%		4%		4%		4%	

Priority 3. A Better Council
Local Outcome 10: Continuing to be a Well Run Council

Code	Performance Indicator	Frequency of monitoring	Date last updated	Current Value	Current Target	On Target	2017/18		2018/19		2019/20	
							Annual Target	Target	Annual Target	Target	Annual Target	Target
29	(Traffic & Transportation) Traffic Light Failure % of Traffic Light Repairs completed within 48 hrs	Quarters	2016/17	94.1%	95%		95%		95%		95%	

Code	Performance Indicator	Frequency of monitoring	Date last updated	Current Value	Current Target	On Target	2017/18	2018/19	2019/20
							Annual Target	Annual Target	Annual Target
30	% of reported street lighting faults which were repaired within the 7 day timescale	Quarters	2016/17	93%	95%		95%	95%	95%
31	Community Resources - Overtime as a % of total employee costs (cumulative)	Quarters	2016/17	7.3%	7%		6%	5%	5%
32	Cost of Maintenance per Kilometre of roads	Years	2015/16	£12,752	n/a		n/a	n/a	n/a
33	% of adults satisfied with parks and open spaces	Years	2015/16	83%	n/a		n/a	n/a	n/a
34	Cost of parks and open spaces per 1,000 of the population	Years	2015/16	£21,041	n/a		n/a	n/a	n/a
35	% of adults satisfied with refuse collection	Years	2015/16	85.3%	n/a		n/a	n/a	n/a
36	Net cost of waste collection per premise	Years	2015/16	£54.85	n/a		n/a	n/a	n/a
37	Net cost of waste disposal per premise	Years	2015/16	£98.51	n/a		n/a	n/a	n/a
38	% of adults satisfied with street cleaning	Years	2015/16	66%	n/a		n/a	n/a	n/a
39	Net cost of street cleaning per 1,000 of the population	Years	2015/16	£10,014	n/a		n/a	n/a	n/a
40	Cost of Trading Standards per 1,000 of population	Years	2015/16	£2,624	n/a		n/a	n/a	n/a
41	Cost of Environmental Health per 1,000 of population	Years	2015/16	£10,661	n/a		n/a	n/a	n/a
42	Land Audit Management System - % of areas assessed as acceptable	Quarters	2016/17	97%	90%		90%	90%	90%
43	% of pothole repairs completed within timescales	Quarters	2016/17	66%	66%		68%	70%	72%
44	% of FOI requests completed within timescale by Community Resources	Quarters	2016/17	100%	100%		100%	100%	100%
45	% of front line resolutions dealt with within timescale by Community Resources	Quarters	2016/17	84%	100%		100%	100%	100%
46	% of complaint investigations completed within timescale by Community Resources	Quarters	2016/16	91%	100%		100%	100%	100%
47	Building Services - % Overall Housing Repairs Completed Within Target	Quarters	2016/17	95%	95%		95%	95%	95%

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To: Communities, Housing and Planning Policy Board

On: 6 June 2017

Report by: Director of Children's Services

Heading: Criminal Justice Grant 2017/18

1. Summary

- 1.1. The Community Justice Services Division of the Scottish Government allocates the grant funding for criminal justice social work. The grant is ring fenced funding, in accordance with sections 27A and 27B of the Social Work (Scotland) Act 1968 as amended.
- 1.2. The grant allowance for Criminal Justice Social Work for Renfrewshire for 2017/18 will be £3,249,271 representing a decrease of £243,394 since 2016/17. It is noted that the 2016/17 budget included an additional payment for preventative work and alternative to custody provision. It is likely that the current budget will be supplemented by contributions from neighbouring local authorities to support the provision of jointly funded services. A breakdown of the allocation is provided in Appendix 1 of this report. This funding is made up of the Local Government Central Allocation and funding from the Offender Services budget. At this time it would appear that the grant allocation and additional income will meet the budgetary requirements for 2017/18.
- 1.3. There are two significant changes to the way that the grant has been distributed in 2017/18. Firstly the disestablishment of the Community Justice Authorities as of 31 March 2017 and the move to the new model of Community Justice means that the funding has been provided directly to each Local Authority.
- 1.4. Secondly, the funding formula for criminal justice has been updated. Previously funding was based on 75% workload and 25% socio economic factors i.e. the number of unemployed young people aged 16-24 and the level of court business. Now workload makes up 50% and a wider range of factors including Rurality and the Social and Economic costs of crime comprise the remainder. This formula has been agreed by the Reducing Reoffending 2 Funding Group and the joint Scottish Government and COSLA Settlement and Distribution Group.

- 1.5. The expectation is that this funding is utilised to discharge Renfrewshire's statutory criminal justice duties, and as a statutory partner within the new model of community justice work towards preventing and reducing further offending in line with the Renfrewshire Community Justice Outcome and Improvement Plans.
 - 1.6. Renfrewshire provides the Paisley Sheriff Court Social Work Service on behalf of Renfrewshire and East Renfrewshire Councils. It also provides Pathways Partnership Project, which runs the accredited group and individual intervention programme for sexual offenders, for Renfrewshire, East Renfrewshire and Inverclyde. Previously the Community Justice Authority would provide the budget for shared services directly to the appropriate Local Authority, however within the new funding formula the funding for these services is within each local authority's budget. Negotiations are currently underway to reach agreement as to the contributions required to maintain current services for partner authorities.
 - 1.7. The discussion in relation to the Pathways budget is further complicated by the fact that the budget made available to the 3 local authorities combined in 2017/18 is £122,074, whereas the budget provided annually until 2016/17 was £246,797 and already required each local authority to contribute further. This represents a reduction of 51% in funding for a service that is anticipated to cost £314,000 in 2017/18.
 - 1.8. Recognising that the new formula would lead to a shift in resources, this will be phased in nationally over a period of 5 years commencing 2017/18. No Local Authority will lose more than 5% overall in year one, rising 5% per annum up to a maximum of 25%. Within Renfrewshire had dampening not been introduced Renfrewshire would have been subject to a further reduction of £387,764 this financial year. If the share of workload and Social and Economic costs of crime, and the national budget available for justice, remain unchanged by April 2021 Renfrewshire will experience an 18% decrease in its criminal justice budget.
 - 1.9. The funding formula was agreed in principle before the consequent financial implications were notified to local authorities. It was recognised that there would be local authorities who would win and others who would see a reduction in funding. It was always intended to be open to review. Senior managers and Social Work Scotland are raising concerns in appropriate forums in relation to the current and future grant awards and the ability to maintain a credible criminal justice service. Work will also take place to consider alternative models of service delivery to maximise capacity within the service.
-

2. Recommendations

- 2.1 The Communities, Housing and Planning Policy Board is asked to:
 - a) Note the indicative budget allocation of £3,249,271 for criminal justice social work services in Renfrewshire for 2017/18 as detailed in Appendix 1;
 - b) Note the forecast for Renfrewshire's allocation over the next 5 years.

3. Background

- 3.1 The Community Justice Services Division of the Scottish Government allocates the grant funding for criminal justice social work. Until 2017/18 this was to the Community Justice Authorities (CJAs) across Scotland, with Renfrewshire a part of the North Strathclyde Community Justice Authority Grant. However 2017/18 is the first year of the new Community Justice Model which sees funding directed to Local Authorities instead of CJAs. The grant is ring fenced funding, in accordance with sections 27A and 27B of the Social Work (Scotland) Act 1968 as amended.
- 3.2 This is also be the first year where the distribution methodology for S27 funding agreed by Scottish Ministers and COSLA Leaders has been used for distributing funding. This new methodology for distribution applies to both the Community Justice Social Work (CJSW) funding within the Local Government Settlement (Part 1 in Appendix 1) and the additional funding by Scottish Government (Part 2) which is included as part of the transfer from the Offender Services budget.
- 3.3 The new grant distribution formula was introduced with the aim of ensuring that funding:
- is equitable and supports existing services deemed appropriate and effective;
 - encourages core partners to co-operate with each other and Community Planning Partners on delivering improved outcomes;
 - encourages partnership working and jointly funded service delivery, including work with the 3rd sector, community organisations and service users;
 - focuses over time on preventative spend, including leveraging other community justice contributions.
- 3.4 Until now funding was separated into 2 parts, core funding which financed statutory criminal justice services provided by all local authorities, and non-core where Local Authorities were provided with funding for specific services relating to needs within their areas. In Renfrewshire this included funding for general group work services and for the provision of Moving Forward Making Changes (MFMC) the accredited sexual offending programme.
- 3.5 The grant awarded to Renfrewshire Council for 2017/18 is £ 3,249,271, a reduction of £243,394 since 2016/17. The grant is made up of two elements, part 1 is a flexible grant with part 2 being targeted to specific types of work. It should be recognised that the 2016/17 grant included a transfer from the Offender Services budget of £137,789 in September 2016 which supported a range of services and organisations. It is anticipated that grant income will be received from neighbouring local authorities for jointly providing services. As such it is anticipated the grant will meet the budgetary requirements for 2017/18.

- 3.6 Part 1 is the majority of the national funding, with Local Authority shares derived from criminal justice workloads which make up 50% of the formula, with Rurality and the Economic Cost of Crime informing the other 50%. Part 1 funding for Renfrewshire in 2017/18 is £3,024,086. The grant is provided on the condition that it should be used only for the delivery and commissioning of Criminal Justice Social Work Services; with each local authority having flexibility, working in partnership with other statutory partners and the third sector to direct this funding to meet Community Justice Local priorities, but have regard to the key delivery of statutory Criminal Justice Social Work Services and their statutory obligations to prevent and reduce further offending.
- 3.7 In exchange for this flexibility, the Scottish Government expects to see progress being made by Local Authorities towards the Scottish Government National Outcomes: we live our lives safe from crime, disorder and danger; we have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others; and our public services are high quality, continually improving, efficient and responsive to local people's needs. This links directly to the Strategy for Justice in Scotland and priorities which include reducing reoffending.
- 3.8 Part 2 is non-discretionary, providing specific funding for the delivery of key services and programmes. This includes specific targeted funding for the delivery of Community Sentences and Womens' Services and funding for key programmes agreed by Ministers. Flexibility to direct this funding working in partnership remains, however it requires to be utilised under the relevant headings.
- 3.9 Funding protected under Part 2 includes the Caledonian System, the Drugs Court (Glasgow), MAPPA/VISOR (provided by Inverclyde Council), Delivery of the National training programme, Training and Development, community sentencing and Womens' Services funding. Where this funding is not being fully utilised, or is no longer required then there should be discussion between the Scottish Government and Local Authority as to the need for that funding.
- 3.10 Renfrewshire's share of protected funding is £225,184. This is specific to support the delivery of community sentences and periodic updates may be required to inform ministers as to how this has been utilised. It also includes Renfrewshire's share of the £1.5m for bail support with women, to reduce remand numbers. Again periodic updates may be required to inform as to its use. Finally it includes £60,000 for the employment of the Training and Development Officer to provide a service to 6 local authorities of the previous NSCJA for 12 months until such time as this responsibility is passed to Community Justice Scotland.

- 3.11 The dissemination of the grant in this way to individual local authorities means that where shared services exist, funding is provided to each Local Authority directly. Renfrewshire provides a team which delivers MFMC for Renfrewshire, East Renfrewshire and Inverclyde. Whilst local authorities have not been provided with detailed budget line breakdowns of the grant, they have been provided with their share of the MFMC national funding. The budget made available to the 3 local authorities combined in 2017/18 is £122,074, whereas the budget provided annually until 2016/17 was £246,797 and already required each area to contribute further. This represents a reduction of 51% in funding for a service that is anticipated to cost £314,000 in 2017/18. The Scottish Government are clear that funding is for MFMC work only, whereas the service undertakes additional good practice, for example, more comprehensive assessments at court stage, programmed work with deniers, those on short term orders etc. MFMC alone is calculated to cost £235,500, thus the amount awarded is 52% of the amount required for MFMC provision.
- 3.12 Paisley Sheriff Court is the court for Renfrewshire and East Renfrewshire Councils. Renfrewshire manages the court team which provides court and bail services, arrest referral, diversion and the immediacy of appointments required within Community Payback Orders. Renfrewshire also provides access to the Womens' Community Justice Service and group work services, and hosts 3rd sector partners from the Turnaround service and SHINE, the Women Offenders Public Social Partnership. Negotiations are underway as to East Renfrewshire's contribution to this provision.
- 3.13 It was recognised that the funding formula would lead to shifts in resources across local authorities, thus the new formula will be phased in over a 5 year period, with the maximum loss in any one local authority being no more than 5% in year one, rising 5% per year up to a maximum 25%. Renfrewshire has benefitted from this mechanism in that had dampening not been introduced then Part 1 funding would have been £2,636,322. This means that all remaining equal in terms of workload, economic factors and national budgets for justice services, further cuts of £387,764 will require to be made over the next 4 years. These are substantial reductions, amounting in total to an 18% budget reduction. Whilst workloads have increased substantially since CPOs have been introduced i.e. Supervision orders by 60%, and Unpaid Work orders by 120%, rising workloads nationally means that this has not equated to a increase in funding for Renfrewshire.
- 3.14 The new funding formula has led to reductions in budgets in 2017/18 as well as the likelihood of further reductions over the next 4 years. Posts have been reduced and work is commencing to consider alternative models of service delivery. At the same time managers are raising concerns about the impact of the formula on areas with significant deprivation, and the capacity to meet statutory expectations regarding service provision given increasing workloads.

Implications of the Report

1. Financial

The indicative grant allocation for Renfrewshire 2017/18 is £3,249,271 and detailed in Appendix 1.

2. HR & Organisational Development

Staff resources have already been reduced through the ending of 1.5 temporary Social Worker posts as of 31 March 2017.

3. Community Planning –

Safer and Stronger -

Criminal justice staff work with people with convictions to address offending behaviour, undertake reparative work to repay the community against which they have offended, and support rehabilitation, with the aim of reducing recidivism and thus promoting safer communities. The creation of the Womens' Community Justice Centre and developments in unpaid work are already actions within the Safer and Stronger action plan, and the roll of unpaid work service users in contributing to wider actions within the Safer and Stronger and Greener Community Plans is also underway. Renfrewshire leads on the new model of community justice, employing the Lead Officer post and ensuring it meets its role as a statutory community justice partner. Community Justice Renfrewshire is an established thematic group within the Community Planning Structure, reporting to Safer and Stronger.

4. Legal

None.

5. Property/Assets

None.

6. Information Technology

None.

7. Equality & Human Rights

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

8. Health & Safety

None.

9. Procurement

None.

10. Risk

The indicative grant funding for future years if unchanged will represent a significant challenge in delivering the statutory criminal justice social work service in future years.

11. Privacy Impact

None.

List of Background Papers

None

Children's Services

DH/MG/LG

30 May 2017

Author: Dorothy Hawthorn, Head of Service Childcare and Criminal Justice, 0141 618 6827.

APPENDIX 1

COMPARISON OF SCOTTISH GOVERNMENT CRIMINAL JUSTICE SERVICES GRANT				
Service	Final 2016/17 Allocation		2017/18 Allocation	Variance*
<u>Core</u>		<u>Part 1 Flexible grant</u>		
Community Payback Order	£1,092,546	Community Payback Order		
Criminal Justice Social Work Reports	£369,151	Criminal Justice Social Work Reports		
Throughcare	£424,990	Throughcare		
Home Detention Curfew	£11,267	Home Detention Curfew		
Diversion	£47,555	Diversion		
Bail	£156,734	Bail		
Court Services	£147,476	Court Services		
Drug Treatment and Testing Orders	£167,342	Drug Treatment and Testing Orders		
		Arrest Referral		
<u>Non Core Services</u>		Fiscal Work Orders		
Constructs Positive Steps to Stop Offending	£177,774			
Non –Centrally Initiated Funding	£346,155			
Arrest Referral	£34,440			
Fiscal Work Orders	£22,074			
Community Sexual Offender Treatment Programme/MFMC	£246,797	Community Sexual Offender Treatment Programme/MFMC	£74,933*	-£171,864*
		Part 1 total	£3,024,086	
Additional Targeted		Part 2 (Non-Discretionary) Specifically Targeted		

Funding 2016/17		Funding 2016/17		
Womens' Justice Service	£50,575	Womens' Services funding	£45,050	- £5,525
Prevention and Alternatives to custody	£137,789	Prevention and Alternatives to custody	£120,134	-£17,655
Training and Development	£60,000	Transitional Funding for Training and Development	£60.000	
		Part 2 total	£225,184	
	£3,492,665		£3,249,271	-£243,394

*funding for the provision of MFMC under the new funding formula has been paid directly to the 3 Local Authorities who Renfrewshire provides the service to i.e. Renfrewshire, East Renfrewshire and Inverclyde.



To: Communities Housing & Planning Policy Board

On: 6 June 2017

Report by: Director of Finance & Resources

Heading: Declare land adjacent to 35 Park Road, Bridge of Weir as Surplus

1. Summary

- 1.1 The purpose of this report is to declare the area of land adjacent to 35 Park Road, Bridge of Weir shown on the attached plan, as surplus to requirements.
-

2. Recommendations

It is recommended that the Board:

- 2.1 Declare the area of land located adjacent to 35 Park Road, Bridge of Weir shown on the attached plan, as surplus to requirements.
-

3. Background

- 3.1. The area of land, which is held on the Housing Revenue Account, comprises a total of 144 sq m. This is an area of open space located between 35 Park Road and Southview Crescent.
- 3.2. The area of ground concerned is such that the purchase price/value of the ground will be at a level upon which delegated powers granted to the Head of Property for the disposal of surplus property will be utilised.
- 3.3. The purchasers will be required to seek planning consent for the change of use from open space.

- 3.4. The purchasers will be liable to meet the Council's reasonable professional and legal expenses in processing this transaction.
- 3.5. The Head of Planning & Housing has confirmed that the area of ground has no operational requirement and would not be opposed to the ground being declared surplus.
-

Implications of the Report

1. **Financial** – The HRA will benefit from a capital receipt.
2. **HR & Organisational Development** - *None*.
3. **Community Planning** –
Children and Young People – None
Community Care, Health & Well-being – None
Empowering our Communities - None
Greener - None
Jobs and the Economy - None
Safer and Stronger - None
4. **Legal** – Conclude the legal terms of the sale contract.
5. **Property/Assets** – Conclude negotiation and completion of the property disposal.
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.
-

List of Background Papers

- (a) None
-

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Renfrewshire
Council

Proposed Disposal - Park Road, Bridge of Weir

Disposal Plan Ref. E2602



1:1,250


User: howardhaughj2

Date: 07/03/2017



Notes:

Legend

 Proposed disposal to proprietor of 35 Park Road (144sqm or thereby)

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To: Communities, Housing & Planning Policy Board

On: 6 June 2017

Report by: Director of Finance & Resources

Heading: Declare land adjacent to 25 Convair Way, Renfrew as Surplus

1. Summary

- 1.1 The purpose of this report is to declare the area of land adjacent to 25 Convair Way, Renfrew shown on the attached plan, as surplus to requirements.
-

2. Recommendations

It is recommended that the Board:

- 2.1 Declare the area of land located adjacent to 25 Convair Way, Renfrew shown on the attached plan, as surplus to requirements.
-

3. Background

- 3.1. The area of land, which is held on the Housing Revenue Account, comprises a total of 58 sq m. This is an area of open space located between 25 Convair Way and a public footway.
- 3.2. The area of ground concerned is such that the purchase price/value of the ground will be at a level upon which delegated powers granted to the Head of Property for the disposal of surplus property will be utilised.
- 3.3. The purchasers will be required to seek planning consent for the change of use from open space.

- 3.4. The purchasers will be liable to meet the Council's reasonable professional and legal expenses in processing this transaction.
 - 3.5. The Head of Planning & Housing has confirmed that the area of ground has no operational requirement and would not be opposed to the ground being declared surplus.
-

Implications of the Report

1. **Financial** – The HRA will benefit from a capital receipt.
2. **HR & Organisational Development** - *None*.
3. **Community Planning** –
Children and Young People – None
Community Care, Health & Well-being – None
Empowering our Communities - None
Greener - None
Jobs and the Economy - None
Safer and Stronger - None
4. **Legal** – Conclude the legal terms of the sale contract.
5. **Property/Assets** – Conclude negotiation and completion of the property disposal.
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.

List of Background Papers

- (a) None

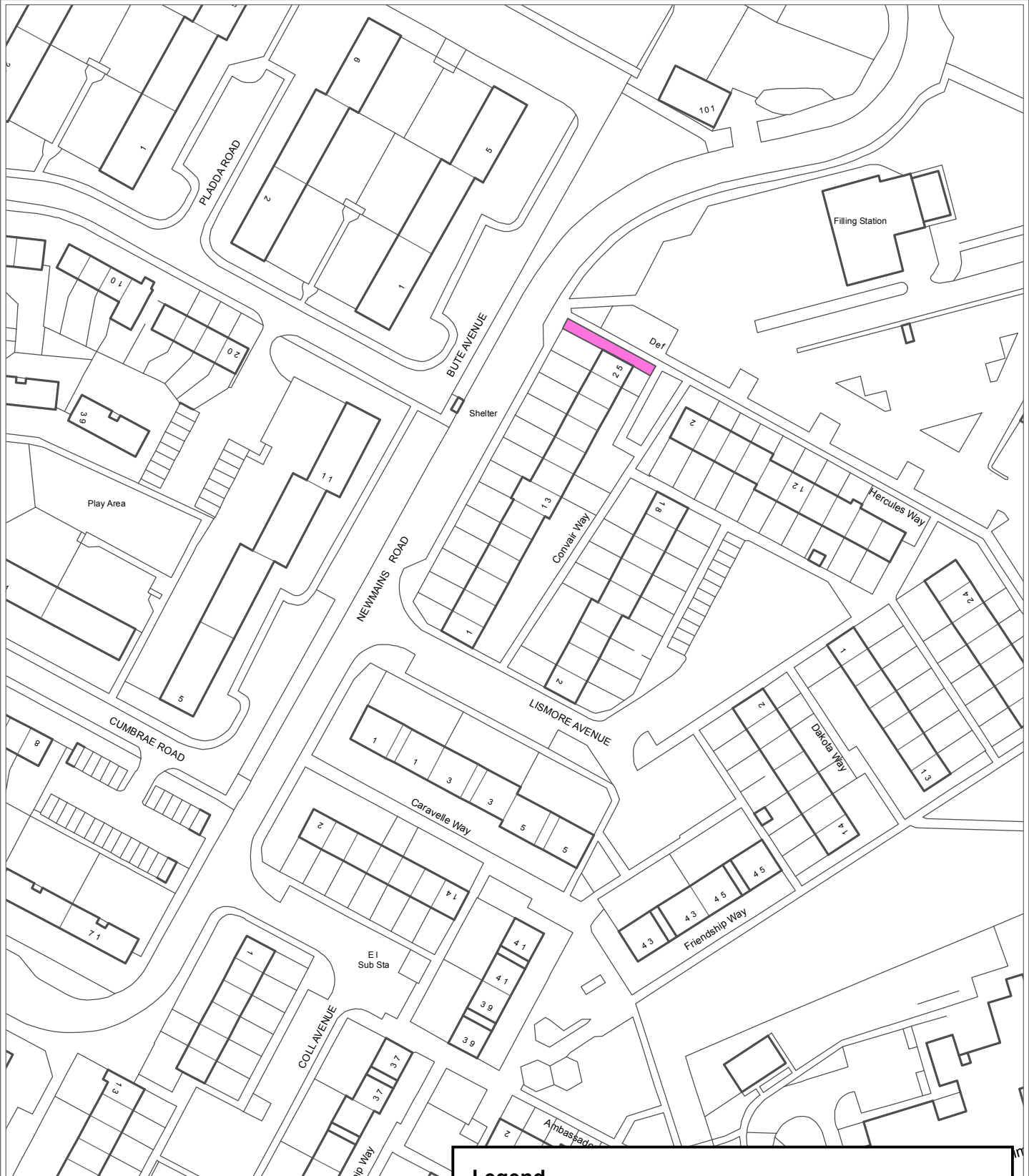
Author: Kalesha Mayne
Student Valuer
0141 618 7789
kalesha.mayne@renfrewshire.gov.uk

Proposed Disposal - Convair Way, Renfrew

Disposal Plan Ref. E2607


User: howardhaughj2

Date: 27/03/2017



Notes:

Legend

 Proposed disposal to proprietor of 25 Convair Way (58sqm or thereby)



To: COMMUNITIES, HOUSING AND PLANNING POLICY BOARD

On: 6 June 2017

Report by: Director of Development and Housing Services

Heading: Development and Housing Services Improvement Plan 2017/18 To 2019/20 and Outturn Report 2016/17 To 2018/19

1. Summary

- 1.1 The purpose of this report is to provide an update on Development and Housing Services' Service Improvement Plan progress for the 12 month period to 31 March 2017. Based on this performance and the Council and service's strategic context, Development and Housing Services' Service Improvement Plan has been reviewed and is now also submitted for approval by elected members of the policy board.
- 1.2 This report seeks to provide:
 - a summary of performance of Development and Housing Services for 2016/17 period, with detailed explanation on all relevant actions and performance indicators in the performance summary attached as Appendix 1 to this report.
 - an updated Service Improvement Plan covering the period from 1 April 2017 to 31 March 2020 attached as Appendix 2 to this report.
- 1.3 Service Improvement Plans are comprehensive documents which are an important element of elected member scrutiny of service level activity and associated performance levels. Service Improvement Plans cover a three year period but are reviewed and updated on an annual basis to ensure sufficient focus on improvement activity and understanding of emerging challenges and opportunities.
- 1.4 The key priorities identified for Development and Housing Services over the three year period will directly contribute to the delivery of the Council Plan and Community Plan, as well as a number of other strategic initiatives.
- 1.5 The action plan is the core of the Service Improvement Plan. It sets out the priorities being addressed, the key tasks to be implemented, the implementation timetable and the measures of success. The service scorecard sets out a range of key indicators against which performance will be measured.

- 1.6 The Development and Housing Services management team reviews progress against performance indicators and service improvement actions on a quarterly basis. Six monthly reports on the service improvement plan are reported to board, with the next updated scheduled for November 2017.
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2. Recommendations

- 2.1 It is recommended that the Community, Housing and Planning Policy Board:
- (a) notes the progress that has been made with implementation of the 2016/17 to 2018/19 Service Improvement Plan actions and performance indicators (appendix 1)
 - (b) approves the attached Service Improvement Plan (appendix 2)
 - (c) agrees that progress with this plan be reported to the Board in November 2017
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3. Overview of Performance 2016/17

- 3.1 One of the purposes of the Service Improvement Plan is to reflect on what is happening in the service and to consider and develop policy options which reflect changing circumstances both in terms of customer needs and resource availability in the context of the Council's priorities and the need to deliver Best Value.
- 3.2 Appendix 1 provides an update on the progress made by the service during 2016/17 in terms of implementing the Service Improvement Plan. It includes an update on the Service's action plan as at 31 March 2017 and a balanced scorecard of indicators also as at 31 March 2017.
- 3.3 The key achievements of Development and Housing Services for the year to 31 March 2017 are highlighted below:
- Significant progress has been made in phase 1 of Renfrewshire's City Region City Deal Projects.
 - After many months of learning, researching, consultation and engagement a Stage 1 Bid for Paisley to host UK City of Culture 2021 was submitted to the UK Government before the deadline of 28 April 2017. The Department of Culture, Media and Sports will now conduct a clarification process with a decision on shortlisted places due in the summer. Subject to being shortlisted a final bid will be required by the end of September 2017.
 - Paisley Town Centre Vision and Action Plan was approved following a series of workshops held in Spring 2016.
 - The completion of the Paisley THI/CARS project in June 2016. The project exceeded expectations and delivered over £3.5m of improvements in the area.
 - Delivering key actions from the current Local Development Plan (LDP) and developing the new LDP, Local Housing Strategy (LHS) and Strategic Housing Improvement Plan (SHIP) in consultation with communities and stakeholders.
 - Following extensive consultation and engagement of the draft Renfrewshire Centre Strategies and Action Plans throughout 2016, the finalised strategies and action plans for Renfrewshire's Centres were approved by board in late 2016 and early 2017.

- InCube's second programme commenced in June 2016 - linking closely to the Paisley 2021 bid and our ambition to develop Renfrewshire's creative industries.
- An Economic Framework for Renfrewshire was approved.
- Developing a new approach and establishing a new team to deliver Community Economic Development services to Renfrewshire communities, empowering groups to access enhanced funding and development opportunities.
- Invest in Renfrewshire Employability Programmes supported around 2,000 people with around 40% of these moving directly into work with over 1200 new and additional jobs/ traineeships and internships created.
- Regeneration Plans were progressed including rehousing and demolition in Johnstone Castle progressing on target, regeneration plans for Ferguslie Park are being consulted on and a Masterplan for Paisley West End has been developed with consultation planned for summer 2017.
- The successful resettlement and ongoing support to Syrian refugees in Renfrewshire. This work now moves into a new phase helping support families move into long term tenancies and access employability support and advice, continuing their successful integration into the wider Renfrewshire community.
- Renfrewshire Council submitted its third Annual Return on the Charter (ARC) to the Scottish Housing Regulator in May 2016. Following the Scottish Housing Regulator's 2017 Risk Assessment, Renfrewshire Council is 1 of 12 local authorities where no scrutiny activity is required from the Regulator.
- The fifth Renfrewshire Planning Performance Framework (PPF) was submitted to the Scottish Government in July 2016 and highlights that in relation to the speed of decision making in planning, Renfrewshire Council continues to perform well.

3.4 Development and Housing Services key performance indicators are detailed in Appendix 1; the scorecard has 23 indicators – 11 are for data only, 7 are achieving or exceeding target and 5 are below target.

3.5 Indicators to highlight are detailed below:

- The rate of new private house building for 2016/17 was 643, exceeding the target of 500. The delivery of new homes in Renfrewshire has been increasing year on year since the challenging years of the recession. This year there has been a significant number of private sector completions, at a level not seen for around 10 years.
- In 2016/17 the number of people supported into work through Invest was 613 which is a significant increase on an already very positive figure.
- The affordable housing completions for 2016/17 at 167 were slightly below the 200 target. There has been a steady rate of completions and the rate of new affordable homes completions is likely to increase in line with the housing supply targets, as Renfrewshire Council assist the Scottish Government with the 'More Homes Scotland' priority, delivering 50,000 new affordable homes over the next few years. It is anticipated that the ambitious target of 200 affordable homes per annum will be delivered over the coming years.
- There was a slight increase in the average time from household presenting as homeless to completion of duty from 19.33 weeks to 22.25 weeks which meant we did not meet our target of 21 for 2016/17. It had been anticipated that there may be an increase in this indicator in 2016/17 given the focus that has been placed on successfully reducing the level of 'repeat homelessness', which had risen in recent

years. An increase in the 'average time to complete duty' is one of the consequences in reducing repeat homelessness, and it is hoped to counter this to a degree by increasing the number of lets to homeless applicants this year from the Council and Registered Social Landlords.

- The number of new business start-ups in Renfrewshire with Business Gateway Support has shown a slight decline since 2015/16. There are a number of external factors which influence the number of business starts in any given year. Those factors include the strength of the economy, consumer confidence, business confidence, the strength of the job market and, ultimately, people's personal circumstances, ambitions and motivations.
- Both the frontline and investigation stage complaints performance is below target – 91% of frontline complaints and 86% of investigation complaints were responded to within target in 2016/17. Significant work has taken place across the service in 2016/17 to roll out Lagan software for processing complaints and ensure all relevant staff have received appropriate training. Complaints are monitored on a monthly basis and areas of poor performance are identified and causes investigated.

- 3.6 Appendix 1 to this report provides a summary of progress achieved on last years' Service Improvement Plan Action Plan. It highlights areas where significant advances have been made and any actions that may have been reviewed or delayed.
- 3.7 Appendix 1 to this report also shows last years' performance for Development and Housing Services' key indicators.
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4. Service Improvement Plan 2017- 2020

- 4.1 The Service Improvement Plan cascades the Council's priorities throughout the organisation. It shows the strategic fit with operational plans and action plans and links to financial, risk management and workforce planning processes as well as the Council's Better Council Change Programmes. Work is also being progressed within the Council to ensure that Service Improvement Plans link Council and Community Planning priorities to team and Individual Development Plans, so that every employee knows how they help contribute to the Council achieving its objectives.
- 4.2 Following a range of engagement activities with Development and Housing Services' staff at all levels, the five key priorities identified for the service can be summarised as:
- We create great places for people to live, work and invest in
 - We will develop a successful bid for Paisley to become UK City of Culture 2021
 - We help to drive economic regeneration in Renfrewshire, supporting local businesses to grow and local people to move into employment
 - We protect our heritage and deliver physical regeneration in our town centres and within particular regeneration areas
 - With our customers and our workforce at the heart of our service planning, we look for ways to continuously improve our services across Development and Housing
- 4.3 In addition, we will continue to deliver essential services to our customers including the provision of housing advice and assistance (particularly to vulnerable clients at risk of homelessness); housing management and capital investment plans for our

12500 council houses; supporting our older people with aids and adaptations or through our sheltered housing complexes; and development management and building standards services to residents and developers.

- 4.4 The 2017/18 to 2019/20 Service Improvement Plan is attached at appendix 2 and also provides a strategic assessment of the key challenges and changes which will impact upon the service during the period of the delivery of this plan including financial pressures and political change including Britain's exit from the European Union.
- 4.5 The action plan, set out in Section 8 of the Service Improvement Plan, details the actions and milestones that will be implemented over the next three years to deliver the priorities identified by Development and Housing Services.
- 4.6 The scorecard, set out in Section 9 of the Service Improvement Plan, details the performance indicators which will be used to help measure progress towards achieving these identified priorities.

Implications of the Report

- 1. **Financial** – None
- 2. **HR & Organisational Development** –The Service Improvement Plan links closely with the Workforce Plan for Development and Housing Services, ensuring that the workforce is in a strong position to deliver key priorities now and in the future.
- 3. **Community Planning** - The Service Improvement Plan is underpinned by the themes, actions, outcomes and targets set out in the Council Plan and Community Plan.
- 4. **Legal** – None
- 5. **Property/Assets** – None
- 6. **Information Technology** – None
- 7. **Equality & Human Rights** - The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website. The Service Improvement Plan also links with the Council's Equality Outcomes and Mainstreaming Equality Report and includes actions to ensure the Service contributes positively to reducing inequality.
- 8. **Health & Safety** – None
- 9. **Procurement** – None
- 10. **Risk** – The Service Improvement Plan links closely with Development and Housing Service's Risk Register and key actions are shared across both plans.

11. **Privacy Impact** – None

List of Background Papers: Development and Housing Services Service Improvement Plan 2016-19

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Development and Housing Services

Service Improvement Plan 2017/18 – 2019/20

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1. INTRODUCTION TO THE SERVICE IMPROVEMENT PLAN

- 1.1 This Service Improvement Plan for Development and Housing Services covers the period from 2017/18 to 2019/20. The plan outlines what we intend to achieve over the next three years based on the resources likely to be available.
- 1.2 The plan notes the principal factors that will influence service needs, their development and delivery. It sets out the main priorities to be pursued and outcomes to be achieved over the next three years. An action plan detailing these outcomes and key tasks is included in section 8. A performance scorecard is included in section 9 showing the performance indicators used to help measure progress towards achieving the priorities.
- 1.3 Elected members may be aware from previous reports that the Council is actively working to address a range of demand and financial pressures. For Development and Housing Services, this includes managing the existing Council housing stock with its debt burden while keeping rents affordable. The continuing roll out of Universal Credit is also being managed to support tenants in sustaining their tenancies and to protect the service's largest income stream. Development and Housing Services also experiences demand pressures on services to Renfrewshire's most vulnerable people such as those requiring housing advice and support and those threatened with or experiencing homelessness. The uncertain and variable national economic climate also impacts on the services' strategies for Renfrewshire's continued economic development requiring these to be dynamic and able to adapt quickly to this changing environment. The plan sets out the likely impact that these issues will have on Development and Housing Services and our plans for addressing it.
- 1.4 The Council Plan clearly articulates the Council's priorities for Renfrewshire and, along with the Community Plan, sets out an ambitious programme of work. Key activities for Development and Housing Services are closely aligned to both the Council and Community Plans, and support all local work undertaken across partnerships to deliver on these priorities for Renfrewshire, particularly in areas such as the physical and economic regeneration of Renfrewshire, protecting and promoting our heritage and also supporting our people into employment.
- 1.5 Service-level workforce plans and financial plans are also closely aligned to Service Improvement Plans, and then translated into team and individual development plans.
- 1.6 Service planning informs the budget process by enabling budget proposals to be seen in a wider policy development context. In turn, the outcomes of the budget process shape the final content of Service Improvement Plans. Integration of the budget and the service planning process assists elected members to arrive at budget decisions in the full knowledge of how these

decisions impact at service level. Financial information and data should also be related to outcomes and priorities.

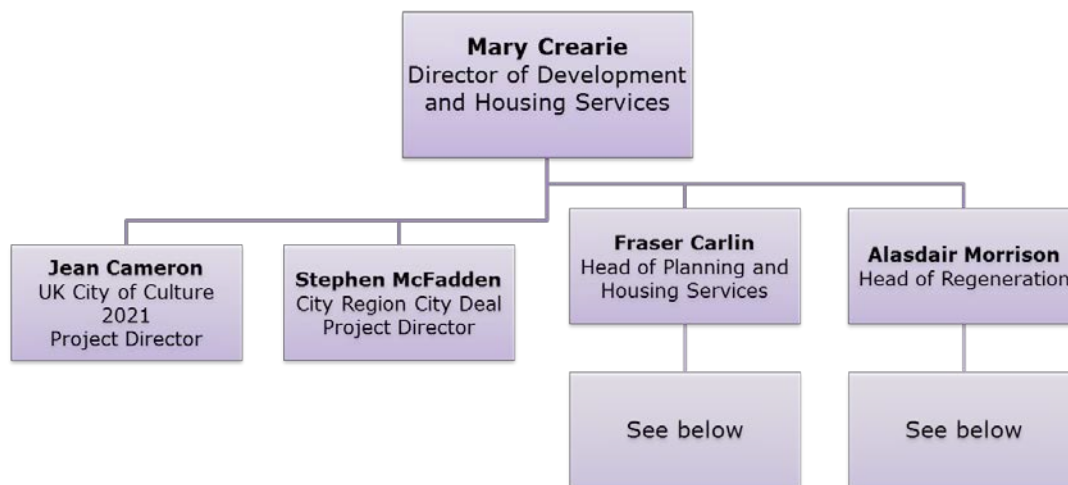
Staff Engagement

- 1.7 The people who work in Development and Housing Services are responsible for successfully delivering the aims and ambitions of the service; therefore it is essential that this Service Improvement Plan reflects their views and experiences.
- 1.8 Extensive consultation was carried out across three distinct staff groups. Development and Housing Services have established a Staff Panel comprising employees from all areas of the service and at the Panel's January 2017 meeting a workshop was facilitated for panel members to identify what they felt were key priorities for the Council, the service and their teams.
- 1.9 Development and Housing Services' senior management team (to third tier level) also participated in a workshop session discussing what impact the service has in Renfrewshire, reflecting on service performance and also looking at detail at last year's action plan and considering what actions should be taken forward for 2017/18 to 2019/20.
- 1.10 Finally, a wider staff group attended a half day workshop at Paisley Town Hall, led by the Director, to consider the current and future challenges for the service, identify service and Council priorities and discuss the difference they felt they, as officers, made in the local community.

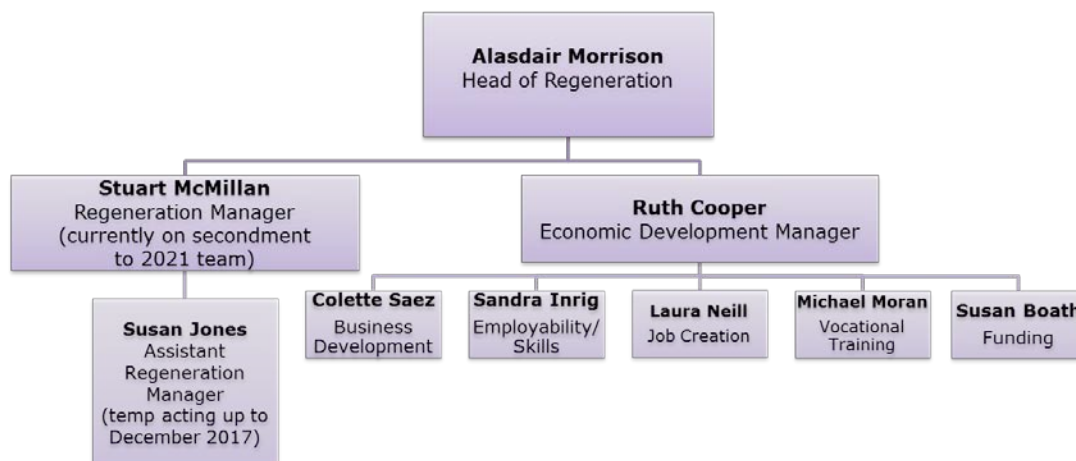
2. WHAT WE DO

- 2.1 Development and Housing Services provides the economic development, planning, housing and regeneration functions of the Council. This includes helping to deliver sustainable economic and physical regeneration in Renfrewshire, managing the Council's stock of almost 12,500 houses, providing housing advice and assistance to vulnerable people and leading for the Council on the Glasgow City Region City Deal programme and the UK City of Culture 2021 Bid.
- 2.2 Development and Housing Services provide services directly to the Renfrewshire public, to Council housing tenants, to other services within the Council and to community partners. The service contributes to the development of corporate policies and initiatives and the maintenance of effective working relationships with our partners and other organisations to deliver services throughout Renfrewshire. These services are delivered by approximately 440 employees employed on a full-time or part-time basis, with a gross expenditure budget of over £14 million (excluding Housing Revenue Account).

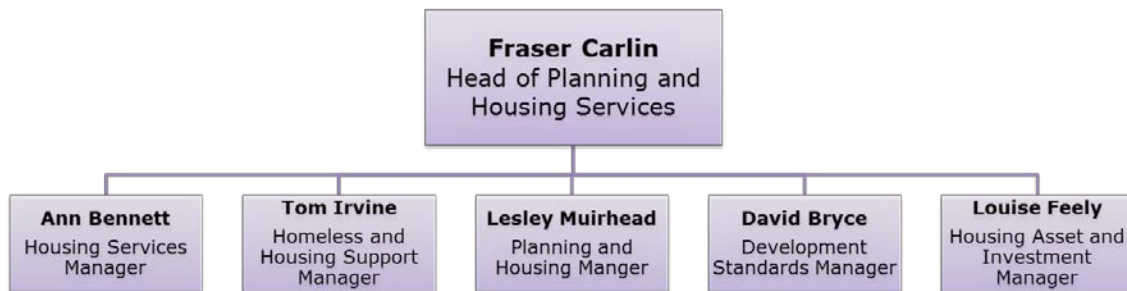
2.3 Development and Housing Services Senior Management Team



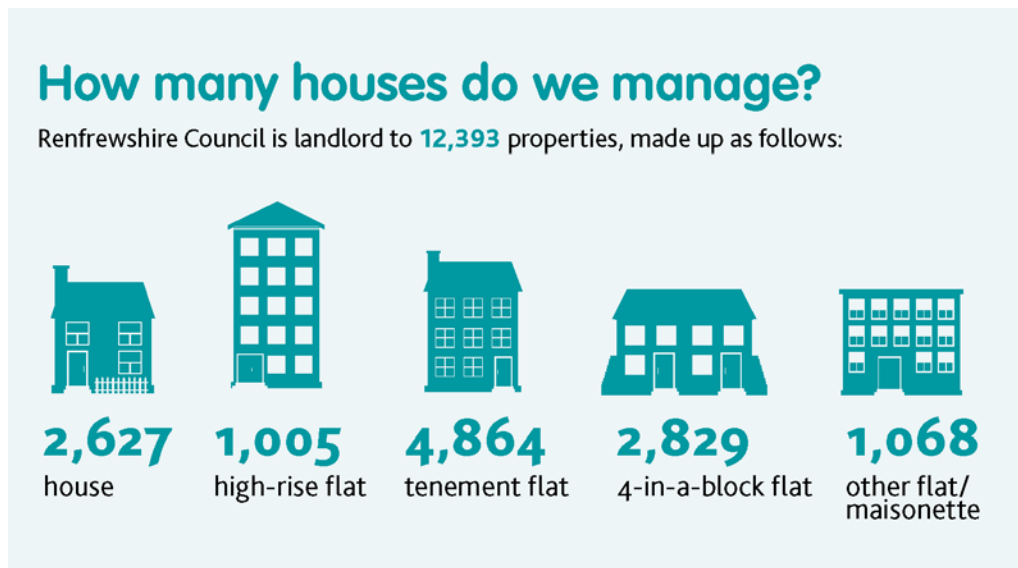
Regeneration and Economic Development



Planning and Housing Services



2.4 About us



- Over **1,400** unemployed people were supported through Renfrewshire Council Employability Programme (INVEST)
- After applying allowable exclusions and abeyances, the Council remains **100%** compliant with the Scottish Housing Quality Standard.
- We let nearly **1,200** homes during 2016/17
- The annual rental income due to be collected is just over **£46m**
- Our homeless services team provide advice and assistance to approximately **2,000** service users each year. There is a strong focus on homelessness prevention and around **800** applications from those who are statutory homeless.

- We received almost **1,000** planning applications in 2016/17, with nearly **98%** approved
- We received nearly **1,500** building warrants in 2016/17, with an approval rate of over **99%**

3. WHAT WE ACHIEVE

- 3.1 In 2016/17 Development and Housing Services continued to progress a number of high priority actions, grouped under the Council Plan priorities, including:

A Better Future: Place

- 3.2 Priority 1: Driving Physical & Economic Regeneration

City Deal

- Glasgow City Region City Deal aims to deliver an uplift of over £2 billion additional economic activity and 29,000 new jobs over the next 20 years. The three Renfrewshire City Deal projects are the £91 million Clyde Waterfront & Renfrew Riverside (CWRR) Project, the £39 million Glasgow Airport Investment Area (GAIA) Project and the £144 million Airport Access Project (AAP). Significant progress has been made in phase 1 of Renfrewshire's City Deal Projects. Outline business cases have been approved for all three projects and extensive public consultation has been (and continues to be) carried out.

Planning and Housing Services

- Renfrewshire's Local Development Plan Action Programme sets out an ambitious framework to assist in the successful implementation and delivery of the objectives, strategy and proposals set out within the Local Development Plan (LDP). 51 Actions were set out in the Action Programme, to date 43 out of the 51 actions have been progressed or are complete. Of particular significance, over the last few months there has been great progress on a range of actions to bring forward the Housing Action Programme Sites - these are primarily previously used sites which are within our existing places and communities, however require some assistance to encourage implementation and delivery of housing on the sites.
- Work on the preparation of the new Renfrewshire Local Development Plan is also progressing well, following an extensive consultation and engagement programme.
- The finalised Renfrewshire Local Housing Strategy (LHS) for 2016 – 2021 was developed and approved in 2016. The LHS sets out the strategic vision for housing and housing related services in Renfrewshire and provides a clear direction for future strategic housing investment.

- The Strategic Housing Investment Plan (SHIP) 2017/18 to 2021/22 was also approved in late 2016. The SHIP sets out a programme showing how grant funding will be utilised over the next five years and how the supply target for affordable housing will be met.
- Following extensive consultation and engagement of the draft Renfrewshire Centre Strategies and Action Plans throughout 2016, the finalised strategies and action plans for Renfrewshire's Centres were presented to and approved by board in late 2016 and early 2017. These strategies and action plans will be updated every two years to allow for regular review and monitoring of their performance and delivery.
- Regeneration programmes continue across Renfrewshire - rehousing and demolition in Johnstone Castle is progressing on target; a Masterplan for Paisley West End has been drawn up and approved by Council, with consultation planned for the summer; development of proposals in Bishopton continues, with planning and building warrant submissions expected in summer; and in Ferguslie Park consultation has taken place in 2016 with further consultation planned for 2017 alongside detailed proposals which are currently being developed.
- The Renfrewshire Outdoor Access Strategy and associated Action Plan was approved by the Planning and Property Policy Board on 23rd August 2016. Work is ongoing with a range of partners to start to deliver and implement the actions set out in the Access Strategy.

Regeneration

- Paisley Town Centre Vision and Action Plan has now been approved following a series of workshops held in Spring 2016. The 10 year ambitious plan sets out a number of short, medium and longer term priorities for 5 different activity areas viewed as crucial to the future success of the town centre.
- The completion of the Paisley THI/CARS project in June 2016, successfully delivering building repairs in Causeyside Street and Paisley Arts Centre, public realm improvements, a shop front restoration programme and bringing historic floor space back into use in Forbes Place. The project exceeded expectations and delivered over £3.5m of improvements in the area.

Economic Development

- Following the successful first round programme, a second InCube programme for local start up and early stage businesses commenced in June 2016 and a further intake occurred in January 2017. This flagship business incubator model continues to support early stage creative businesses in the area and links closely to the Paisley 2021 bid and our ambition to develop Renfrewshire's creative industries.
- The InCube shop was fully operational from June 2016 and is now well established. It provides a boutique shop with the opportunity for test-trading

for creative businesses and is also a retail academy offering unemployed people the opportunity for work experience and qualifications for work in retail.

- Renfrewshire Council is leading the delivery of the LEADER 2014 - 2020 programme for the rural areas within Renfrewshire, East Renfrewshire and Inverclyde, acting on behalf of the Local Action Group (LAG). The first approvals for the LEADER programme were in October and November 2016.
- Developing a new approach and establishing a new team to deliver Community Economic Development services to Renfrewshire communities, empowering groups to access enhanced funding and development opportunities.

3.3 Priority 2: Culture and Heritage

- After many months of learning, researching, consultation and engagement a Stage 1 Bid for Paisley to host UK City of Culture 2021 was submitted to the UK Government before the deadline of 28 April 2017. The month of May will see the Department of Culture, Media and Sports conduct the assessment process with a decision on shortlisted places by the end of June. Subject to being shortlisted a final bid will be required by the end of September 2017.

3.4 Priority 4: Creating a Sustainable Renfrewshire

- The Housing Capital Investment Plan 2017/18 to 2019/20 was approved by the Council in February 2017, setting out our approach to lifecycle replacement of key components to ensure Council housing stock is maintained at the required Scottish Housing Quality Standard.
- Over the last 4 years a total of £10.235m in grant funding has been secured through the Home Energy Efficiency Programme which has enabled a range of external wall insulation projects to be carried out in multi tenure blocks across Renfrewshire.

A Better Future: People

3.5 Priority 5: Reducing the Level and Impact of Poverty

- Development and Housing Services continue to build and develop knowledge of our tenant's circumstances and improve/refine processes and links with specialist money advice, energy management, employability services and the Department of Work and Pensions, in the interests of supporting our tenants to help mitigate the impact on low income households during ongoing Welfare Reform.
- Development and Housing Services played a key role in the successful resettlement and ongoing support to Syrian refugees in Renfrewshire was led by Development and Housing Services. This work now moves into a new phase, with Development and Housing Services creating a new post of Refugee Resettlement Co-ordinator to help support families to move into long term tenancies and access employability support and advice, continuing their successful integration into the wider Renfrewshire community.

- A full review of homeless prevention activities was carried out to ensure Renfrewshire's most vulnerable people continue to get the best advice and assistance, preventing people with a housing crisis from becoming homeless and to reduce the incidence of repeat homelessness. This has included a new 'Tenancy Sustainment Assistance' initiative by the George Street team, a 'Keys to Learn' training programme delivered by the Glasgow Homelessness Network and an expansion of the Housing First project in partnership with Turning Point Scotland using new funding from the Big Lottery Fund.

3.6 Priority 7: Supporting & Sustaining People into Employment

- Over 1,200 new and additional jobs/traineeships and internships have been created through Development and Housing's Employability programmes moving Renfrewshire from 27th place in Scotland for Youth Employment to 4th in 2015 and currently 8th.
- Invest in Renfrewshire Employability Programmes support around 2,000 people each year getting employability support with around 40% of these moving directly into work. Key deliverables as part of this include Tackling Poverty funds for Childcare and Access to Work were completed; Renfrewshire Council traineeships increased and new programmes are now being procured; delivery of Employability Fund and Modern Apprentice programme contracts commenced and the new Renfrewshire Recruitment Initiative was launched; the 3rd Annual 'Celebrating Success' Awards ceremony and the Annual Invest in Renfrewshire partnership conference were held with 500 people attending these events; the official launch of second intake of Project SEARCH took place in August 2016; and August also saw the Official launch of retail academy at InCube shop.
- Renfrewshire Council acts as lead for the Youth Gateway programme across the 8 local authorities with the City Region. The programme is currently running ahead of target, and given its success the focus is now turning to developing a joined up City Region employability service to commence in 2019.

A Better Council

3.7 Priority 10: Continuing to be a Well-Run Council

- Renfrewshire Council submitted its third Annual Return on the Charter (ARC) to the Scottish Housing Regulator in May 2016. A report was presented to the board in August 2016 outlining performance against the Charter indicators, highlighting both improved performance and also areas which require further improvement. A six monthly update report, outlining performance in the first half of 2016/17 was also presented to the board in November 2016. In October 2016 we produced our Tenant Report on the Charter following consultation with tenant representatives. Following the Scottish Housing Regulator's 2017 Risk Assessment, published in May 2017, Renfrewshire Council is 1 of 12 local authorities where no scrutiny activity is required from the Regulator.

- The fifth Renfrewshire Planning Performance Framework (PPF) was submitted to the Scottish Government in July 2016. The PPF requires the Council to demonstrate continuous improvement and provide an explanation in support of our performance. The PPF highlights that in relation to the speed of decision making in planning, Renfrewshire Council is performing well in terms of the Scottish average.
- Learning from the experience of the Hillington Simplified Planning Zone (SPZ), Development and Housing Services prepared and implemented the first pilot town centre SPZ in Renfrew town centre.

3.8 Development and Housing Services leads on many of the Council's priority projects, as has been outlined in much of the above, but the Service also delivers crucial 'business as usual' activities which have a significant impact on the people of Renfrewshire:

- Housing Services manage approximately 12,500 houses in Renfrewshire, making the Council the largest landlord in the area and responsible for the estate management of large parts of Renfrewshire's towns and villages; ensuring tenants are supported and manage their rent accounts, empty properties are quickly re-let and neighbourhoods are well managed and desirable places to live.
- This work links with extensive capital investment programmes, ensuring housing is of a high standard and our housing stock is maintained effectively for the future. There are also a number of energy efficiency projects which significantly benefit Renfrewshire Council tenants, proactively tackling fuel poverty and ensuring tenants live in warm, dry, fuel efficient homes.
- For Renfrewshire residents who find themselves in need of complex housing advice or at a crisis in their lives, specialist teams continue to offer advice and assistance to tackle homelessness and assist those at risk of becoming homeless. Teams working from Abercorn Street and George Street provide a vital lifeline to some of Renfrewshire's most vulnerable people.
- The Council owns and manages 10 sheltered housing complexes throughout Renfrewshire, where over 300 older tenants are provided with support 7 days a week from a team of Sheltered Housing Officers.
- Development Management and Building Standards provide the regulatory controls through consenting and enforcement which ensure that amenity and public safety is protected and communities are engaged throughout the development and planning processes. The work in this area underpins many of the Council's high profile projects; ensuring planning procedure is adhered to effectively and efficiently and ultimately helping attract millions of pounds worth of investment to Renfrewshire through the delivery of key housing, business and infrastructure developments.

4. **STRATEGIC CONTEXT**

4.1 Development and Housing Services works directly with a number of different customer groups delivering frontline services, but also provides strategic

planning for the whole area. Significant research underpins the Local Housing Strategy including the regional Housing Need and Demand Assessment, ensuring we have a thorough understanding of our local context and are effectively planning for the current and future needs of Renfrewshire residents.

- 4.2 Tenants' data is regularly analysed to help us plan our current and future service provision, particularly from an equalities perspective, as is the data we collate through our housing advice and homeless services. Our economic development team also collates and reports local economic indicators and employment rates to understand local needs and target services most efficiently.
- 4.3 Along with other service areas of Renfrewshire Council, Development and Housing Services recognises that our customer groups are changing. We have an aging population in Scotland and this is reflected in Renfrewshire. This means there is an increased demand for properties suitable for older people and also for aids and adaptations to allow older people to stay in their own homes, living independently for longer. We have also noted an increase in service users with more complex and multiple needs, requiring support across a range of services.
- 4.4 In common with the rest of Scotland, we are seeing an increase in the number of households in Renfrewshire, with the trends moving toward more but smaller households, increasing the demand for housing across all tenures in Renfrewshire.
- 4.5 The current economic climate in the UK means that the Council, in common with the wider public sector, continues to face a number of financial pressures and challenges in both the medium and long term. As a result, Development and Housing Services will continue to help deliver significant financial efficiency savings over the medium term. In order to identify and deliver efficiencies, Development and Housing Services will continue to review services to help the Council manage this reduction in resources in ways that have the minimum adverse impact on both the communities of Renfrewshire and our ambitions for Renfrewshire.
- 4.6 It is likely that changes in the political and national policy environment, arising from the European Union Referendum vote to leave the EU (or 'Brexit'), will have potential implications for both the Council and Renfrewshire's communities and businesses. The full impact for Renfrewshire is likely to take several years to become fully apparent. This uncertainty may impact on the Council's financial outlook. It is also likely that there may be implications Development and Housing Services particularly around future funding for employability services.
- 4.7 The **Better Council Change Programme** was established to ensure Renfrewshire Council could remain financially sustainable, whilst delivering its strategic objectives. Development and Housing Services has supported the strategic development and delivery of the transformation programme and will

continue to deliver on the service changes it leads on as part of phases 1 and 2. In addition, the service will be actively involved in developing and delivering the next phase of the Council's future change programme which it is anticipated will require significant cross cutting transformational change.

- 4.8 The Council's **Risk Matters - risk management policy and strategy** sets out a new approach from 1 April 2017. As our risk management arrangements are well embedded, the Corporate Risk Register has two distinct risk strands; a Strategic Risk Register will contain details of the externally focused risks, and a Corporate Risk Register will contain details of the internally focused risks. Both of these top level risk registers are underpinned by service specific risk registers. During the development of this years' Service Improvement Plan the service has ensured that any corporate or strategic risks that Development and Housing Services is responsible for, and the actions to mitigate and monitor these risks, are included in the action plan.

5. KEY PRIORITIES

- 5.1 Building on this track record of success, Development and Housing Services has an exciting and ambitious programme of priorities to deliver over the years 2017/18:

- We create great places for people to live, work and invest in
- We will develop a successful bid for Paisley to become UK City of Culture 2021
- We help to drive economic regeneration in Renfrewshire, supporting local businesses to grow and local people to move into employment
- We protect our heritage and deliver physical regeneration in our town centres and within particular regeneration areas
- With our customers and our workforce at the heart of our service planning, we look for ways to continuously improve our services across Development and Housing

- 5.2 Key strategic actions are outlined in the action plan in section 8, show the activities which Development and Housing Services will carry out over the next three years to deliver on these strategic priorities. These will also link to the Council and Community Plan priorities and be monitored and reported to board on a 6 monthly basis.

6. CONTINUOUS IMPROVEMENT

Self-Evaluation Activities

- 6.1 Renfrewshire Council has a mature and well-developed approach to self-evaluation which has been in place corporately since 2008 and has been based on the Public Services Improvement Framework (PSIF). In addition, the Council also gathers intelligence as part of its self-evaluation activities through the Public Services Panel, customer experience work, and complaints handling data.
- 6.2 All areas of Development and Housing Services have been involved in the PSIF process; engaging with employees, identifying strengths and areas for improvement and producing action plans to drive service improvement.
- 6.3 More recently, Development and Housing Services' Staff Panel worked to identify improvement areas across the whole Service, forming an improvement plan. Actions were allocated to the senior management team and progress is monitored at the quarterly Staff Panel meetings.
- 6.4 For Renfrewshire Council's corporate assessment, in the summer of 2016, a new approach for self-evaluation was piloted with the Corporate Management Team (CMT) and Heads of Service. Development and Housing Services will support the development of this new Council wide approach to self-evaluation during 2017/18.

Community engagement

- 6.5 Development and Housing Services engages extensively with communities through a variety of groups and forums and has a strong track record of tenant participation across Renfrewshire. We have a number of different engagement opportunities to ensure our customers, particularly our tenants, are at the heart of service design and improvement including:
 - Quality circles – tenant-led inspections currently in high rise flats and sheltered housing to identify areas for improvement.
 - Scrutiny panel – detailed investigation into more complex issues, such as void letting standard, customer experience and currently working on tenancy sustainment. The panel examines these issues at a series of monthly meetings and then prepares and presents a report with recommendations to the Senior Management Team and conveners. The Tenant's Scrutiny Panel is recognised as good practice; Renfrewshire Council was an early adopter of this approach.
 - An annual rent consultation is carried out and is open to all tenants to give their views. We have used different methods of engaging with tenants including through our tenants newsletter and telephone consultations.

- There are 9 Neighbourhood Forums comprising representatives from Registered Tenants Organisation across Renfrewshire who meet regularly to discuss local housing issues and performance and to direct a small budget on estate management projects.
 - Council wide forum – annual meeting to bring together Tenants and Residents Associations to discuss relevant housing and community issues.
- 6.6 As well as our ongoing support to tenants and residents group and the opportunities outlined above, we have an extensive programme of additional consultations to gather feedback from current and potential service users to determine future direction, service improvement activities and engagement on specific pieces of work such as the Local Development Plan, City Deal plans and Paisley 2021 Bid.
- 6.7 Significant work is also undertaken to seek community input at an early stage on specific projects and the development of plans where these relate to particular communities, such as our Housing Regeneration Strategies. Extensive consultation has taken place over the past two years in Ferguslie Park and similar engagement is planned around the regeneration of Paisley's West End. Consultation work is also carried out with a wide variety of stakeholders including partners and businesses in the development of high level strategies such as the Local Housing Strategy and the Paisley Town Centre Action Plan.

Workforce Planning

- 6.8 The Council's Organisational Development Strategy will ensure that the Council can continue to deliver its core business and service objectives, with an engaged and motivated workforce during an anticipated climate of continued financial and resource constraints. Development and Housing Services' has developed a workforce plan which provides analysis of the key workforce considerations for the service during 2017/18. The key aim of the plan is to ensure our employees are deployed to the right place with the right skills at the right time. The workforce plan is closely linked to the Service Improvement Plan, and is cognisant of the strategic context and related challenges and opportunities which arise from the environment in which the service continues to operate.
- 6.9 The workforce plan is action orientated and outlines a number of key actions which will be targeted during 2017/18 including:
- developing a mix of capability and experience throughout the workforce, identifying business critical capabilities gaps and working towards improving the skill mix within these areas
 - establishing succession plans for the recruitment, retention and development of key posts of Development and Housing Services

- improving opportunities for development and movement of employees across service areas where appropriate
- improving what we know about the workforce and aligning the workforce profile to develop the required skills in the service to improve resilience to changing priorities, demands or budgetary pressures.

Equalities

- 6.10 Every area of work within the council has a role to play in promoting equality and diversity. While this is the right thing to do and has clear advantages for the Council, there are also legal requirements. Equality law (The Equality Act 2010) protects people from unfair treatment and asks public bodies (including Renfrewshire Council) to show how they make a positive difference to equality groups.
- 6.11 The Council recognises that equality needs to be both mainstreamed fully into policies and procedures and also ensure that equality outcomes are given high priority, by being part of mainstream progress reporting. The Council has agreed that this will be done through Service Improvement Plans. This will allow progress to be monitored on a quarterly basis through Senior Leadership Teams and the CMT.
- 6.12 The Council is also committed to reporting progress to local equalities led community groups. It is recognised that circumstances for individuals and organisations can change over time and by establishing a clear reporting structure, the Council can demonstrate that equality actions and priorities are contributing to overall outcomes and can be reviewed and amended accordingly.
- 6.13 Development and Housing Services will actively promote equality and diversity mainstreaming through the work of the main service areas, through this Service Improvement Plan and through the relevant operational plans.
- 6.14 Renfrewshire's Local Housing Strategy (LHS) recommends that the needs of Gypsy/Traveller and Showpeople should be considered through the review of the next Local Development Plan (LDP). The LDP's Main Issues Report outlines options for Gypsy/Traveller provision of authorised transient or permanent sites in Renfrewshire and is seeking views on these options. Development and Housing Services has produced a Gypsy/Traveller and Travelling Showpeople Planning Advice Note to provide guidance on development proposals relating to establishing appropriate locations for sites. Work continues with our regional local authority colleagues to identify cross boundary considerations.
- 6.15 Development and Housing Services' Community Services Team provide ongoing support and assistance to Gypsy/Travellers and Showpeople in Renfrewshire with visits to encampments to make sure their needs are being met.

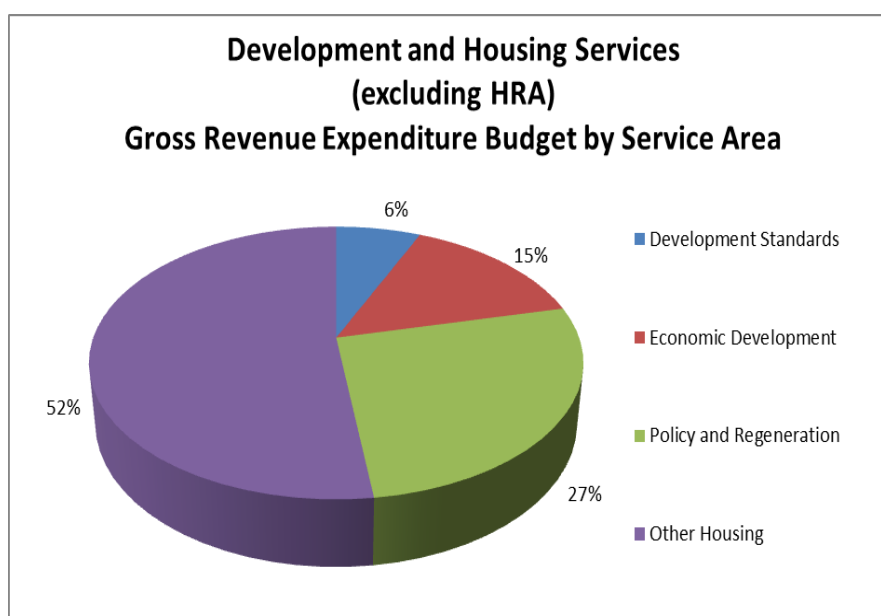
7. RESOURCE ANALYSIS

- 7.1 The table and chart below illustrates Development and Housing Services' revenue estimates for 2017/18 across each division. This information does not include the Housing Revenue Account (HRA) which is detailed separately below in 7.3.

Table1: Gross Revenue Estimates 2017/18

Development and Housing Services (excluding HRA)	17/18 Budgets
Development Standards	£935,995
Economic Development	£2,077,862
Policy and Regeneration	£3,775,127
Other Housing	£7,362,736
Grand Total	£14,151,720

Chart 1: Gross Revenue Estimates 2017/18

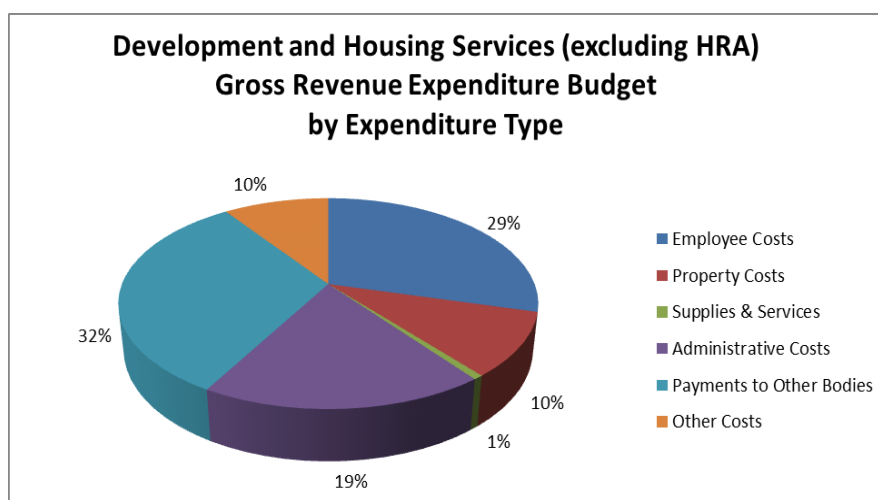


7.2 The following table and chart illustrates Development and Housing Services' revenue estimates for 2017/18 in terms of the type of expenditure.

Table 2: Gross Revenue Estimates by type of expenditure 2017/18

Development and Housing Services (excluding HRA)	17/18 Budgets
Employee Cost	£4,132,176
Property Costs	£1,388,529
Supplies & Services	£91,350
Administrative Costs	£2,626,315
Payments to Other Bodies	£4,540,000
Other Costs	£1,373,350
Grand Total	£14,151,720

Chart 2: Gross Revenue Estimate by expenditure type 2017/18

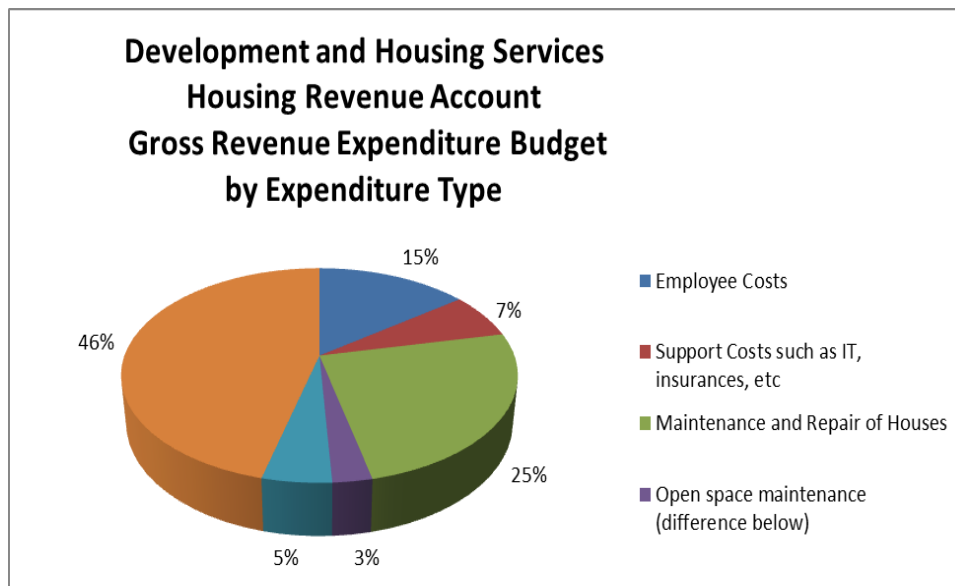


7.3 The following table and chart illustrate the Housing Revenue Account (HRA) revenue estimates for 2017/18 in terms of the type of expenditure.

Table 3: HRA Gross Revenue Estimates by type of expenditure 2017/18

Housing Revenue Account	17/18 Budgets
Employee Cost	£29,422,203
Property Costs	£2,648,334
Supplies & Services	£2,939,916
Administrative Costs	£2,768,973
Payments to Other Bodies	£2,409,832
Other Costs	£3,634,893
Grand Total	£4.3m

Chart 3: HRA Gross Revenue Estimate by expenditure type 2017/18



8. ACTION PLAN

Key Priority 1 – We create great places for people to live, work and invest in

What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Linked plans and strategies
I. Deliver Glasgow City Region City Deal programme	March 2018 (City Deal actions over the next year)	<p>Renfrewshire will benefit from three of the biggest infrastructure investments; the Airport Access Project (AAP), the Clyde Waterfront and Renfrew Riverside (CWRR) project and the Glasgow Airport Investment Area (GAIA).</p> <p>Together these projects will transform local and regional connectivity resulting in job opportunities through business growth and inward investment.</p> <p>Over the next year key milestones will include;</p> <ul style="list-style-type: none"> • Planning applications for GAIA & CWRR will be lodged and other statutory processes will be progressed. • Specimen design for GAIA & CWRR will be progressed. • Land assembly is being progressed. • Procurement Process for GAIA & CWRR - It is expected that the tendering process for the construction contracts will begin in late 2017 with construction expected to start in summer 2018 • Consultants have been appointed to support development of AAP. • Ongoing stakeholder engagement to identify and address constraints. 	Project Director - City Deal	<p>All projects will be delivered within budget and delivered within agreed timescales.</p> <p>All projects will be managed using the Council's established Project Management Framework and the City Deal Assurance Framework.</p> <p>The Glasgow City Region Finance Group meets four-weekly to review the financial monitoring and all financial matters in relation to the Programme.</p> <p>Internal governance continues via the City Deal Programme Board (chaired by the Chief Executive), via the Joint CE Steering Group for the Airport Access Project (AAP) and the Leadership Board.</p>	<p>Council Plan</p> <p>Community Plan</p> <p>Local Development Plan</p> <p>Strategic Economic Framework</p> <p>Paisley Heritage Asset Strategy</p> <p>Paisley Town Centre Action Plan 2016 - 2026</p>

2. Implement Current Local Development Plan (LDP)	2014 - 2019	The Renfrewshire Local Development Plan sets a framework and spatial strategy that facilitates investment and supports sustainable economic growth by identifying opportunities for change, regeneration and enhancing existing places, providing high quality development in the right locations.	Head of Planning and Housing	<p>The Renfrewshire Local Development Plan Action Programme was published alongside the LDP. It sets out 51 Actions to successfully implement and deliver the objectives, strategy and policies in the LDP.</p> <p>Since publication of the LDP Action Programme, 37 of the Action have progressed well or are complete.</p> <p>Of the other 14 Actions, all have commenced, however progress is slightly slower.</p>	In line with the aspirations, vision and outcome measures of Renfrewshire's Single Outcome Agreement, the Community Plan and the Council Plan, the LDP will guide development across Renfrewshire.
3. Develop and adopt new LDP 2	2018 -2019	<p>Work on the next Renfrewshire Local Development Plan has commenced. In reviewing the Plan, it is considered that the main components of the current adopted Plan remain relevant and central to facilitating investment, directing development to existing built-up areas, creating sustainable mixed communities, delivering high quality place and delivering sustainable economic growth. Therefore the next plan is unlikely to require significant change, however emerging considerations and issues will require to be taking into account.</p> <p>Consultation and engagement on the next Plan commenced early in 2015. A Main Issues Report was prepared, which concentrates on the main changes that have taken place and the key opportunities for future development. The Main Issues Report was approved for a 12 week consultation by the Planning & Property Policy Board on the 24 January 2017.</p> <p>The consultation and engagement on this Main</p>	Head of Planning and Housing	<p>Through both targeted and general consultation and engagement, the level of constructive feedback will determine whether the Main Issues Report was clear and informative, to help shape the preparation of the Proposed Plan, the next stage in the Plan preparation.</p>	In line with the aspirations, vision and outcome measures of Renfrewshire's Single Outcome Agreement, the Community Plan and the Council Plan, the LDP will guide development across Renfrewshire.

4. Deliver Local Housing Strategy (LHS)	2016 - 2021	<p>Issues Report will inform the next stage in the Plan Preparation, the Proposed Plan, which becomes the Council's settled view.</p> <p>The current LHS was approved by Board in January 2017 and covers the period 2017-2021. It has 7 key outcomes:</p> <ol style="list-style-type: none"> 1. The supply of homes is increased. 2. Through targeted investment and regeneration activity, Renfrewshire has attractive and sustainable neighbourhoods and well functioning town centres. 3. People live in high quality, well managed homes. 4. Homes are Energy Efficient and Fuel Poverty is minimised. 5. Homelessness is prevented and vulnerable people get the advice and support they need. 6. People are able to live independently for as long as possible in their own home. 7. Affordable housing is accessible to people who need it. 	Head of Planning and Housing	<p>We have a number of key actions, targets and milestones contained in the LHS Action Plan which will deliver these outcomes. The action plan is monitored and an annual update is presented to Board.</p> <p>The LHS includes supply targets – 500 new private homes and 200 affordable homes completed each year</p>	Council Plan Community Plan Strategic Housing Investment Plan Local Development Plan
5. Deliver Strategic Housing Investment Plan (SHIP)	2017/18 -2021/22	<p>The current SHIP is for the period 2017/18 to 2021/22 and was approved by Board in November 2016.</p> <p>This SHIP was finalised following a period of consultation with residents, stakeholders, registered social landlords and private developers in September 2016 with the approved SHIP outlining how grant funding will be used to deliver affordable housing across Renfrewshire over the next 5 years</p> <p>New affordable housing will be delivered in line with LHS supply targets and outcomes.</p>	Head of Planning and Housing	<p>Projects in current SHIP delivered.</p> <p>Pipeline programme brought forwards.</p>	Council Plan Community Plan Local Housing Strategy Local Development Plan
6. Implement the Housing	2019/20	<p>The Housing Capital Investment Plan 2017/18 to 2019/20 was approved by the Council in</p>	Head of Planning and Housing	<p>A range of indicators contained within the Scottish Social Housing Charter</p>	Council Plan Community Plan

Capital Investment Plan 2017/18 to 2019/20		<p>February 2017. The total value of the plan is £65.1m and includes allowances for new build homes, regeneration and the planned investment programmes required to ensure council house stock is maintained at the required standard.</p> <p>The main areas for investment within the plan are:</p> <ul style="list-style-type: none"> • External improvements (roof, render, rain water goods improvements) • Energy Efficiency and carbon reduction programmes • Internal improvements (kitchens, bathrooms and rewiring) • Other priorities such as disabled adaptations. <p>In addition for 2017/18 the Council hopes to secured additional investment under the Scottish Government HEEPS: ABS and the ECO carbon reduction programme to contribute to external wall insulation programmes across common blocks.</p>		capture how well we are performing. The Annual Return on the Charter is submitted to the Scottish Housing Regulator in May of each year.	Local Housing Strategy
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Key Priority 2 – We will develop a winning bid for Paisley to become UK City of Culture 2021					
What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Linked plans and strategies
7. We will develop a successful bid for Paisley to be UK City of Culture 2021	December 2017	<p>Paisley's bid for UK City of Culture 2021 aims to deliver significant benefits through a regeneration approach that uses cultural programmes in association with community, social, economic and physical regeneration.</p> <p>As Renfrewshire's largest urban area, the bid seeks to develop the cultural and heritage assets of the town, for the benefit of the wider council area. The UK City of Culture will be transformational for the town's reputation and economic profile.</p>	City of Culture - Bid Director	<p>UK City of Culture 2021 is a competition awarded by the Department of Culture, Media and Sports. The successful candidate will be announced in December 2017.</p> <p>To measure success, an evaluation framework will be developed covering;</p> <ul style="list-style-type: none"> - Economic - Reputational - Cultural - Deprivation - Town Centre Outcomes 	<p>Council Plan</p> <p>Community Plan</p> <p>Strategic Economic Framework</p> <p>Paisley Heritage Asset Strategy</p> <p>Paisley Town Centre Action Plan 2016 - 2026</p>

Key Priority 3 – We help to drive economic regeneration in Renfrewshire, supporting local businesses to grow and local people to move into employment					
What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Linked plans and strategies
8. Deliver Invest in Renfrewshire (Invest in Business Programme) - Our full integrated in-	March 2018	<p>Business Start Up - We will support local people to consider self employment and start up.</p> <p>To those who take forward proposals for self employment, we will provide a range of support including</p>	Economic Development Manager	<p>There is a range of targets for both business start ups and for business growth covering the period October 2016 till March 2018.</p> <p>Progress on achieving these will be reported on at regular intervals to the</p>	<p>Council Plan</p> <p>Community Plan</p> <p>Economic Development Action Plan</p>

house delivery of Business Gateway services will ensure a joined up service is provided to companies. Two distinct teams have been developed to follow the national specification for Business Gateway: 1. Business start up , self employment and enterprise services (operating from InCube) 2. Business growth and development services (operating from Renfrewshire House)		<ul style="list-style-type: none"> • Incubation space • Workshops • Advice and guidance • Grants and loans <p>We strive to ensure Renfrewshire provides a source of new enterprises and jobs in years to come.</p> <p>Business Growth - We will work to support businesses across Renfrewshire to grow and develop, thereby increasing jobs and productivity.</p> <p>Services include</p> <ul style="list-style-type: none"> • Advice and Guidance • Business growth workshops • Grants and Loans • Business training • Wage subsidies <p>The aim of our Business Growth activities is to enable and support local companies to get the assistance they need to sustain and grow their business.</p>		<p>Economy and Jobs Policy Board.</p> <p>We report annually through SLAED and are measured against all other Scottish Local Authorities.</p> <p>We augment the targets and support through attracting ERDF funding to the revised service.</p>		Council Plan Community Plan Economic Development Action Plan
9. Deliver Invest in Renfrewshire (Invest in Communities Programme) - Our Community	March 2018	<p>We will support communities and community organisations across Renfrewshire to identify local opportunities for new projects and developments that will support their communities to grow.</p> <p>We will work with local organisations and support them to identify and apply for external</p>	Economic Development Manager	<p>We have set targets and outputs to identify the numbers and types of organisations and areas supported.</p> <p>We identify and monitor the new services created at a local level.</p> <p>We record and track all funding applications and their outcomes.</p>		

<p>Economic Development team of 3 staff work across the Renfrewshire area.</p> <p>We manage the EU LEADER programme for Renfrewshire, East Renfrewshire and Inverclyde.</p>		<p>funding to support their proposals.</p> <p>We will also support social economy organisations to grow and develop and will link them to wider business development supports within Renfrewshire.</p> <p>Our LEADER programme will support our development of rural economies and communities across Renfrewshire, East Renfrewshire and Inverclyde.</p>		<p>We support new rural developments and grant funding to enable these. Outputs and outcomes are tracked thoroughly.</p> <p>Progress on achieving these will be reported on at regular intervals to the Economy and Jobs Policy Board.</p>		
<p>10. Deliver Economic Framework</p>	2016 - 2018	<p>The Renfrewshire Strategic Economic Framework, published in November 2016, contains 10 near term strategic priorities, developed in consultation with our partners that we believe will contribute significantly to economic growth and delivery of a positive step change across Renfrewshire.</p>	Head of Regeneration	<p>We will monitor the overall impact on the economy and growth of Renfrewshire through the agreed jobs and the economy 10-year targets and measures from the Community Plan Single Outcome Agreement including population growth; housing; business growth; transport; job creation and education.</p> <p>We will formally review progress of the Strategic Economic Framework in June 2017 and again in June 2018.</p>	<p>Council Plan Community Plan City Deal Local Development Plan</p>	
<p>11. Develop and implement Town Centre Strategy and Action Plans</p>	2017 – 2022	<p>The key objectives of the Centre Strategies and Action Plans are to ensure town centres continue to grow, that they are fit for purpose and can adapt to changing markets. In particular the key objective for each centre is as follows:</p> <p>Johnstone</p> <ul style="list-style-type: none"> Support and encourage new retail, commercial and housing opportunities in the centre; 	Head of Planning and Housing	<p>There will be continual monitoring of Action Plans.</p> <p>Strategies and Action Plans are to be reviewed every 2 years.</p> <p>Completed and implemented action will be reported to the Planning and Property Policy Board along with the updated Strategies and Action Plans.</p>	<p>Council Plan Community Plan City Deal Local Development Plan</p>	

12. Deliver Invest in Renfrewshire (Employability Programme)	March 2018	<p>We will support around 2,000 unemployed people each year to gain new skills and move closer to work.</p> <p>We will support the creation of around 200 new and additional jobs through our wage subsidy traineeship and apprenticeship programmes.</p> <p>We will provide a range of special support services to those with the greatest barriers to work. This includes a range of health, mental health, debt and financial management, housing and childcare supports.</p> <p>We will provide employability outreach services to ensure that we target those most disengaged from the labour market.</p> <p>We will deliver national employability programmes including employability fund and modern apprenticeships.</p> <p>We will assist around 800 people each year into work.</p>	Economic Development Manager	<p>We track and record all interventions and supports to our clients.</p> <p>We set high targets for outcomes and progressions for clients and these are recorded through our ESF programmes.</p> <p>Progress on achieving these will be reported on at regular intervals to the Economy and Jobs Policy Board.</p> <p>We report annually through SLAED and are measured against all other Scottish Local Authorities.</p>	Council Plan Community Plan Economic Development Action Plan
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Key Priority 4 – We protect our heritage and deliver physical regeneration in our town centres and within particular regeneration areas					
What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Linked plans and strategies
13. Implement approved Paisley Town Centre Action Plan	2016 -2026	<p>The plan will deliver change within the identified key activity areas.</p> <p>It outlines a clear vision for the future of the Town Centre and will provide the essential framework for further activity and investment.</p> <p>The vision is defined by a series of objectives and an Action Plan which sets out strategic activity areas to deliver transformational change.</p> <p>The activity areas are:</p> <ul style="list-style-type: none"> • Gilmour Street Gateway • Paisley West End • High Street & University Campus • Abbey & River Precinct • Improving Connections 	Regeneration Manager (in partnership with key internal and external stakeholders)	<p>The action plan has a number of strategic objectives, with identified short, medium and long term actions.</p> <p>Delivery of these actions will demonstrate the success of the action plan.</p> <p>Progress will be reported on a regular basis to the Economy and Jobs Policy Board.</p>	<p>Council Plan</p> <p>Community Plan</p> <p>LDP</p> <p>Strategic Economic Framework</p> <p>Paisley Heritage Asset Strategy</p> <p>City Deal</p>
14. Deliver Paisley TH/ CARS 2 project	2016 - 2021	<p>Over the course of the five year project, the main deliverables will be</p> <ul style="list-style-type: none"> • Repair and refurbishment of a number of priority buildings and shop fronts within the Paisley Town Centre Conservation Area, in partnership with owners. • Improving areas of public realm including the west end of High Street and the area around Shuttle Street and George Place. • Delivery of the Heritage, Education, Training and Events activity plan with a 	Regeneration Manager	<p>Number of building improvements, public realm improvements and activities delivered.</p> <p>Progress will be reported on a regular basis to the Economy and Jobs Policy Board.</p> <p>Progress is also reported to the Paisley Regeneration Programme Board.</p>	<p>Council Plan</p> <p>Community Plan</p> <p>Local Development Plan</p> <p>Strategic Economic Framework</p> <p>Paisley Heritage Asset Strategy</p> <p>Paisley Town Centre Action Plan 2016 - 2026</p>

		range of actions to increase involvement and raise people's awareness of Paisley's heritage and culture. This project will help deliver the desired outcomes of the Paisley Town Centre Heritage Asset Strategy & Action Plan and will support the UK City of Culture 2021 bid.				
15. Develop and deliver a range of heritage led regeneration projects across Renfrewshire	Ongoing	<p>We identify projects from approved strategies and action plans, develop the project, secure funding and work with key stakeholders to deliver these projects.</p> <p>These projects will help regenerate the economy and the environment of Renfrewshire.</p> <p>Examples of current heritage led regeneration projects being delivered are Russell Institute Skills and Employability Hub and the Paisley Central Library relocation project</p>	Regeneration Manager	<p>All projects are subject to project management framework and external funders reporting and monitoring requirements.</p> <p>Regular updates to appropriate boards as required.</p>	<p>Council Plan Community Plan Local Development Plan Strategic Economic Framework City Deal Paisley Heritage Asset Strategy. Paisley Town Centre Action Plan 2016 - 2026</p>	
16. Implement and Review Paisley Town Centre Heritage Asset Strategy	2021	<p>We will develop projects and secure funding for the delivery of the strategy and associated projects, including the development of business cases for capital works.</p> <p>The Paisley Town Centre Heritage Asset Strategy will help us take forward a bid for UK City of Culture 2021 and it will support cultural and tourism activity in Paisley and across Renfrewshire.</p>	Regeneration Manager	<p>We will monitor the impact of the projects which come out of the strategy to evaluate the success of the projects.</p> <p>Progress will be reported on a regular basis to the Economy and Jobs Policy Board.</p>	<p>Council Plan Community Plan Local Development Plan Strategic Economic Framework Paisley Town Centre Action Plan 2016 – 2026 Paisley TH/ CARS2 project</p>	
17. Progress Housing regeneration programmes	2017/18 – 2021/22	We will provide a better mix of the right type and tenure of housing, in the right locations, to support mixed communities and meet identified needs.	Planning and Housing Manager	<ul style="list-style-type: none"> • Johnstone Castle – around 100 new Council homes completed to replace demolished obsolete high density flats. • Paisley West End – following consultation, Masterplan approved to regenerate Well Street area of 	<p>Council Plan Community Plan Local Housing Strategy Strategic Housing Investment Plan Local Development Plan</p>	

					Paisley West End. <ul style="list-style-type: none">• Ferguslie Park – following consultation with tenants and residents, regeneration plans developed and implemented including regional sports facility and package of housing investment for the Tannahill area.	
18. Implement revised Housing Asset Management Strategy	TBC – timescale will be informed by Stock Asset Management Systems (SAMS) outputs.	A revised strategy will set out proposals to deal with abeyances and exemptions which have arisen from the Scottish Housing Quality Standard (SHQS) and programmes to maintain delivery of the standard in coming years. The strategy will also address the delivery of new Energy initiatives and the impact of proposed regeneration strategies and potential stock re-provisioning on the asset base.	Head of Planning and Housing	Through the results of our ongoing stock condition surveys	Council Plan Community Plan Local Housing Strategy Strategic Housing Investment Plan	
19. Implement the Private Sector Housing Grant (PSHG) for 2017/18	March 2018	The Private Sector Housing Grant (PSHG) was presented to Board in March 2017. The PSHG supports owner participation on a range of programmes including grants for external improvements in common blocks, disabled adaptations and longer term projects such as the Orchard Street tenement rehabilitation project.	Head of Planning and Housing		Council Plan Community Plan Local Housing Strategy	

Key Priority 5 – With our customers and our workforce at the heart of our service planning, we look for ways to continuously improve our services across Development and Housing					
What are we doing?	When will we do it by?	What difference will we make?	Who is leading this?	How will we know it's been successful?	Linked plans and strategies
20. We will ensure delivery of an effective Refugee	March 2018	Refugees will access settled accommodation from a range of housing providers across Renfrewshire and will be provided with tailored employability support and advice.	Homeless & Housing Support Services Manager	Families continue to be provided with settled accommodation which meets their needs.	

resettlement programme.						
21. Along with our key partners, we will monitor and review the impact of the range of services we provide to homeless people, and those threatened with homelessness.	March 2018	We will help prevent homelessness and ensure those who are homeless are given suitable temporary accommodation. We will also provide housing options advice and support when moving to settled accommodation. We will also provide support to help ensure our service users remain in settled accommodation.	Homeless & Housing Support Services Manager	We use a suite of performance indicators which are reported annually to the Renfrewshire Homelessness Partnership, including the number and proportion of homeless applicants who remain in their tenancy for over 12 months.	Council Plan Community Plan, Local Housing Strategy	
22. Submit Annual Return on the Charter to Scottish Housing (SHR) regulator (SHR) and report back to stakeholders	May 2017 & October 2017	Tracks quality of service provided to tenants and provides benchmarking and tenant scrutiny of services provided.	Planning and Housing Manager	May – We will submit our Charter Performance to the SHR October - following consultation, provide report to stakeholders	Council Plan Community Plan Local Housing Strategy	
23. Manage Housing Waiting List	Ongoing	Customers make informed choices regarding housing options available within Renfrewshire. Housing Waiting list accurately represents the demand for council housing. Meet housing needs.	Housing Services Manager	Housing Waiting list accurately represents the needs and preferences of those who choose to join.	Local Housing Strategy	
24. Allocation of council houses and nominate applicants to Registered Social Landlords	Ongoing		Housing Services Manager	Minimise void rent loss through empty homes.	Local Housing Strategy	
25. Estate Management Services	Ongoing	Improve living conditions within estates and communities for residents of Renfrewshire. Reduce neighbour disputes/anti-social	Housing Services Manager	Improved outlook on estates/for communities.	Local Housing Strategy Community Safety Partnership	

		behaviour etc.			Reports of neighbour disputes and asb are resolved.	
26. Maximising rental income – reducing the amount of arrears to current and former tenants and former tenancies	Ongoing	Ensure services provided to tenants continue	Housing Services Manager		Rent arrears (current and former) figure will reduce.	Tackling Poverty Strategy
27. Produce Planning Performance Framework (PPF) for 2016/17	July 2017	The Planning Performance Framework is produced annually and the framework gives a balanced measurement of the overall quality of the planning service and will be used to drive a culture of continuous improvement.	Strategy and Place Manager	We will receive scorecard from the Scottish Government commenting on the Planning Performance Framework in late 2017, which provides feedback based on the evidence provided within the PPF.		Council Plan
28. Develop improvements to the delivery of regulatory services (within Development Standards)	Ongoing	This will enhance customer experience and deliver process efficiencies.	Development Standards Manager	Through the delivery of our annual and quarterly continuous improvement plan. Through ICT and software improvements we will deliver efficiency benefits We will re-evaluate business processes in the light of the Scottish Government review of the Scottish Planning System. Continuously monitor performance and we provide monthly, quarterly and annual returns to the SG.		Council Plan Community Plan
29. Development and Housing Services will pilot a new approach to EQIAs in the	March 2018	EQIAs will be completed for the two pilots, adopting best practice. Lessons learned and the template produced will then be shared with colleagues across the service to raise awareness and encourage best practice and understanding of EQIAs.	Service Planning and Development Manager (Development and Housing)			Council Plan Community Plan Equality Outcomes and Mainstreaming Equality Local Housing Strategy Local Development Plan

coming year, ensuring that the process of carrying out an EQJA is valuable and intrinsic to project and policy development. Two pilots have been identified - Ferguslie Regeneration proposals and the project to relocate Paisley Library.		Paisley Library & Museum will be a large redevelopment in Paisley and affords us the opportunity to make a real improvement in the services offered for many equality groups in Renfrewshire			Paisley Heritage Asset Strategy.
30. Implement Development and Housing Services' Workforce Plan	March 2019	<p>We will develop a mix of capability and experience throughout the workforce and identify business critical capabilities gaps and work towards improving the skill mix within these areas.</p> <p>We will also establish succession plans for key sections of Development and Housing Services for example, the recruitment, retention and development of Housing Officers.</p> <p>The plan will also help improve opportunities for development and movement of employees across service areas where appropriate. It will improve what we know about the workforce and align the workforce profile and develop the required skills in the service to improve resilience to changing priorities, demands or budgetary pressures.</p>	SMT	Review quarterly at Senior Management Team (SMT) meetings. The SMT for Development and Housing Services will decide how to progress with appropriate review and monitoring.	Council Plan
31. Develop and	March 2018	We will ensure staff across all service areas	Service Planning	An action plan produced and reviewed	Council Plan

implement a programme of self assessment		within Development and Housing Services have an opportunity to be involved in a self-assessment exercise. This work will drive service improvements and identify better ways of working to benefit both staff and service users.	and Development Manager (Development and Housing)	quarterly a SMT meetings	
32. Undertake a review of the Customer Engagement Strategy	March 2018	<p>We will widen out engagement with our different customer and client groups to increase opportunities for customers to be involved in monitoring performance and helping shape service delivery.</p> <p>We will have a particular focus on increasing involvement from those groups who have been traditionally hard to reach.</p>	Planning and Housing Manager	The revised Customer Engagement Strategy will contain a number of actions and the progress in achieving these will be reported annually to the Housing and Community Safety Policy Board.	Council Plan

9. PERFORMANCE SCORECARD

Development and Housing Services Service Improvement Plan 2017–2020 Scorecard










PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Priority 1 : We create great places for people to live, work and invest in

Code	Performance Indicator	Frequency of monitoring	Date last updated	Current Value	Current Target	On target	2017/18 Target	2018/19 Target	2019/20 Target
HPCMT13a	% of Council housing stock which meets the Scottish Housing Quality Standard	Years	2016/17	85.87%	100%		100%	100%	100%
HPSIP01	Affordable housing completions	Years	2016/17	167	200		200	200	200
SOA10.10a	Rate of new house building (new private housing supply through new build and conversion)	Years	2016/17	643	500		500	500	500
SOA13DH.08	Reduction on the level of vacant and derelict land. (Hectares)	Years	2015/16	874	900		TBC	TBC	TBC







Priority 3: We help to drive economic regeneration in Renfrewshire, supporting local businesses to grow and local people to move into employment








Code	Performance Indicator	Frequency of monitoring	Date last updated	Current Value	Current Target	On target	2017/18 Target	2018/19 Target	2019/20 Target
DH.CP.EC01	Reduction in the number of unemployed people 50+	6 monthly	2016/17	670 (Annual)	354		TBC	TBC	TBC
DHS.EMP.01	Number of unemployed people being supported through Renfrewshire Council Employability Programme (INVEST)	Quarters	2016/17	1462 (Annual)	Data only		Data only	Data only	Data only
DHS.EMP.02	Number of unemployed people supported into work through Renfrewshire Council Employability Programme (INVEST)	6 monthly	2016/17	613 (Annual)	Data only		Data only	Data only	Data only
DHS.EMP.03	Number of people supported, sustained in work at 6 Months through Renfrewshire Council Employability Programme (INVEST)	6 monthly	2016/17	287 (Annual)	Data only		Data only	Data only	Data only
DHS.EMP.07	Number of new companies supported to grow their business (through development and training grants and business loans)	Years	2016/17	72 (Annual)	Data only		Data only	Data only	Data only
DHS.EMP.08	Number of new business start ups in Renfrewshire with Business Gateway support	Months	2016/17	326 (Annual)	Data only		Data only	Data only	Data only
SOA13DH.04	Reduction in the number of unemployed young people (18-24 year olds)	Years	2015/16	565 (Annual)	Data only		Data only	Data only	Data only

Priority 4: We protect our heritage and deliver physical regeneration in our town centres and within particular regeneration areas

Code	Performance Indicator	Frequency of monitoring	Date last updated	Current Value	Current Target	On target	2017/18 Target	2018/19 Target	2019/20 Target
DH.CP.RR01	Number of properties on Buildings at Risk Register	6 Monthly	2016/17	45	Data only		Data only	Data only	Data only
SOA16DH.13	Reduction in the number of vacant retail units in Paisley Town Centre	Years	2015/16	73	Data only		Data only	Data only	Data only

Priority 5: With our customers and our workforce at the heart of our service planning, we look for ways to continuously improve our services across Development and Housing


Code	Performance Indicator	Frequency of monitoring	Date last updated	Current Value	Current Target	On target	2017/18 Target	2018/19 Target	2019/20 Target
DHS.COMP.FRONT%	Total Percentage of frontline (stage 1) complaints responded to within target by DHS	Months	2016/17	91% (Annual)	95%		95%	95%	95%
DHS.COMP.INV%	Total Percentage of investigation (stage 2) complaints responded to within target by DHS	Months	2016/17	86% (Annual)	95%		95%	95%	95%
HPCHARTER12	Average length of time taken to complete non emergency repairs (days)	Months	2016/17	7.34 (Q2)	15		15	15	15
HPCHARTER13	% of reactive repairs carried out in the last year completed right first time	Years	2015/16	90.8%	91%		92%	TBC	TBC
HPCHARTER30	Rent collected as percentage of total rent due in the reporting year.	Quarters	2016/17	98.35% (Q2)	95%		95%	TBC	TBC
HPCHARTER31	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	Years	2016/17	5.43%	8%		9%	TBC	TBC


Code	Performance Indicator	Frequency of monitoring	Date last updated	Current Value	Current Target	On target	2017/18 Target	2018/19 Target	2019/20 Target
HPCHARTER34	% of rent loss due to voids	Quarters	2016/17	1.7% (Q2)	2.5%		1.75%	TBC	TBC
HPCHARTER35	Average length of time taken to re-let properties in the last year	Quarters	2016/17	35 (Q2)	45		36	TBC	TBC
HPCMT05	Average time from household presenting themselves as homeless to completion of duty (number of weeks)	Quarters	2016/17	22.25 (Annual)	21		23	23	23
HPCMT07	% Overall Repairs Completed Within Target	Months	2017/18	93% (Annual)	95%		95%	95%	95%
PT.DS.PPF.CMT01	Average Time for processing Planning Applications (Householder)	Quarters	2016/17	7.6 (Annual)	Data only		Data only	Data only	Data only
PT.DS.PPF.CMT.06	Application Approval Rate	Quarters	2016/17	97.7% (Annual)	Data only		Data only	Data only	Data only
PT.DS.PPF.CMT.07	Percentage of applications dealt with under delegated authority	Quarters	2016/17	94.2% (Q3)	Data only		Data only	Data only	Data only




APPENDIX 1


Development and Housing Services Service Improvement Plan 2016 -19 Action Plan – Outturn Report









Council Plan Priority 1: Driving Physical and Economic Regeneration			
Status	Action Title	Due Date	Progress on actions
	1.1 Deliver Glasgow City Region City Deal programme	December 2016	<p>Glasgow City Region City Deal aims to deliver an uplift of over £2 billion additional economic activity and 29,000 new jobs over the next 20 years. The three Renfrewshire City Deal projects are the £91 million Clyde Waterfront & Renfrew Riverside (CWRR) Project, the £39 million Glasgow Airport Investment Area (GAIA) Project and the £144 million Airport Access Project (AAP).</p> <p>Main actions include:</p> <ul style="list-style-type: none"> Options appraisal and development work has been ongoing in conjunction with external consultants and public engagement The Outline Business Case's (OBC) for all three of Renfrewshire's City Deal projects have been approved. The plans were endorsed by Renfrewshire Council in November 2016 before being approved by the Glasgow City Region Cabinet at a meeting in the City Chambers on 12 December 2016. These provide details of the Outcomes of the development and options appraisal work undertaken to date Following its establishment in August 2016, the Steering Group (involving Renfrewshire Council, Scottish Enterprise, the airport, Glasgow City Council and Glasgow and Renfrewshire Chambers) continues to meet on a monthly basis. A successful OECD facilitated workshop was held in February 2017 and the role and remit of the SG is being developed in conjunction with partners. Further public engagement took place in December 2016 to present project progress and allow feedback on emerging preferred options Statutory consultation for the planning applications for GAIA & CWRR have been completed and planning applications will be submitted for GAIA & CWRR in summer 2017.


			<ul style="list-style-type: none"> Commence Procurement Process for GAIA & CWRR in Autumn 2017- A well attended Market Engagement event and Tier 1 supplier one to one meetings took place in January 2017 to help inform the contract strategies. Draft contract strategies are being developed. <p>Due to the technical complexities and constraints involved, the Airport Access Project (AAP) has a significantly longer development process, with the scheme expected to be completed and operational by 2025. The preferred mode option following a robust options appraisal is Train Tram and this was approved by cabinet in OBC. Work is continuing to identify a preferred route into the airport and to develop the FBC.</p> <p>As part of City Deal, Renfrewshire also has two Labour Market Programmes; Youth Gateway and Working Matters. Youth Gateway is on track to exceed all targets (including number of clients supported and number supported into permanent employment). Working Matters in marginally below target at this stage of the programme but mitigation measures are in place to address this.</p>
	2.1 Deliver the Invest in Renfrewshire (Invest in Business programme)	March 2017	<p>The Invest in Renfrewshire Programmes and Services provide a clear and joined up approach to support the growth of the local economy and to tackle unemployment rates.</p> <ul style="list-style-type: none"> Over 900 local companies are signed up as partners of the Invest in Renfrewshire programme, providing their time and expertise to unemployed people looking for work; We are contributing to the 'Living Wage' campaign by raising awareness amongst employers to encourage them to sign up to Living Wage The second InCube programme for local start up and early stage businesses was carried out in June 2016. The flagship InCube Business Incubator continues to support early stage creative businesses in the area and contributes significantly both to the plans for Paisley Town Centre and the Paisley 2021 bid. A further intake occurred in January 2017. Renfrewshire Council has brought the 'Business Gateway' contract in house from 1st October 2016 and now deliver a joined up and seamless service to businesses. We delivered a wide range of events to contribute to Global Entrepreneur Week during November 2016. A recent restructure of the service has strengthened both the Business Start Up and Business Growth services by integrating all supports to business. The service has now split into two distinct sections. The first is Business Start-Up and Enterprise which will operate from InCube. The second is Business Growth and Development which will operate from a larger team in Renfrewshire House.


			<ul style="list-style-type: none"> The InCube shop was fully operational from June 2016 and is now well established. It provides a boutique shop with the opportunity for test-trading for creative businesses and is also a retail academy; offering unemployed people the opportunity for work experience and qualifications for work in retail. <p>ONGOING – We will continue to deliver a wide range of support to local business through Invest in Renfrewshire grants and loans.</p> <p>The Invest in Renfrewshire economic development programmes are subject to regular and ongoing reports to the Economy & Jobs Policy Board.</p>
	2.2 Deliver the Invest in Renfrewshire (Invest in Communities programme)	March 2017	<ul style="list-style-type: none"> Programme is now open for applications for the new LEADER programme; Renfrewshire Council is leading the delivery of the LEADER 2014-2020 programme for the rural areas within Renfrewshire, East Renfrewshire and Inverclyde, acting on behalf of the Local Action Group (LAG). The first approvals for the LEADER programme were in October/ November 2106. We are delivering our new approach for Community Economic Development with a team of three staff working across Renfrewshire's communities to promote external funding opportunities and develop new local services. ONGOING – Continuation of Social Economy grant programme and a new Third Sector trainee programme is about to be procured. <p>The Invest in Renfrewshire economic development programmes are subject to regular and ongoing reports to the Economy & Jobs Policy Board.</p>
	2.3 Creation of a longer term vision for Paisley Town Centre	Early 2017	Paisley Town Centre 10 year Action Plan has now been approved following a series of workshops held in Spring 2016 and it sets out a number of short, medium and longer priorities for 5 different Activity Areas viewed as crucial to the future success of the town centre.
	3.1 Implement current Local Development Plan (LDP)	2014 - 2019	<p>The Planning and Property Policy Board approved the Renfrewshire Local Development Plan in August 2014. The Renfrewshire Local Development Plan Action Programme sets out an ambitious framework to assist in the successful implementation and delivery of the objectives, strategy and proposals set out within the Local Development Plan.</p> <p>51 Actions were set out in the Action Programme. To date 43 out of the 51 Actions have been progressed or are complete.</p>



			<p>Of particular significance, over the last few months there has been great progress on a range of actions to bring forward the Housing Action Programme Sites that are identified in the Action Programme. These are primarily previously used sites which are within our existing places and communities, however require some assistance to encourage implementation and delivery of housing on the sites.</p> <p>With excellent coordination in the preparation Renfrewshire Local Housing Strategy, the Strategic Housing Investment Programme and the Renfrewshire Local Development Plan along with good partnership working both internally and externally with RSLs and the private sector, 11 sites out of the 35 sites identified in the Action Programme have either progressed on site or development is complete. For the other remain sites, they are either included within a strategy to be taken forward over the next few years or there is on-going discussions regarding disposal and development on the sites.</p> <p>Many of the sites identified as Housing Action Programme Sites have been vacant and derelict for a number of years. This progress has not only seen new houses and infrastructure being successfully implemented but by focusing on existing built up areas, this has meant a reduction in vacant and derelict land and more importantly it has meant a range and choice of new residential homes within existing communities.</p>
		<p>3.2 Develop and adopt new Local Development Plan 2 (LDP)</p>	<p>2018 - 2019</p> <p>Work on the preparation of the new Renfrewshire Local Development Plan is progressing well.</p> <p>Following extensive consultation and engagement, the Renfrewshire local Development Plan Main Issues Report was presented to the Planning & Property Policy Board on the 24 January 2017. The statutory period for consultation and engagement was then carried out for a further 16 weeks through a variety of forums, events and consultation methods. The consultation period ended on the 30 May 2017.</p> <p>All of the feedback received for the Main Issues Report consultation will be summarised and presented to the Planning & Property Policy Board in Summer 2017.</p> <p>The following timetable indicates the future stages in the preparation of the next Renfrewshire Local Development:</p> <ul style="list-style-type: none"> Autumn/Winter 2017 – Prepare and publish the Proposed Renfrewshire Local Development Plan taking into account comments received on the Main Issues Report. Consult on the Proposed Renfrewshire Local Development Plan over a 12 week period. Spring 2018 – Submit the Proposed Renfrewshire Local Development Plan to the Scottish Ministers. (Start of Examination process). Winter 2018 – Report on the Examination of the Renfrewshire Local Development Plan. The Council to consider Reporter's findings and recommendations.



			<ul style="list-style-type: none"> January 2019 – Adoption of new Renfrewshire Local Development Plan.
	3.3 Develop and adopt Town Centre Strategy and Action Plans	2017	<p>Following extensive consultation and engagement of the draft Renfrewshire Centre Strategies and Action Plans in 2016, the finalised strategies and action plans for Renfrewshire's Centres were presented to and approved by the Planning and Property Policy Board on the following dates :</p> <ul style="list-style-type: none"> Johnstone Town Centre Strategy - in 8 November 2016, Erskine and Renfrew Centre Strategies - in 24 January 2017 Linwood and Braehead Centre Strategies – 14 March 2017. <p>Renfrewshire's Centre Strategies and Action Plans will be updated every two years to allow for regular review and monitoring of their performance and delivery.</p>
	3.4 Deliver Paisley TH1/ CARS project	June 2016	<p>The Paisley TH1/ CARS project was completed in June 2016. By then it had delivered</p> <ul style="list-style-type: none"> Building Repairs – Paisley Arts Centre, 41Causeyside Street, 43 Causeyside Street and 44 Causeyside Street were all complete. Shop Front Restoration – 9 shop fronts restorations were completed. Bringing historic floor space back into use – The restoration of 4-6 Forbes Place into 8 one bedroom flats was completed in March 2016. <p>There was also a range of complimentary initiatives – including delivery of the Activity and Training Plan and a programme of activities has been delivered in partnership with Arts & Museums, UWS and West College Scotland.</p> <p>A Celebration Event to mark the end of the TH1/ CARS was held in February 2016.</p>
	3.5 Deliver Paisley TH/ CARS 2 project	2016 - 2021	<p>We have now had our funding applications approved by the Heritage Lottery Fund (£1,882m) and Historic Environment Scotland (£998k). With funding from Renfrewshire Council (£1.214m) and owners (£400k) the overall value of this project is £4.5m.</p> <p>The team of 4 staff plus Project Manager to deliver the project are now in place and the project was formally launched in February 2017. and over the course of the five year project, the main deliverables will be;</p> <ul style="list-style-type: none"> Repair and refurbishment a number of priority buildings within the Paisley Town Centre Conservation Area, in partnership with owners.



			<ul style="list-style-type: none"> Improving areas of public realm including the west end of High Street and the area around Browns Lane. We have developed an activity plan with a range of actions to help raise people's awareness of Paisley's heritage, culture and an understanding of the importance of maintaining the built heritage. <p>This project will help deliver the desired outcomes of the Paisley Town Centre Asset Strategy & Action Plan and will work with the UK City of Culture 2021 partnership in achieving the aims of the bid.</p>
	3.6 Implement Renfrewshire Outdoor Access Strategy – "Outdoors For You"	2016 - 2026	The Renfrewshire Outdoor Access Strategy and associated Action Plan was approved by the Planning and Property Policy Board on 23rd August 2016. Work is ongoing with a range of partners to start to deliver and implement the actions set out in the Access Strategy.
	4.1 Deliver Local Housing Strategy (LHS)	2016 - 2021	<p>Following consultation with stakeholders and partners, Renfrewshire's new Local Housing Strategy (LHS) for the five year period 2016 to 2021 was approved by the Housing and Community Safety Policy Board in January 2017.</p> <p>The LHS will sit within the framework of the Community Planning Partnership as well as other key strategies, such as 'Clydeplan' - Strategic Development Plan, the Local Development Plan and the strategic priorities of Renfrewshire's Health and Social Care Partnership.</p> <p>The LHS includes 7 key outcomes set within the context of the Community Plan. It focuses on increasing the supply of housing, targeting housing investment to improve neighbourhoods and town centres, minimising fuel poverty, preventing homelessness and enabling people to live independently in their own homes.</p> <p>The finalised LHS sets out the strategic vision for housing and housing related services in Renfrewshire and seeks to provide a clear direction for strategic housing investment.</p> <p>The LHS also sets out the housing supply targets for both affordable and market housing. The targets are the local authorities' view of the level of housing to be delivered over the period of the strategy and are informed by a Housing Need and Demand study. Current housing supply targets are 200 affordable homes per year and 500 market homes per year. The Strategic Housing Investment Plan (SHIP) – see action 4.2 below, sets out the programme for investment in affordable housing.</p> <p>The LHS is reviewed annually with progress against actions noted and any key policy changes highlighted. This review is reported to HACS Board.</p>
	4.2 Deliver new Strategic Housing Investment Plan	2016	The Draft Strategic Housing Investment Plan (SHIP) 2017/18 to 2021/22 was approved for consultation by the Housing and Community Safety Policy Board in August 2016.




	(SHIP)	<p>The Strategic Housing Investment Plan (SHIP) 2017/18 to 2021/22 was approved by the Housing and Community Safety Policy Board in November 2016.</p> <p>The SHIP was approved following a period of public consultation with the final Board approved SHIP submitted to the Scottish Government in November 2016.</p> <p>The SHIP 2017/18 to 2021/22 sets out a programme which shows how grant funding will be utilised over the next five years and how the supply target for affordable housing will be met.</p> <p>Following submission of the SHIP to the Scottish Government, a Strategic Local Programme (SLP) for Renfrewshire was agreed. This agreement forms the basis of individual agreements between the Scottish Government, the Council and Registered Social Landlords on grant for specific projects.</p> <p>Completions 2016/17 - 108 (Thushcraigs x 70 and Abbey Place x 38)</p>
	4.3 Progress housing regeneration programmes	<p>Johnstone Castle - The Johnstone Castle regeneration project continues to progress on target. Demolition began in January 2016 and by the end of March a total of 66 houses had been demolished with over 100 households being rehoused as part of this initiative.</p> <p>In April 2016 a new build local consultation event was held and feedback from tenants was very positive. A further consultation event was held with local residents in February 2017 ahead of the planning and building warrant submissions.</p> <p>The tender process is underway within tenders expected to be issued in June to enable the first phase of new build to start on site late 2017/ early 2018.</p> <p>Paisley West End – We are working with Sanctuary (Scotland) Housing Association our RSL partner to develop a draft Masterplan for the regeneration of Paisley West End. The draft Paisley West End Regeneration Masterplan was approved at the Council meeting on Thursday 20 April, 2017.</p> <p>It aims to integrate the West End further in the regeneration of Paisley Town Centre and improve it as a place to live and operate a business. The masterplan sets out proposals for around 150 new homes to provide a mix of private and social housing. New commercial units are also being considered in the proposals, subject to demand.</p> <p>Consultation will be carried out during June 2017, which would see extensive engagement with affected tenants, residents, businesses, landowners and any other interested parties. All tenants and property owners will be contacted directly and offered an individual face-to-face meeting to discuss their thoughts on the proposals as well as being invited to drop-in consultation events at local community venues.</p>


			<p>Bishopton - With finalised layouts now in place, design work is continuing in terms of the interconnection of our sites and the wider development in terms of utilities, access issues and programming. Resolution of these matters is expected within the next two months enabling planning and building warrant submissions summer 2017. Construction on site is expected to commence early 2018.</p> <p>Ferguslie Park – consultation was held with local residents over summer/ autumn 2016 which included broad support for the development of the Regional Sports Facility, and support for targeted housing investment in the area and demolition of low demand housing stock within the area. The Leadership Board in February 2017 agreed to further consultation with affected tenants and residents on the regeneration proposals which include the demolition of 204 properties, and a proposed investment in around 40 new build homes mainly for social rent and an enhanced programme of investment in 48 homes in the area.</p> <p>Detailed proposals, the business case and an implementation plan in consultation with the Chief Executive of Renfrewshire Leisure, potential partners and funding agencies is now being progressed.</p>
Council Plan Priority 2: Building on our Culture and Heritage			
Status	Action Title	Due Date	Progress on actions
	5.1 We will develop a successful bid for Paisley to be UK City of Culture 2021	2017	<p>The Stage 1 bid was submitted to the Government before the deadline of 28th April 2017. The month of May will see the Department of Culture, Media and Sports conduct a clarification process with a decision on shortlisted places by the end of June.</p> <p>A final bid will be required by the end of September 2017.</p> <p>A work programme will be prepared in May to develop certain areas of the bid and to advance engagement, partnerships and funding.</p>



	<p>5.2 Implement the Paisley Town Centre Heritage Asset Strategy</p>	<p>2021</p>	<p>In January 2014 the Economy and Jobs Policy Board approved The Paisley Town Centre Heritage Asset Strategy. The strategy contains a number of ambitious plans within it.</p> <p>In June 2016 we completed current Paisley TH/ CARS programme (see action point 3.4 above)</p> <p>The up to £5m, refurbishment of the iconic Russell Institute will be occupied in summer 2017.</p> <p>Following rejection of the first stage 1 bid to the Heritage Lottery Fund for the refurbishment and extension of Paisley museum, the application for funding was reviewed and resubmitted in December 2016. The outcome of this will be known in June 2017.</p> <p>Following the required funding being secured from HLF and HES, the new Paisley TH/ CARS 2 project was formally launched in February 2017. (See note 3.5 above). This scheme will focus on building restoration, shop front improvements, public realm improvements and an extensive programme of complimentary activities.</p> <p>The museum store project will be completed with official opening in October 2017.</p> <ul style="list-style-type: none"> • During 2016 - 17 <ul style="list-style-type: none"> ◦ We developed support and funding for the delivery of the strategy ◦ We developed business cases for capital works. ◦ The bid for UK City of Culture 2021 was submitted in April 2017 ◦ Supported cultural and tourism activity in Paisley and across Renfrewshire ◦ Commissioned and recruited such specialist advice as required <p>Progress on delivering the strategy and associated projects is reported to the Economy and Jobs Policy Board and the Paisley Regeneration Programme Board on a regular basis.</p>
	<p>5.3 Contribute to Purple Flag accreditation process.</p>	<p>December 2016</p>	<p>The application was submitted by Paisley First in October 2016 and an overnight assessment by external assessors took place on Friday 9th of December 2016.</p> <p>Paisley's application was successful and Paisley officially received the Purple Flag accreditation on the 8th February, 2017.</p>



Council Plan Priority 4: Creating a Sustainable Renfrewshire				
Status	Action Title	Due Date	Progress on actions	
	6.1 Implement revised Housing Asset Management Strategy	December 2016	<p>A revised strategy will set out proposals to deal with abeyances and exemptions which have arisen from the Scottish Housing Quality Standard (SHQS) and programmes to maintain delivery of the standard in coming years. The strategy will also address the requirements of the Energy Efficiency Standard for Social Housing (EESH) and the delivery of the first milestone in 2020. The impact of proposed regeneration strategies and potential stock re-provisioning on the asset base will also be included, following a comprehensive assessment of stock performance and consideration of future sustainability issues.</p> <ul style="list-style-type: none"> • DECEMBER 2017 – Revised Strategy presented to board for approval 	
	6.2 Implement Housing Capital Investment Plan 2015/16 to 2017/18	2018	<p>The Housing Capital Investment Plan 2017/18 to 2019/20 was approved by the Council in February 2017. The new Capital Investment Programme sets out our approach to lifecycle replacement of key components to ensure housing stock is maintained at the required SHQS.</p> <p>The main areas for investment within the plan are:</p> <ul style="list-style-type: none"> • External improvements which includes renewal of roofs, rainwater goods and external fabric • Internal improvements which includes replacing or upgrading kitchens, bathrooms, electrical wiring and heating systems • Energy Efficiency and carbon reduction programmes • Multi storey flat and sheltered housing improvements • Other priorities such as disabled adaptations, asbestos removal and rotworks <p>The Capital Investment Plan also outlines how we will contribute to regeneration programmes in key areas such as Johnstone Castle, Paisley West End and Ferguslie Park.</p> <p>The Plan also includes provision for new affordable social housing in Renfrewshire as detailed in the SHIP.</p> <p>In addition during 2016/17 the Council secured additional investment of £2.26M under the Scottish Government HEEPS: ABS programme to contribute to external wall insulation programmes across common blocks. A further £1.38M HEEPS:ABS has been allocated for 2017/18 for projects across Renfrewshire.</p>	

Council Plan Priority 5: Reducing the Level and Impact of Poverty			
Status	Action Title	Due Date	Progress on actions
	7.1 Deliver on actions Development and Housing Services lead on within Tackling Poverty Action Plan	March 2017	<p>Renfrewshire's Tackling Poverty Strategy was developed in response to the recommendations from the Tackling Poverty Commission's strategic assessment of the nature, causes and impact of poverty in Renfrewshire.</p> <p>We continue to work with Community Planning partners to deliver the priority outcomes of the strategy and we lead as Project Executive on a number of key actions within the Tackling Poverty Programme.</p> <p>A detailed progress update was provided to the Leadership board in June 2016. Particular progress to note includes providing job creation opportunities and employability support through the Invest in Renfrewshire Employability Programme; the launch of funds to support people with the costs of childcare and transport; campaigning for and raising awareness of the Living Wage; recruiting an additional enforcement officer and undertaking a full review of how the council works with the private rented sector; and the establishment of a new team to support community groups access funding.</p>
	7.2 Continue to support Council's approach to dealing with Welfare Reform	March 2017	<p>We continue to build and develop knowledge of our tenant's circumstances and improve/refine processes and links with specialist money advice, energy management, employability services and the DWP, in the interests of supporting our tenants to help mitigate the impact on low income households during ongoing Welfare Reforms.</p> <p>As of May 8th 2017, 388 council tenants were in receipt of Universal Credit (UC). All tenants known to be in receipt of UC have been contacted and offered advice, including signposting for employability advice, energy advice and specialist money advice where appropriate. Preparation is underway to develop a strategy which will mitigate the impact that the introduction of live Universal credit service will have within Renfrewshire in May 2018.</p> <p>The Social Sector Size Criteria (Bedroom tax) currently impacts 1565 council tenancies, through discussions with colleagues in Finance and Resources all tenants will receive a Discretionary Housing Payment to provide financial assistance in mitigating the impact on low income households.</p> <p>On 7 November 2016, the threshold for households impacted by the Benefit Cap reduced. In partnership with colleagues in DWP and Finance and Resources we have developed a communications strategy which raised awareness to all council tenants impacted - advice and assistance has been provided where possible to support any tenants affected</p>






	7.3 Establish procedures for successful resettlement of refugees	March 2017	<p>19 families continue to be supported and of those 6 have been assisted to move on to their own tenancies. Further families arrived in April 2017.</p> <p>We have also created a new post of Refugee Resettlement Co-ordinator whose role is to further develop the housing options and employability assistance that is provided for the refugees.</p>
	7.4 Review existing homelessness strategy and incorporate high level outcomes within the new Local Housing Strategy 2016 -2021.	June 2016	<p>The High level strategic outcomes have been developed and being incorporated into the draft Local Housing Strategy in line with the timescales for the completion of the LHS.</p>
	7.5 Review impact of homeless prevention activities (including George St. service) and implement recommendations.	April 2017	<p>A review of existing arrangements has been completed. This has included a new 'Tenancy Sustainment Assistance' initiative by the George Street team, a 'Keys to Learn' training programme delivered by the Glasgow Homelessness Network and an expansion of the Housing First project in partnership with Turning Point Scotland using new funding from the Big Lottery Fund.</p> <p>Office renovations have been carried out at George Street Service to provide improved interview facilities</p>
Council Plan Priority 7: Supporting and Sustaining People into Employment			
Status	Action Title	Due Date	Progress on actions




	<p>8.1 Deliver the Invest in Renfrewshire (Employability programme)</p>	<p>March 2017</p>	<p>Over 1200 new and additional jobs/ traineeships and internships have been created through the Employability programme moving Renfrewshire from 27th place in Scotland for Youth Employment to 4th in 2015 and currently 8th.</p> <p>The Council's Invest in Renfrewshire Employability Programmes supports around 2,000 people each year getting employability support with around 40% of these moving directly into work.</p> <p>Key deliverables as part of this include:</p> <ul style="list-style-type: none"> • APRIL – MARCH 2017 – Tackling Poverty funds for Childcare and Access to Work were completed. • APRIL – MARCH 2017 – Renfrewshire Council traineeships increased and new programmes are now being procured • In April 2016 we commenced delivery of Employability Fund and Modern Apprenticeship programme contracts from Skills Development Scotland. April 2016 also saw the launch of the new Renfrewshire Recruitment Initiative • The 3rd Annual 'Celebrating Success' Awards ceremony was held in June 2016. Also in June, the Annual Invest in Renfrewshire partnership conference was held. Over 500 people attended these events. • The Official launch of second intake of Project SEARCH took place in August 2016. • August also saw the Official launch of retail academy at InCube shop • Renfrewshire Council Act as lead for the Youth Gateway programme across the 8 local authorities with the City Region. The programme is currently running ahead of target, and given its success the focus is now turning to developing a joined up City Region employability service to commence in 2019. <p>ONGOING – Second year of the City Deal Working Matters programme – tackling those with health related issues</p> <p>The Invest in Renfrewshire economic development programmes are subject to regular and ongoing reports to the Economy & Jobs Policy Board.</p>
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Council Plan Priority 10: Continuing to be a Well Run Council			
Status	Action Title	Due Date	Progress on actions
	9.1 Implement Risk Management Plan	April 2017	A midyear progress report on the management of the services' risks was presented to the Housing and Community Safety Policy Board in January 2017. All actions contained within the Risk Management Plan were completed on target and within timescale.
	9.2 Submit Annual Return on the Charter to Scottish Housing Regulator (SHR) and report back to stakeholders	March 2017	Renfrewshire Council submitted its third Annual Return on the Charter (ARC) to the Scottish Housing Regulator in May 2016.
			A report was presented to the HACS board in August 2016 outlining performance against the Charter indicators, highlighting both improved performance and also areas which require further improvement.
			A six monthly update report, outlining performance in the first half of 2016/17 was presented to the HACS board in November 2016.
			In October 2016 we produced our Tenant Report on the Charter following consultation with tenant representatives.
			Following the Scottish Housing Regulator's 2017 Risk Assessment, published in May 2017, Renfrewshire Council is 1 of 12 local authorities were no scrutiny activity is required from the Regulator.

	<p>9.3 Produce Planning Performance Framework (PPF) for 2015/16</p>	<p>July 2016</p>	<p>The fifth Renfrewshire Planning Performance Framework was submitted to the Scottish Government on 29th July 2016.</p> <p>The PPF requires the Council to demonstrate continuous improvement, providing an explanation in support of our performance. This is evidenced through selected case studies including a flexible Local Development Plan framework supporting the delivery of the planned infrastructure investment associated with the Glasgow City Region City Deal. Learning from the experience of the Hillington Simplified Planning Zone (SPZ), preparing and implementing the first pilot town centre SPZ in Renfrew town Centre, Renfrewshire Council has been working in partnership with the owners of Westway Business Park to progress a third SPZ.</p> <p>The PPF demonstrates an intention to continually improve the Planning Service, and demonstrates the commitment to investing in Renfrewshire through an 'open for business' approach, encouraging sustainable development and positive engagement with customers and stakeholders.</p> <p>The Planning Performance Framework highlights that in relation to the speed of decision making in planning, Renfrewshire Council is performing well in terms of the Scottish average.</p> <p>We received a scorecard from the Scottish Government commenting on the Planning Performance Framework in November 2016.</p>
	<p>9.4 Continue to implement and monitor the impact of policies and activities aimed at reducing staff absence levels.</p>	<p>March 2017</p>	<p>We continue to monitor absence levels and these are reviewed and discussed on a regular basis by the Director and senior managers.</p>


Development and Housing Services Service Improvement Plan 2016 to 19 Performance Scorecard




PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only


Priority 1: Driving Physical and Economic Regeneration												
PI Code & Name	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
		Value	Target	Value	Target	Value	Target	Target	Target	Target		
DHS.EMP.04 Number of new companies signed up to 'Invest in Renfrewshire'		156	NA	106	NA	85	NA	NA	NA	NA	Over 950 companies have signed up to Invest. Although there is a slight fall in the number of new businesses signing up this year, companies continue to be engaged and willing to commit to 'Invest in Renfrewshire'.	
DHS.EMP.05 Number of new companies supported to create new and additional jobs		111	NA	125	NA	89	NA	NA	NA	NA	89 businesses have had financial support in the financial year 2016/17, to create new and additional jobs, with some businesses creating more than one new job.	
DHS.EMP.07 Number of new companies supported to		82	NA	103	NA	72	NA	NA	NA	NA	72 businesses have been supported with growth projects and are receiving ongoing business advisory support.	




PI Code & Name	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
		Value	Target	Value	Target	Value	Target	Target	Target	Target		
grow their business (through development and training grants and business loans)												
DHS.EMP.08 Number of new business start ups in Renfrewshire with Business Gateway support		311	NA	336	NA	326	NA	NA	NA	NA		There are a number of external factors which influence the number of business starts in any given year. Those factors include the strength of the economy, consumer confidence, business confidence, the strength of the job market and, ultimately, people's personal circumstances, ambitions and motivations.
HPSIPO1 Affordable housing completions		56	150	132	150	167	200	200	200	200		In relation to the delivery of affordable homes, there has been a steady rate of completions. This rate of new affordable homes completions is likely to increase in line with the housing supply targets, as Renfrewshire Council assist the Scottish Government with the 'More Homes Scotland' priority, delivering 50,000 new affordable homes over the next few years. It is anticipated that the ambitious target of 200 affordable homes per annum will be delivered over the coming years.
SOA10.10a Rate of new house building (new private housing supply through new build and conversion)		477	745	577	745	643	500	500	500	500		The delivery of new homes in Renfrewshire has been increasing year on year since the challenging years of the recession. In terms of private sector completions, the number of new homes that have been delivered has been increasing by around 100 units per annum. This year there has been a significant number of private sector completions, numbers which have not been seen for around 10 years.







Priority 4: Creating a Sustainable Renfrewshire





PI Code & Name	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
		Value	Target	Value	Target	Value	Target	Target	Target	Target		
HPCMT13a % of Council housing stock which meets the Scottish Housing Quality Standard		84.6%	100%	85.87%	100%	*	100%	100%	100%	100%	*Please note the performance indicators which form the Annual Return to the Charter will be signed off on the 31st of May and annual figures will be reported to board thereafter. This PI is only available as an annual figure. For 2015/16, taking abeyances and exemptions into account, the Council remains 100% compliant with SHQS. (85.87% achieved SHQS, 14.13% in abeyance).	

Priority 5: Reducing the Level and Impact of Poverty											
PI Code & Name	On Target	2014/15		2015/16		2016/17		2017/18		2018/19	
		Value	Target	Value	Target	Value	Target	Target	Target	Target	Target
HPCHARTER30 Rent collected as percentage of total rent due in the reporting year.		100.24%	96.5%	100%	95%	98.4%*	95%	95%	95%	**	
*Please note this is a Q2 position only. The performance indicators which form the Annual Return to the Charter will be signed off on the 31st of May and annual figures will be reported to board thereafter. **Further targets still to be agreed											
HPCHARTER31 Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.		6.3%	10%	6.01%	8%	5.4%*	8%	9%	9%	**	
*Please note this is a Q2 position only. The performance indicators which form the Annual Return to the Charter will be signed off on the 31st of May and annual figures will be reported to board thereafter. **Further targets still to be agreed											
HPCMT05 Average time from household presenting themselves as homeless to completion of duty (number of weeks)		18.38	21	19.33	21	22.25	21	23	23	23	
It had been anticipated that there may be an increase in this indicator in 2016/17 given the focus that has been placed on successfully reducing the level of 'repeat homelessness', which had risen in recent years. An increase in the 'average time to complete duty' is one of the consequences in reducing repeat homelessness, and it is hoped to counter this to a degree by increasing the number of lets to homeless applicants this year from the Council and RSL's.											

Priority 7: Supporting and Sustaining People into Employment											
PI Code & Name	On Target	2014/15		2015/16		2016/17		2017/18		2018/19	
		Value	Target	Value	Target	Value	Target	Target	Target	Target	Target
DHS.EMP.01 Number of unemployed people being supported through Renfrewshire		1,462	NA	1,635	NA	1,464	NA	NA	NA	NA	
This is the total number of new registrations in this period. Invest will still have an active caseload of customers registered in previous months. Annual performance shows us to be broadly similar to previous years.											

PI Code & Name	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
		Value	Target	Value	Target	Value	Target	Target	Target	Target	Target	
Council Employability Programme (INVEST)												
DHS.EMP.02 Number of unemployed people supported into work through Renfrewshire Council Employability Programme (INVEST)		629	NA	557	NA	613	NA	NA	NA	NA	NA	This figure shows an improvement from last year. Performance has stayed broadly consistent over the past 3 years, showing a high number of people supported into work through the programmes.
DHS.EMP.03 Number of people supported, sustained in work at 6 Months through Renfrewshire Council Employability Programme (INVEST)		475	NA	126	NA	287	NA	NA	NA	NA	NA	Sustainment figures are achieved by tracking those entering employment. In 2015 we entered a new round of external funding and changed MIS system so we stopped tracking the people from the previous programme. Therefore the figures in 15/16 represent only those sustaining who started the programme in 2015 and this takes time to achieve and evidence. As a result, the previously reported figure of 96 for 15/16 has been increased to 126 reflecting the new programme and the time lag for people to first find work and sustain. In 16/17 the figures continue to improve as more clients enter work and sustaining they are not at the levels of the old programme yet but continuing to grow. These numbers can increase after being reported as we find out about sustainment through tracking.
DHS.EMP.06 Number of new people employed through wage subsidy support (includes graduates and traineeships)		394	NA	205	NA	135	NA	NA	NA	NA	NA	The job creation elements have reduced as the employment levels grow in Renfrewshire. There is still a comprehensive range of support to create around 200 new jobs per year but the overall funding pot is declining year or year (but we feel this is acceptable and the same levels of support are not required). There has been a noticeable drop in Internships and Traineeships which was not anticipated and will be examined further within the Invest in Renfrewshire Team. 2 major programmes (due to start in 2016) could not proceed due to a lack of ESF guidance (40 additional traineeships) but this should roll out in 2017 now that clarification has been given.

Priority 10: Continuing to be a Well Run Council											
PI Code & Name	On Target	2014/15		2015/16		2016/17		2017/18	2018/19	Explanation of Performance	
		Value	Target	Value	Target	Value	Target	Target	Target		
DHS.COMP.FRONT T% Total Percentage of frontline (stage 1) complaints responded to within target by DHS		98%	95%	93%	95%	91%	95%	95%	95%	567 frontline complaints were received in 2016/17. DHS moved over to the full service using Lagan for processing customer complaints in October and November 2016, all relevant staff have received training and the process is now working well.	
DHS.COMP.INV% Total Percentage of investigation (stage 2) complaints responded to within target by DHS		97%	95%	59%	95%	86%	95%	95%	95%	There were 21 investigation complaints in 2016/17, 18 were responded to within target (both of those out with target were in quarter 1). Since then, significant work has taken place across the service to roll out Lagan software for processing complaints and all relevant staff have received training.	
HPCHARTER12 Average length of time taken to complete non emergency repairs (days)		8.5	15	8.4	15	7.1*	15	15	15	*Please note this is a Q2 position only. The performance indicators which form the Annual Return to the Charter will be signed off on the 31st of May and annual figures will be reported to board thereafter.	
HPCHARTER13 % of reactive repairs carried out in the last year completed right first time		87.5%	92%	90.8%	91%	*	91%	92%	**	*Please note the performance indicators which form the Annual Return to the Charter will be signed off on the 31st of May and annual figures will be reported to board thereafter. This PI is only available as an annual figure. **Further targets still to be agreed	
HPCHARTER34 % of rent loss due to voids		2.03%	2.7%	1.86%	2.5%	1.7%*	2.4%	1.75%	**	*Please note this is a Q2 position only. The performance indicators which form the Annual Return to the Charter will be signed off on the 31st of May and annual figures will be reported to board thereafter. **Further targets still to be agreed	
HPCHARTER35 Average length of time taken to re-let properties in the last year		44	55	42	42	38*	40	36	**	*Please note this is a Q2 position only. The performance indicators which form the Annual Return to the Charter will be signed off on the 31st of May and annual figures will be reported to board thereafter. **Further targets still to be agreed	

PI Code & Name	On Target	2014/15		2015/16		2016/17		2017/18		2018/19		Explanation of Performance
		Value	Target	Value	Target	Value	Target	Target	Target	Target	Target	
HPCMT07 % Overall Repairs Completed Within Target		92.83%	95%	93.58%	95%	93.18%	95%	95%	95%	95%		The percentage of repairs completed within target remains steady at 93%. We continue to work closely with Building Services to improve performance to reach the target of 95%.
PT.DS.PPF.CMT01 Average Time for processing Planning Applications (Householder)		7.2	NA	7.9	NA	7.6	NA	NA	NA	NA		These figures have now been reported to and returned by the Scottish Government.
PT.DS.PPF.CMT02 Average Time for processing Planning Applications (Non Householder)		8.3	NA	9.4	NA	9.8	NA	NA	NA	NA		These figures have now been reported to and returned by the Scottish Government.
PT.DS.PPF.CMT03 Average Time for processing Planning Applications (Major)		10.1	NA	13.3	NA	20	NA	NA	NA	NA		These figures have now been reported to and returned by the Scottish Government.



To: Communities, Housing and Planning Policy Board

On: 6 June 2017

Report by: Director of Development and Housing Services

Heading: Council House Newbuild – Scottish Government Grant Funding

1. Summary

- 1.1 This report seeks authority for the Director of Development and Housing Services to accept offers of grant and submit grant claim forms to the Scottish Government for Council house newbuild projects.
 - 1.2 The report highlights that around £10m in grant is expected to be made available by the Scottish Government to support Council house newbuild projects at Johnstone Castle and Bishopton and asks the Policy Board to homologate the action of the Director of Development and Housing Services in submitting grant claims to the Scottish Government for the first instalments of grant in 2016/17 for just over £172,400.
-

2. Recommendations

- 2.1 It is recommended that that the Policy Board
 - (i) Authorises the Director of Development and Housing Services to manage and implement the necessary processes in relation to the grant subsidy available to Renfrewshire Council within the context of the Scottish Government's Affordable Housing Programme for Council house newbuild projects.
 - (ii) Homologates the action of the Director of Development and Housing Services in claiming Grant Funding for activities carried out in 2016/17 for two Council newbuild projects at Johnstone Castle and Bishopton as detailed in section 3 of this report.

3. Background

- 3.1. Renfrewshire Council has made provision within the HRA capital investment programme for the construction of new Council housing in Johnstone Castle and Bishopton. Provision is also made in Renfrewshire's Strategic Housing Investment Plan (SHIP) 2017/18 to 2021/22 for Scottish Government grant funding to support the developments based on the current grant benchmark subsidy rate of £57,000 per unit for new council houses.
- 3.2. It is anticipated that around 95 new Council homes will be developed at Johnstone Castle as part of a major housing regeneration project at a total cost of around £12.5m. The rehousing and demolition programme is progressing well (with 66 out of 288 tenement flats now demolished and further demolition work planned later this year) and construction work on the new homes is expected to begin in early 2018.
- 3.3. It is estimated that around £5.4m will be claimed from the Scottish Government in grant subsidy for the 95 new homes at Johnstone Castle. The first instalment of this grant of £120,944 was claimed by the Council in March 2017 for expenditure incurred to date on development costs including design team fees, site investigations and planning applications.
- 3.4. Preparatory work is also underway to develop 79 new Council houses as the first phase of new social rented housing at Dargavel Village, Bishopton, with construction work expected to begin on site in early 2018. The total development cost is estimated at around £10m and it is anticipated that around £4.5m will be funded by Scottish Government grant funding. The first instalment of grant of £51,478 was claimed in March 2017 for expenditure incurred to date on design team fees and site investigations.
- 3.5. The current Strategic Housing Investment Plan (SHIP) was approved by the Housing and Community Safety Policy Board in November 2016 and covers the five-year period 2017/18 to 2021/22. In March 2017 the Scottish Government wrote to the Council confirming a Resource Planning Assumption (RPA) of £11.521m for 2017/18 and indicated its intention to finalise and issue RPAs to March 2021 to assist with longer term planning work.
- 3.6. The SHIP will be updated later this year and presented to the Policy Board for approval before submission to the Scottish Government. It targets investment in affordable housing to help deliver the strategic outcomes and local supply target (200 new affordable homes each year) set out in Renfrewshire's Local

Housing Strategy 2016-2021 as well as contributing to the national target of 50,000 affordable homes over the next 5 years.

Implications of the Report

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

List of Background Papers

(a) Background Paper 1

Report to the Housing and Community Safety Policy Board on 8 November 2016, 'Strategic Housing Investment Plan 2017/18 – 2021/22'

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

Author: Lesley Muirhead, Planning and Housing Manager, 0141 618 6259,
Lesley.Muirhead@renfrewshire.gov.uk



To: Communities, Housing and Planning Policy Board

On: 6 June 2017

Report by: Director of Development and Housing Services

**Heading: Housing Energy Efficiency and Carbon Reduction Programmes:
2017/18**

1. Summary

- 1.1 This report sets out the projects that have been approved for funding for financial year 2017/18 under the Scottish Government's Home Energy Efficiency Programme for Scotland: Area Based Schemes (HEEPS:ABS) initiative.
-

2. Recommendations

2.1 It is recommended that Board:

- Note that Renfrewshire Council has been allocated £1,412,775 for 2017/18 for qualifying projects within the Renfrewshire Council area as part of the Scottish Government's HEEPS:ABS programme.
 - Authorise the Director of Development and Housing Services to accept this offer of grant and oversee delivery and operational management of the programme for Renfrewshire council.
-

3. **Home Energy Efficiency Programme for Scotland: Area Based Schemes (HEEPS:ABS) 2017/18**

- 3.1. The Scottish Government's HEEPS:ABS Programme was introduced in 2013/14 and is now entering its fifth year. The programme is targeted at private sector home owners to assist their participation and ensure projects to improve energy efficiency can proceed. The key objectives are to address fuel poverty, reduce carbon emissions and demonstrate an appropriate strategic fit and approach to improving energy efficiency.
- 3.2. The potential benefits of HEEPS:ABS therefore complement and support a wide range of social housing initiatives including maintaining stock at the levels required by the Scottish Housing Quality Standard (SHQS) as well as the requirements of the Energy Efficiency Standard for Social Housing (EESH).
- 3.3. Local authorities act as coordinating agents for all HEEPS:ABS programmes in their area. Over the last four years, a total of £10.235m has been secured for Renfrewshire which has enabled a range of external wall insulation projects to be carried out in multi tenure blocks to support the Council's housing investment programme, as well as external wall insulation programmes by Linstone Housing Association, internal wall insulation by Williamsburgh Housing Association and energy efficiency projects of external wall insulation in Gallowhill, Lochwinnoch, Bridge of Weir, Renfrew, Johnstone and Kilbarchan.
- 3.4. On 1st February 2017 it was confirmed that Renfrewshire's allocation of the £47m available nationally for HEEPS:ABS was £1,380,417. Local authorities are required to submit schemes for consideration for their allocation by 17th March 2017. However, following consultation with Housing Association partners and the Scottish Government a slightly increased bid of £1,412,775 was submitted as set out in the table below:

Co coordinating Partner	Project	Value of HEEPS:ABS	No of Owners in Project	No of tenants in Project
Renfrewshire Council	External Wall Insulation	1,233,375	165	214
Paisley Housing Association	External Wall Insulation	59,800	8	136
Bridgewater Housing Association	External Wall Insulation	119,600	16	23
Total		1,412,775	189	373

- 3.5 Members should note that in addition to the HEEPS:ABS element noted above, each project will also require additional financial support both through partners' own financial resources and Energy Company Obligation (ECO). Details of the Council's external wall insulation project are set out in Appendix 1 of this report and this will be delivered as part of our Housing Investment Programme (External Works) with resources allocated from our Housing Revenue Account (HRA) Capital Programme.
- 3.6 In addition to the HEEPS:ABS grant allocated to local authorities, the Scottish Government has recently made funds available to assist private owners with the costs of a range of insulation and heating measures through the interest free HEEPS loan scheme. A maximum loan of £15,000, of which £3,750 can be in grant assistance, is accessible to owners subject to criteria and availability of funding.
- 3.7 In order to promote the uptake of these grants and loans, it is proposed that the Council works in partnership with Home Energy Scotland (HES) to assess homeowners' eligibility for a range of energy efficiency measures and advise on the financial support available to support the installation of these measures.
- 3.8 Grant support from our HEEPS:ABS allocation will support this pilot project to help address the needs of those most at risk of fuel poverty within the private sector, whilst also ensuring private owners who can afford to contribute to energy efficiency measures are supported through signposting to the interest free loan scheme.

Implications of the Report

1. **Financial** - HEEPS:ABS allocation of £1,412,775 for 2017/2018 to support owner participation in Council and partner projects within the Renfrewshire area, subject to confirmation of successful application.
2. **HR & Organisational Development** - None.
3. **Community Planning - Community Care, Health & Well-being** - Improving housing conditions benefiting tenants and private owners. Addressing fuel poverty.

Greener - Protecting, caring and enhancing the built environment. Reducing carbon emissions.
4. **Legal** - None.
5. **Property/Assets** - Improvements in the energy performance of both social rented and private dwellings.
6. **Information Technology** - None

7. **Equality & Human Rights -**
The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
 8. **Health & Safety - None**
 9. **Procurement -** There will be a requirement to procure a PAS2030 compliant contractor for the delivery of the Council's project, subject to confirmation of successful application
 10. **Risk - None**
 11. **Privacy Impact - None**
-

List of Background Papers

- (a) Report to Housing & Community Safety Policy Board on 8 November 2016 – Home Energy Efficiency and Carbon Reduction Programmes: 2016/17 Update
- (b) Report to Housing & Community Safety Policy Board on 23 August 2016 – Home Energy Efficiency and Carbon Reduction Programmes: 2016/17 Update
- (c) Report to Housing & Community Safety Policy Board on 15 March 2016 – Home Energy Efficiency and Carbon Reduction Programmes: 2016/17 Update

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

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

Appendix 1

Renfrewshire Council External Wall Insulation Programme 2017/18			
Project Area	No of Owners	No of Tenants	Total
Bridge of Weir	82	52	134
Elderslie	14	22	36
Houston	27	45	72
Kilbarchan	4	7	11
Linwood	11	49	49
Paisley South	7	29	36
Renfrew	20	10	30
Total	165	214	368

Prospective Planning Application

Reference No. 17/0181/NO



Renfrewshire
Council

KEY INFORMATION

Ward

10 Houston, Crosslee and
Linwood

Prospective Applicant

Acorn Property Group Ltd
per Houghton Planning Ltd
102 High Street
Dunblane
Fk15 0ER

Report by Director of Development and Housing Services

PROSPECTIVE PROPOSAL: ERECTION OF RESIDENTIAL
DEVELOPMENT WITH ACCESS, RELATED INFRASTRUCTURE
AND LANDSCAPING

LOCATION: SITE 160 METRES SOUTH OF WOODFOOT,
HOUSTON ROAD, HOUSTON



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RECOMMENDATION

That the Board note the
key issues identified to
date and advise of any
other issues.

Fraser Carlin
Head of Planning and
Housing

IDENTIFIED KEY ISSUES

- The site is identified within the adopted Renfrewshire Local Development Plan as Green Belt.

Site Description and Proposal

The site comprises an area of gently sloping parkland/paddocks forming part of the extensive grounds of Woodend House, a Category B listed building, and extending to approximately 4.3 hectares, to the east of Houston and north of Crosslee/Craigends, and within the Green Belt.

The surrounding uses comprise a mix of residential and open countryside and woodland areas.

It is proposed to develop the site for residential purposes including open space, landscaping, roads and parking.

Local Development Plan

The site is identified within the adopted Renfrewshire Local Development Plan as Green Belt (ENV 1).

Relevant Site History

None.

Community Consultation

The prospective applicants have advised that the Proposal of Application Notice has been sent to Houston Community Council and local ward members. A public event is to take place and the details of which have yet to be confirmed.

A report, prepared by the applicant, on the results of the community consultation event will require to accompany any forthcoming application for planning permission.

Key Issues

The principal matters which would require to be assessed should the prospective application be submitted are:-

(1) The development proposal is contrary in principle to the designation of the site within the Adopted Renfrewshire Local Development Plan and any application should be supported by a

justification as to why the site should be released for housing.

(2) Whether the design, layout, density, form and external finishes respect the character of the area;

(3) Whether access and parking, circulation and other traffic arrangements are acceptable in terms of road safety and public transport accessibility;

(4) Whether local infrastructure, including sewerage, drainage and educational facilities are capable of accommodating the requirements of the development proposed; and

(5) Whether there are any other environmental, policy or site specific considerations that require to be addressed.

Recommendation

That the Board note the key issues identified to date and advise of any other issues that it is considered should be brought to the attention of the prospective applicant.

Members are reminded of the advice contained in 'Guidance on the Councillors' Code of Conduct' (Standards Commission Scotland, 2011); 'Guidance on the Role of Councillors in Pre-Application Procedures' (Commissioner for Ethical Standards in Public Life in Scotland/CoSLA 2014); and 'The Planning System in Scotland: An Introduction for Elected Members' (The Improvement Service, 2011). Members must be mindful that any opinions or views expressed at this stage are done so having regard to the overarching requirements of fairness and impartiality and of keeping an open mind.

Local Government (Access to Information) Act 1985 - Background Papers: For further information or to inspect other background papers, please contact David Bryce on 0141 618 7892.

Prospective Planning Application

Reference No. 17/0213/NO



Renfrewshire
Council

KEY INFORMATION

Ward

1 Renfrew North and
Braehead / 4 Paisley
Northwest

Prospective Applicant

Renfrewshire Council
City Deal Team
Renfrewshire House
Cotton Street
Paisley
PA1 1JD

RECOMMENDATION

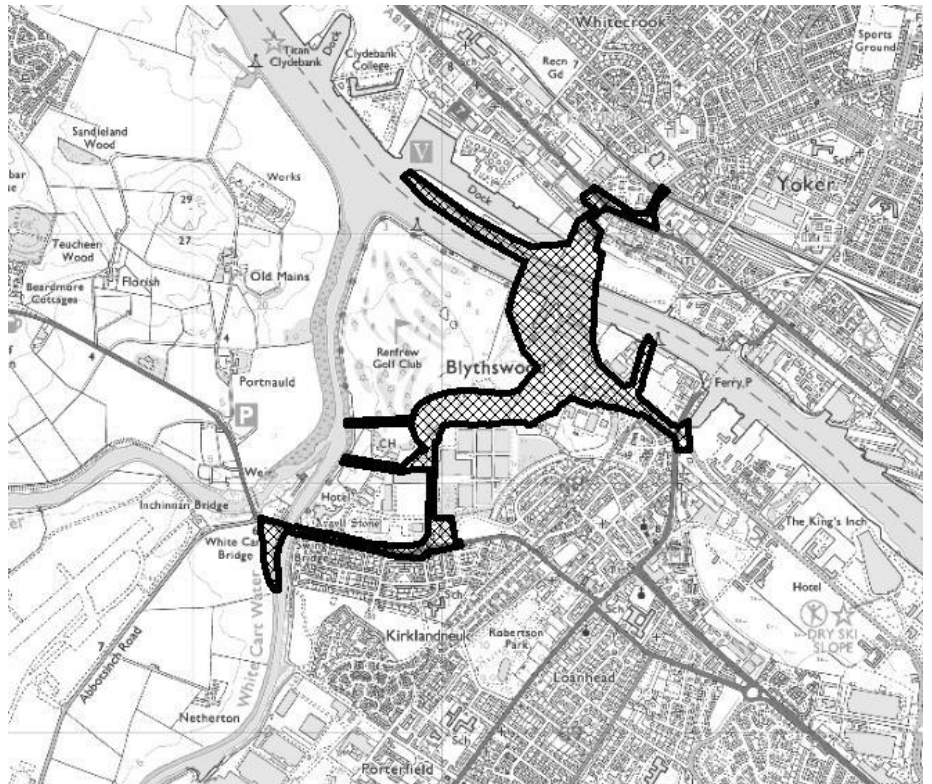
That the Board note the
key issues identified to
date and advise of any
other issues.

Fraser Carlin
Head of Planning and
Housing

Report by Director of Development and Housing Services

PROSPECTIVE PROPOSAL: CONSTRUCTION OF OPENING
BRIDGE AND ASSOCIATED ROADS AND CYCLEWAYS

LOCATION: CLYDE WATERFRONT AND RENFREW
RIVERSIDE INFRASTRUCTURE PROJECT, MEADOWSIDE
STREET, RENFREW



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IDENTIFIED KEY ISSUES

- The site is identified within the adopted Renfrewshire Local Development Plan as falling within a number of land use designations including Policy E3 'Transition Areas', Policy P1 'Places', Policy ENV1 'Green Belt' and Policy E5 'Glasgow Airport Operational Land'
- The proposal is for the Clyde Waterfront and Renfrew Riverside City Deal Project (CWRR) which is one of a series of linked projects being pursued as part of the Glasgow and Clyde Valley City Deal.

Site Description and Proposal

This submission relates to the pre application consultation procedures set out under Section 35A and 35B of the Planning etc. (Scotland) Act 2006 and regulations 6 and 7 of the Town and Country Planning (Development Management Procedure) (Scotland) Regulations 2013.

The proposal is for Clyde Waterfront and Renfrew Riverside City Deal Project (CWRR) which is one of a series of linked projects being pursued as part of the Glasgow and Clyde Valley City Deal. The CWRR project comprises a number of infrastructure projects including a new opening bridge across the River Clyde in the vicinity of the existing Renfrew/Yoker Ferry; the new Renfrew Northern Development Road; and public transport opportunities and active travel enhancements.

Within Category 6 "Transport and Infrastructure projects" the relevant threshold or criteria is that 'The length of the road, railway, tramway, aqueduct or pipeline exceeds 8 kilometres'. The proposals do not involve development exceeding 8 kilometres and therefore the prospective application would fall within the category of 'local' rather than 'major'. Nevertheless, the prospective applicants have indicated their intention to undertake all the pre-application consultation requirements as if the application were to fall within the category of 'major'.

Local Development Plan

Relevant Site History

16/0488/EO - Screening opinion on the need for Environmental Assessment. Determined that an EA was required on 15 July, 2016.

16/0681/SC - Scoping Opinion on content of an Environmental Assessment. Views expressed on the required content of the EA on 28 October, 2016.

Community Consultation

Public exhibitions and presentations have taken place in Renfrew Town Hall and Paisley Town Hall on 8 May and 9 May, 2017 respectively. A notice advertising the public exhibition was placed in the local press a minimum of 7 days before the event and was published in the Paisley Daily Express and in the Paisley and the Renfrewshire Gazette on 22 March, 2017 and 26 April, 2017.

Notice of the PAN (within Renfrewshire) was given to Paisley North, Inchinnan, and Renfrew Community Councils.

A report, prepared by the applicant, on the results of the community consultation event will accompany any forthcoming application for planning permission.

Key Issues

The principal matters which would require to be assessed should the prospective application be submitted are:-

- (1) Whether the development proposal accords with the principles, aims, objectives and strategies, and the land use designations, of the site as set out within the Adopted Renfrewshire Local Development Plan.
- (2) Whether the design, layout, density, form and external finishes respect the character of the area;
- (3) Whether access, circulation and other traffic arrangements are acceptable in terms of road safety and public transport accessibility;
- (4) Whether local infrastructure, including sewerage and drainage are capable of accommodating the requirements of the development proposed; and
- (5) Whether there are any other environmental, policy or site specific considerations such as landscape,

ecology, noise, vibration and air quality that require to be addressed.

Recommendation

That the Board note the key issues identified to date and advise of any other issues that it is considered should be brought to the attention of the prospective applicant.

Members are reminded of the advice contained in 'Guidance on the Councillors' Code of Conduct' (Standards Commission Scotland, 2011); 'Guidance on the Role of Councillors in Pre-Application Procedures' (Commissioner for Ethical Standards in Public Life in Scotland/CoSLA 2014); and 'The Planning System in Scotland: An Introduction for Elected Members' (The Improvement Service, 2011). Members must be mindful that any opinions or views expressed at this stage are done so having regard to the overarching requirements of fairness and impartiality and of keeping an open mind.

Local Government (Access to Information) Act 1985 - Background Papers: For further information or to inspect other background papers, please contact David Bryce on 0141 618 7892.

Prospective Planning Application

Reference No. 17/0222/NO



Renfrewshire
Council

KEY INFORMATION

Ward

12 Erskine and Inchinnan /
4 Paisley Northwest

Prospective Applicant

Renfrewshire Council
City Deal Team
Renfrewshire House
Cotton Street
Paisley
PA1 1JD

RECOMMENDATION

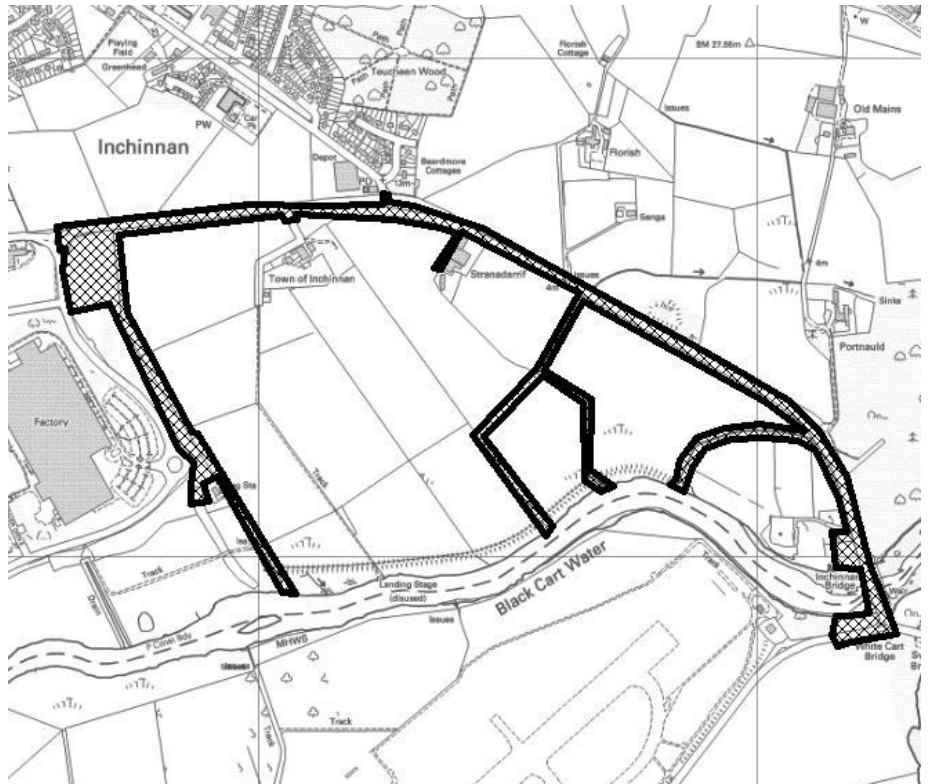
That the Board note the
key issues identified to
date and advise of any
other issues.

Fraser Carlin
Head of Planning and
Housing

Report by Director of Development and Housing Services

PROSPECTIVE PROPOSAL: CONSTRUCTION OF
SEGREGATED CYCLEWAY AND ASSOCIATED CYCLE BRIDGE
CROSSING

LOCATION: SITE 250 METRES NORTH OF INCHINNAN
BRIDGE, GREENOCK ROAD, INCHINNAN



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IDENTIFIED KEY ISSUES

- The site is identified within the adopted Renfrewshire Local Development Plan as falling within a number of land use designations including Policy ENV1 'Green Belt' and Policy E5 'Glasgow Airport Operational Land'
- The proposal is a part of the Glasgow Airport Investment Area (GAIA) which is one of a series of linked projects being pursued as part of the Glasgow and Clyde Valley City Deal.

Site Description and Proposal

This submission relates to the pre application consultation procedures set out under Section 35A and 35B of the Planning etc. (Scotland) Act 2006 and regulations 6 and 7 of the Town and Country Planning (Development Management Procedure) (Scotland) Regulations 2013.

The proposal is for the Glasgow Airport Investment Area (GAIA) which is one of a series of linked projects being pursued as part of the Glasgow and Clyde Valley City Deal. The GAIA project will comprise of the realignment of Abbotsinch Road, a cycleway link to Inchinnan Business Park and a potential cycleway crossing of the Black Cart, a crossing of the White Cart close to the Westway Business Park and a further crossing of the White Cart close to Abercorn Industrial Estate. This Proposal of Application Notice (PoAN) relates to the former elements of the project (with the latter being addressed through PoAN reference 17/0223/NO).

Within Category 6 "Transport and Infrastructure projects" the relevant threshold or criteria is that 'The length of the road, railway, tramway, aqueduct or pipeline exceeds 8 kilometres'. The proposals do not involve development exceeding 8 kilometres and therefore the prospective application would fall within the category of 'local' rather than 'major'. Nevertheless, the prospective applicants have indicated their intention to undertake all the pre-application consultation requirements as if the application were to fall within the category of 'major'.

Local Development Plan

Relevant Site History

16/0451/EO - Screening opinion on the need for Environmental Assessment. Determined that an EA was required on 15 July, 2016.

16/0680/SC - Scoping Opinion on content of an Environmental Assessment. Views expressed on the required content of the EA on 28 October, 2016.

Community Consultation

Public exhibitions and presentations have taken place in Renfrew Town Hall and Paisley Town Hall on 8 May and 9 May, 2017 respectively. A notice advertising the public exhibition was placed in the local press a minimum of 7 days before the event and was published in the Paisley Daily Express and in the Paisley and the Renfrewshire Gazette on 22 March, 2017 and 26 April, 2017.

Notice of the PAN (within Renfrewshire) was given to Paisley North, Inchinnan, and Renfrew Community Councils.

A report, prepared by the applicant, on the results of the community consultation event will accompany any forthcoming application for planning permission.

Key Issues

The principal matters which would require to be assessed should the prospective application be submitted are:-

- (1) Whether the development proposal accords with the principles, aims, objectives and strategies, and the land use designations, of the site as set out within the Adopted Renfrewshire Local Development Plan.
- (2) Whether the design, layout, density, form and external finishes respect the character of the area;
- (3) Whether access, circulation and other traffic arrangements are acceptable in terms of road safety and public transport accessibility;
- (4) Whether local infrastructure, including sewerage and drainage are capable of accommodating the requirements of the development proposed; and

(5) Whether there are any other environmental, policy or site specific considerations such as landscape, ecology, noise, vibration and air quality that require to be addressed.

Recommendation

That the Board note the key issues identified to date and advise of any other issues that it is considered should be brought to the attention of the prospective applicant.

Members are reminded of the advice contained in 'Guidance on the Councillors' Code of Conduct' (Standards Commission Scotland, 2011); 'Guidance on the Role of Councillors in Pre-Application Procedures' (Commissioner for Ethical Standards in Public Life in Scotland/CoSLA 2014); and 'The Planning System in Scotland: An Introduction for Elected Members' (The Improvement Service, 2011). Members must be mindful that any opinions or views expressed at this stage are done so having regard to the overarching requirements of fairness and impartiality and of keeping an open mind.

Local Government (Access to Information) Act 1985 - Background Papers: For further information or to inspect other background papers, please contact David Bryce on 0141 618 7892.

Prospective Planning Application

Reference No. 17/0223/NO



Renfrewshire
Council

KEY INFORMATION

Ward

4 Paisley Northwest / 2
Renfrew South and
Gallowhill

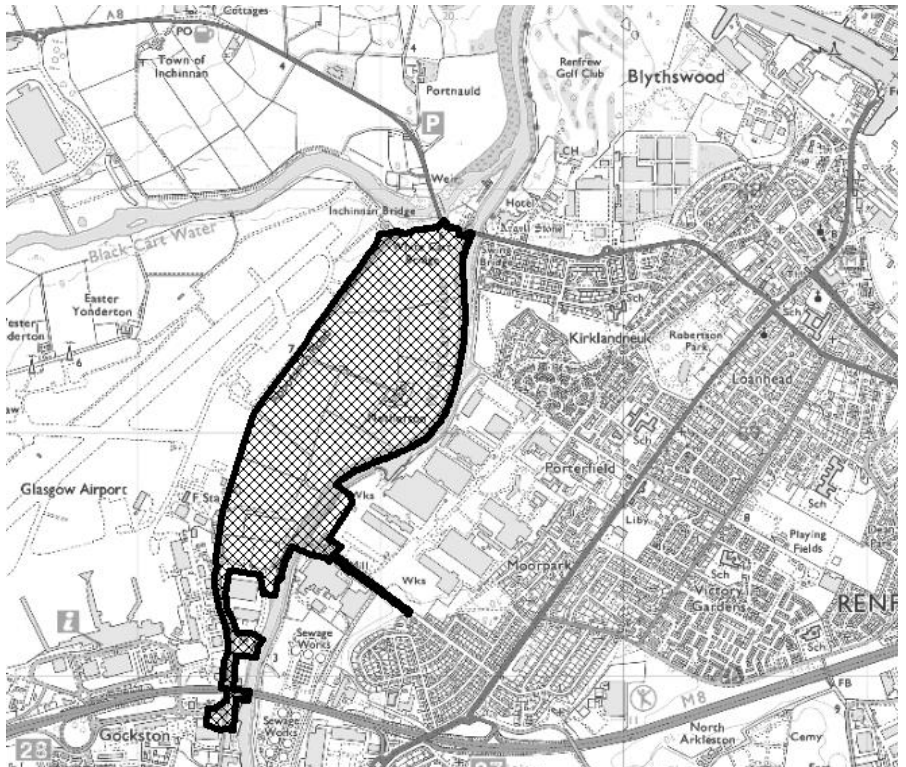
Prospective Applicant

Renfrewshire Council
City Deal Team
Renfrewshire House
Cotton Street
Paisley
PA1 1JD

Report by Director of Development and Housing Services

PROSPECTIVE PROPOSAL: CONSTRUCTION OF A BRIDGE,
REALIGNMENT OF ROAD AND CONSTRUCTION OF
CYCLEWAYS

LOCATION: GLASGOW AIRPORT INVESTMENT AREA,
ABBOTSINCH ROAD, PAISLEY



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RECOMMENDATION

That the Board note the
key issues identified to
date and advise of any
other issues.

Fraser Carlin
Head of Planning and
Housing

IDENTIFIED KEY ISSUES

- The site is identified within the adopted Renfrewshire Local Development Plan as falling within a number of land use designations including Policy E5 'Glasgow Airport Operational Land' and Policy E1 'Strategic Economic Investment Locations' and 'Local Industrial Areas'.
- The proposal is part of the Glasgow Airport Investment Area (GAIA) which is one of a series of linked projects being pursued as part of the Glasgow and Clyde Valley City Deal.

Site Description and Proposal

This submission relates to the pre application consultation procedures set out under Section 35A and 35B of the Planning etc. (Scotland) Act 2006 and regulations 6 and 7 of the Town and Country Planning (Development Management Procedure) (Scotland) Regulations 2013.

The proposal is for the Glasgow Airport Investment Area (GAIA) which is one of a series of linked projects being pursued as part of the Glasgow and Clyde Valley City Deal. The GAIA project will comprise of the realignment of Abbotsinch Road, a cycleway link to Inchinnan Business Park and a potential cycleway crossing of the Black Cart, a crossing of the White Cart close to the Westway Business Park and a further crossing of the White Cart close to Abercorn Industrial Estate. This Proposal of Application Notice (PoAN) relates to the latter elements of the project (with the former being addressed through PoAN reference 17/0222/NO).

Within Category 6 "Transport and Infrastructure projects" the relevant threshold or criteria is that 'The length of the road, railway, tramway, aqueduct or pipeline exceeds 8 kilometres'. The proposals do not involve development exceeding 8 kilometres and therefore the prospective application would fall within the category of 'local' rather than 'major'. Nevertheless, the prospective applicants have indicated their intention to undertake all the pre-application consultation requirements as if the application were to fall within the category of 'major'.

Local Development Plan

Relevant Site History

16/0488/EO - Screening opinion on the need for Environmental Assessment. Determined that an EA was required on 15 July, 2016.

16/0681/SC - Scoping Opinion on content of an Environmental Assessment. Views expressed on the required content of the EA on 28 October, 2016.

Community Consultation

Public exhibitions and presentations have taken place in Renfrew Town Hall and Paisley Town Hall on 8 May and 9 May, 2017 respectively. A notice advertising the public exhibition was placed in the local press a minimum of 7 days before the event and was published in the Paisley Daily Express and in the Paisley and the Renfrewshire Gazette on 22 March, 2017 and 26 April, 2017.

Notice of the PAN (within Renfrewshire) was given to Paisley North, Inchinnan, and Renfrew Community Councils.

A report, prepared by the applicant, on the results of the community consultation event will accompany any forthcoming application for planning permission.

Key Issues

The principal matters which would require to be assessed should the prospective application be submitted are:-

- (1) Whether the development proposal accords with the principles, aims, objectives and strategies, and the land use designations, of the site as set out within the Adopted Renfrewshire Local Development Plan.
- (2) Whether the design, layout, density, form and external finishes respect the character of the area;
- (3) Whether access, circulation and other traffic arrangements are acceptable in terms of road safety and public transport accessibility;
- (4) Whether local infrastructure, including sewerage and drainage are capable of accommodating the requirements of the development proposed; and

(5) Whether there are any other environmental, policy or site specific considerations such as landscape, ecology, noise, vibration and air quality that require to be addressed.

Recommendation

That the Board note the key issues identified to date and advise of any other issues that it is considered should be brought to the attention of the prospective applicant.

Members are reminded of the advice contained in 'Guidance on the Councillors' Code of Conduct' (Standards Commission Scotland, 2011); 'Guidance on the Role of Councillors in Pre-Application Procedures' (Commissioner for Ethical Standards in Public Life in Scotland/CoSLA 2014); and 'The Planning System in Scotland: An Introduction for Elected Members' (The Improvement Service, 2011). Members must be mindful that any opinions or views expressed at this stage are done so having regard to the overarching requirements of fairness and impartiality and of keeping an open mind.

Local Government (Access to Information) Act 1985 - Background Papers: For further information or to inspect other background papers, please contact David Bryce on 0141 618 7892.

Prospective Planning Application

Reference No. 17/0352/NO

KEY INFORMATION

Ward

8 Johnstone South & Elderslie / 9 Johnstone North, Kilbarchan, Howwood & Lochwinnoch

Prospective Applicant

JH Civil Engineering
Per PM Associates
6 Carrickstone View
Westerwood
Cumbernauld
G68 0BB

RECOMMENDATION

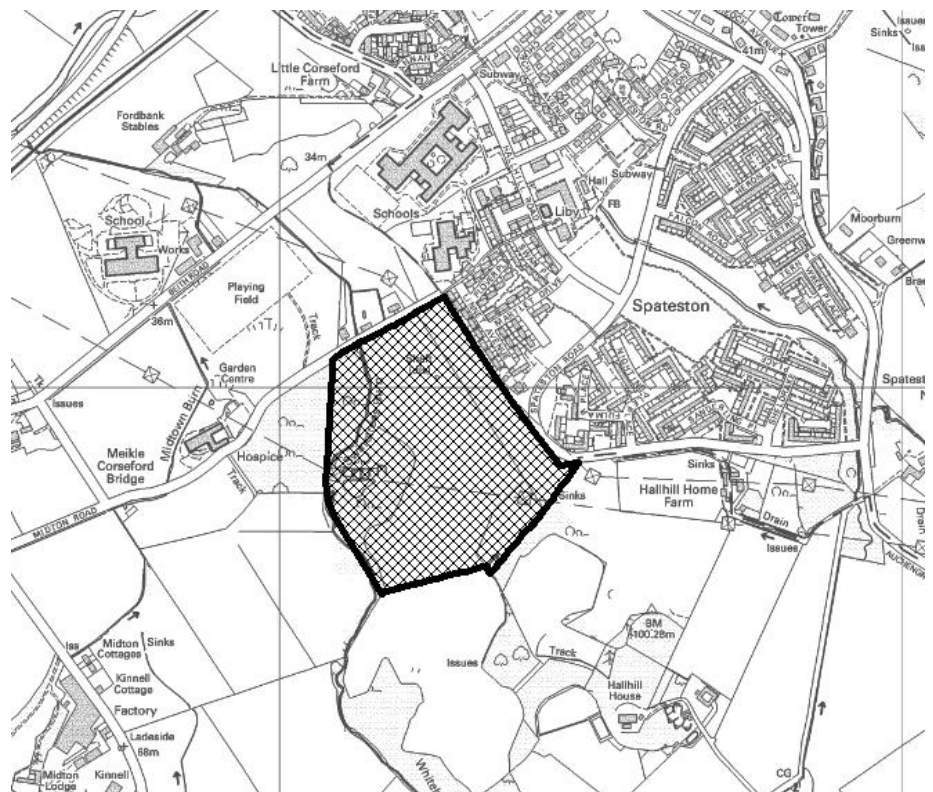
That the Board note the key issues identified to date and advise of any other issues.

Fraser Carlin
Head of Planning and Housing

Report by Director of Development and Housing Services

PROSPECTIVE PROPOSAL: ERECTION OF RESIDENTIAL DEVELOPMENT WITH ACCESS, RELATED INFRASTRUCTURE AND LANDSCAPING

LOCATION: SITE 300 METRES SOUTH OF THE HOLMS, OLD HOWWOOD ROAD, HOWWOOD, JOHNSTONE



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IDENTIFIED KEY ISSUES

- The site is identified within the adopted Renfrewshire Local Development Plan as Green Belt.

Site Description and Proposal

The site comprises an area of agricultural land, extending to approximately 12 ha, on the south west edge of Johnstone, outwith the established main settlement. To the east lies existing residential development, to the north open undeveloped land and St Anthony's Primary School, and to the north west, west and south, further Green Belt land.

It is proposed to develop the site for an undefined number of residential units, with ancillary works including the provision of infrastructure and landscaping.

Local Development Plan

The site is identified within the adopted Renfrewshire Local Development Plan as Green Belt (ENV 1).

Relevant Site History

None.

Community Consultation

The Proposal of Application Notice advises that copies of the Proposal of Application Notice were sent to Johnstone and Howwood Community Councils and that details of the public event are to be confirmed in due course.

A report, prepared by the applicant, on the results of the community consultation event will require to accompany any forthcoming application for planning permission.

Key Issues

The principal matters which would require to be assessed should the prospective application be submitted are:-

(1) The development proposal is contrary in principle to the designation of the site within the Adopted Renfrewshire Local Development Plan and any application should be supported by a justification as to why the site should be released for housing.

(2) Whether the design, layout, density, form and external finishes respect the character of the area;

(3) Whether access and parking, circulation and other traffic arrangements are acceptable in terms of road safety and public transport accessibility;

(4) Whether local infrastructure, including sewerage, drainage and educational facilities are capable of accommodating the requirements of the development proposed; and

(5) Whether there are any other environmental, policy or site specific considerations that require to be addressed.

Recommendation

That the Board note the key issues identified to date and advise of any other issues that it is considered should be brought to the attention of the prospective applicant.

Members are reminded of the advice contained in 'Guidance on the Councillors' Code of Conduct' (Standards Commission Scotland, 2011); 'Guidance on the Role of Councillors in Pre-Application Procedures' (Commissioner for Ethical Standards in Public Life in Scotland/CoSLA 2014); and 'The Planning System in Scotland: An Introduction for Elected Members' (The Improvement Service, 2011). Members must be mindful that any opinions or views expressed at this stage are done so having regard to the overarching requirements of fairness and impartiality and of keeping an open mind.

Local Government (Access to Information) Act 1985 - Background Papers: For further information or to inspect other background papers, please contact David Bryce on 0141 618 7892.

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RENFREWSHIRE COUNCIL

SUMMARY OF APPLICATIONS TO BE CONSIDERED BY
THE COMMUNITIES, HOUSING & PLANNING POLICY
BOARD ON 06/06/2017

APPN. NO: WARD:	APPLICANT:	LOCATION:	PROPOSAL:	Item No.
16/0832/PP 12 - Erskine and Inchinnan	WRC Recycling	6 Newmains Avenue, Inchinnan, Renfrew, PA4 9RR	Formation of vehicle wash area, formation of yard, erection of covered external storage areas and erection of concrete walling.	A1
RECOMMENDATION:	GRANT subject to conditions			
16/0914/PP 12 - Erskine and Inchinnan	WRC Recycling	6 Newmains Avenue, Inchinnan, Renfrew, PA4 9RR	Erection of water storage tank, pump house and valve housing.	A2
RECOMMENDATION:	GRANT subject to conditions			
16/0726/PP 12 - Erskine and Inchinnan	CALA Homes (West) Ltd	North Bar, Banchory Avenue, Inchinnan, Renfrew, PA4 9PR	Erection of residential development comprising 195 dwelling houses, with associated roads, parking and landscaping.	A3
RECOMMENDATION:	GRANT subject to conditions			
Total Number of Applications to be considered =		3		

Planning Application: Report of Handling

Application No. 16/0832/PP



Renfrewshire
Council

KEY INFORMATION

Ward

12 Erskine and Inchinnan

Applicant

WRC Recycling
6 Newmains Avenue
Inchinnan
PA4 9RR

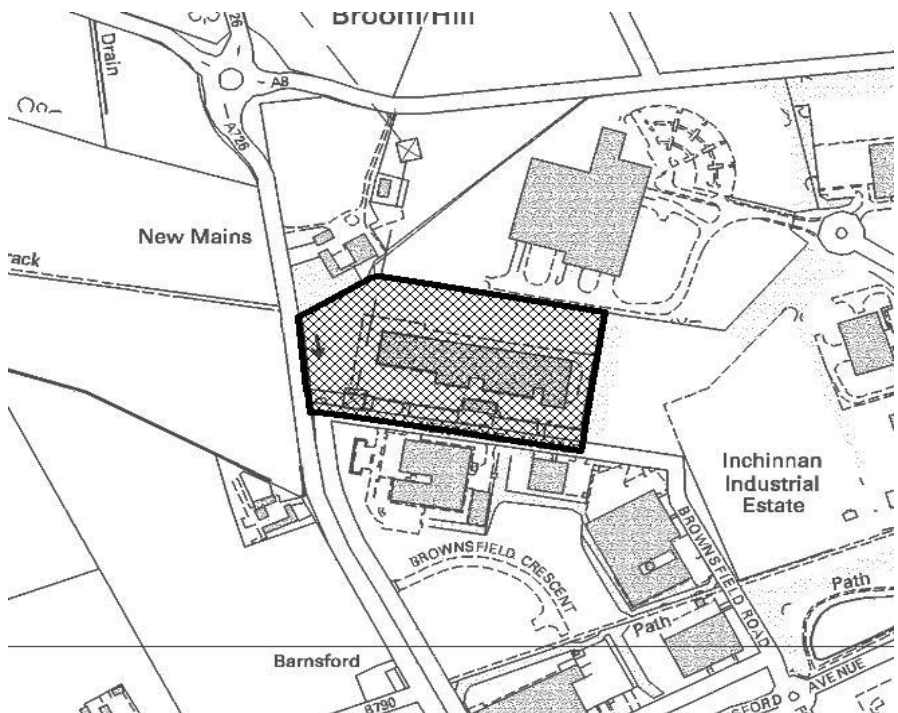
Registered: 25/11/2016

Report by Director of Development and Housing Services

PROPOSAL: FORMATION OF VEHICLE WASH AREA, FORMATION OF YARD, ERECTION OF COVERED EXTERNAL STORAGE AREAS AND ERECTION OF CONCRETE WALLING

LOCATION: 6 NEWMAINS AVENUE, INCHINNAN, RENFREW, PA4 9RR

APPLICATION FOR: PLANNING PERMISSION - FULL



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RECOMMENDATION

Grant subject to conditions.

Fraser Carlin
Head of Planning and
Housing

SUMMARY OF REPORT

- The proposals accord with national planning policy, guidance and advice and with the adopted Renfrewshire Local Development Plan.
- The proposal site lies within an area covered by Policy E1 in which industrial and business uses are appropriate.
- There has been one letter objection on the grounds of conditions attached to the previous consent, details of effluent treatment, the need for a management plan for noise, birds and pest, and the need for monitoring.
- There has been no adverse comment from the consultees in respect of traffic, drainage, airport safeguarding or other environmental matters.
- An objection has been submitted by Inchinnan Community Council on the same grounds as the individual objector.

Description

Planning permission is sought for the formation of a vehicle wash area, external yard, the erection of a covered storage area with storage bays and concrete walling at the WRC waste processing facility located on Newmains Avenue within Inchinnan Business Park.

In support of the proposal, the applicant has stated that a recent appraisal of operations at the site have identified a number of issues which require to be addressed. It is submitted that in order for the operations at the site to run effectively and conform to the requirements of industry regulation and SEPA that the vehicles operated by WRC require to be washed and cleaned on a regular basis. The vehicles also require to be parked and stored within the premises and an area to the rear of the site has been identified which meets these requirements. Additionally, it has been identified that a dedicated covered area, outwith the main building, is required to store the processed and finished product from the facility prior to sale. These products which will be baled and bagged, would then be stored in a clean environment remote from the processing areas in the main building and screened from external view.

Additionally, some deliveries to the site require to be examined for quality control purposes prior to their acceptance in the main plant. In these cases the lorries would tip their loads into the quality control bay and the materials checked prior to their acceptance. This operation requires to be undertaken externally but in a covered area and is proposed in four of the fourteen external storage bays to the rear of the site.

The application site is bounded to the north by an industrial/business building occupied by Eclipse Blinds and the Bible Centre, to the south by Newmains Avenue and on the opposite side by a building occupied by Vascutek, to the east by a

building occupied by Signature Ltd and to the west by a recently constructed office building to be used in association with the reprocessing facility. With the exception of the Bible Centre all surrounding uses are industrial in nature.

Members should note that a concurrent application for the development of a water storage tank, pumphouse and valve housing is presented for consideration at this Board.

History

14/0328/PP - Use of premises as waste reprocessing and recycling facility. Granted subject to conditions on 11/11/2014.

15/0294/PP - Re-cladding of building. Granted 25/08/2015.

15/0339/PP - Temporary siting of weighbridge and portable office building. Granted subject to conditions on 25/08/2015.

15/0534/PP - Erection of boundary wall and fencing and formation of hardstanding. Refused 09/10/2015.

15/0537/PP - Engineering operations comprising the reinstatement of land to former ground level. Granted subject to conditions on 11/09/2015.

15/0703/PP - Installation of solar panels on roof of building. Granted subject to conditions on 03/12/2015.

15/0753/PP - External alterations to front elevation and formation of ramped loading bay. Granted 17/12/2015.

16/0914/PP - Erection of water storage tank and pump house. Application currently under consideration.

Policy and Material Considerations

Development Plan - Adopted
Renfrewshire Local Development Plan
2014

Policy E1 - Renfrewshire's Economic Development Locations

New Development Supplementary
Guidance

Delivering the Economic Strategy
Strategic Economic Investment Locations

Material considerations

Planning legislation requires that planning decisions are made in accordance with the Development Plan unless material considerations indicate otherwise. In this instance the proposal requires to be assessed against the policies and guidance outlined above, the views of consultees, the extant planning permission for the site (planning application reference 14/0328/PP) and the physical attributes of the site.

Publicity

Neighbour notification has been undertaken in accordance with statute. The application was also advertised in the Paisley and Renfrewshire Gazette on 07/12/2016, with a deadline for representations to be received by 21/12/2016.

Objections/
Representations

There has been one objection to the application and the issues raised are summarised below;

1. The proposal constitutes a change of use of land in contravention of conditions attached to previous planning permission 14/0328/PP which restricted storage, sorting or processing of materials within the external yard area.
2. No effluent treatment process is defined in relation to the proposed vehicle wash.
3. This would be a fundamental change to the size of the operation requiring re-assessment by Roads, Environment, SEPA, Airport and Fire Scotland
4. A management plan would require to be updated for noise, birds and pests.
5. Audit, scrutiny and monitoring of recyclable volume/types is essential.

Consultations

Director of Community Resources (Environmental Services) - No objection

following consideration of environmental matters. A Pest Management Plan has been approved following the grant of planning consent (reference 14/0328/PP).

Director of Community Resources (Roads) - No objection following consideration of roads matters.

Director of Community Resources (Design Services) - No objection following consideration of drainage matters and the submitted DIA.

SEPA - No objection.

Scottish Water - No objection.

Nerl Safeguarding - No objection.

Glasgow Airport - No objection. A Bird Hazard Management Plan was required by condition of planning permission 14/0328/PP and is also proposed to be attached to any grant of consent.

Inchinnan Community Council - State that the proposal constitutes a change of use of land in contravention of conditions attached to previous planning permission 14/0328/PP which restricted storage, sorting or processing of materials within external yard area. No effluent treatment process is defined in relation to the proposed vehicle wash. The proposal would be a fundamental change to the size of the operation requiring re-assessment by Roads, Environment, SEPA, Airport and Fire Scotland. A management plan would require to be updated for noise, birds, pests. Audit, scrutiny and monitoring of recyclable volume/types is essential.

Summary of main issues

Environmental Statement - N/A

Appropriate Assessment - N/A

Design Statement - N/A

Access Statement - N/A

Other Assessments -

Drainage Impact Assessment - The DIA submitted by the applicant in support of the proposed development confirms that as a result of the development proposed an impermeable area at the site would be

introduced. The DIA demonstrates that the development site would be drained via a drainage system which can provide suitable attenuation storage of additional run off and that, there is capacity, following development of the site for any storm and foul water to be drained to the public drainage system.

Planning Obligation Summary - N/A

Scottish Ministers Direction - N/A

Assessment

The proposal requires to be assessed against the policies contained within the Development Plan and any other material considerations. In this case, the relevant documents of the Development Plan comprise the Adopted Local Development Plan 2014 (LDP) and the New Development Supplementary Guidance (SG).

A further relevant material consideration is the original planning permission (14/0328/PP) which granted consent for the use of the site as a waste reprocessing and recycling facility, subject to conditions restricting external storage, sorting or processing.

The application site is identified in the LDP proposals map under Policy E1 'Renfrewshire's Economic Investment Locations'. Policy E1 identifies and promotes Strategic Economic Investment Locations for the development of Class 4 Business, Class 5 General Industry and Class 6 Storage and Distribution development and ancillary service provisions and proposals within these areas require to be assessed against the criteria detailed in the Supplementary Guidance. The Supplementary Guidance considers that proposals will require to be compatible with the surrounding area, support economic growth while allowing diversification or transition into new economic sectors and should not impact on economic investment generally within the area. The Supplementary Guidance

specifically states that proposals for waste management infrastructure will be acceptable within SEILs where, amongst others, it will not have a significant impact upon amenity or operation of other uses.

Planning permission (14/0328/PP) was granted, subject to conditions, in 2014 for the use of the premises as a waste reprocessing and recycling facility and therefore this location has been established as being acceptable to accommodate this facility.

Conditions attached to that planning consent restricting external storage, sorting or processing were imposed to ensure that visual amenity was protected and that the waste facility did not undermine the amenity of the Inchinnan Industrial Estate.

The applicant's justification for the proposal now submitted is that these facilities are required in order that the site functions efficiently and to comply with waste regulations. The additional facilities now proposed would be located to the rear of the site only and screened from public views, from within the Industrial Estate, by the existing building.

The storage area would be positioned along the rear boundary of the site and would comprise covered units to match the external finishes of the existing building. The covered storage units would enable the finished product to be separated from the unfinished product and stored in a clean environment. The separate covered area would enable any non conforming waste to be sifted off and scrutinised. In this way specialised sorting and the storage of finished bales would remain within buildings and screened by a 4.5 metre high wall would not overspill onto open areas of the site. The vehicle wash area would also be located on the rear boundary screened visually and acoustically.

The use of the yard and formation of a concrete surface to the rear of the site for loading/unloading is considered preferable to such activities being visible from the road frontage. It is important that a high quality frontage onto the main roadway is retained and is not diminished by activities which are better located to the rear of the buildings. The applicant has also advised of the requirement to have the external yard area covered in concrete as it makes it easier to clean the area with a road brush and ensure that the site is maintained in a clean and tidy condition to comply with waste regulation.

The Director of Community Resources following consideration of environmental issues, drainage of the site and roads issues has no objection to the proposal and is satisfied that no conditions are required to protect amenity, that the site can be properly drained and will not impact upon flooding and that the proposal can be accommodated within the existing roads infrastructure.

Issues raised through objection are considered as follows. A wide consultation has been undertaken in relation to the proposal and no objections have been raised nor conditions recommended to require further studies to be undertaken in relation to flooding, noise, pest control or bird hazard. The applicants seek to more effectively and efficiently utilise the site and have not sought an increase in the tonnage of waste to be processed.

Following assessment of the application it is considered that external storage, sorting and processing would continue to be undertaken in covered areas screened from external view. In this respect the proposed development is protecting visual amenity and therefore the attractiveness of the Inchinnan Industrial Estate. I am therefore satisfied that the proposal is acceptable for the reasons outlined above.

It is concluded that the proposal will not have a significant impact upon amenity or

the operation of other uses within the area. As such the proposal is considered acceptable when assessed against Policy E1 and the New Development Supplementary Guidance on Economic Development Criteria and Strategic Economic Investment Locations. The proposals represent relatively small-scale functional elements required to support the operation of the larger site within which these elements will be located.

Recommendation and Reasons for Decision

In light of the above assessment, the proposal is considered to be in accordance with the provisions of the Adopted Local Development Plan and New Development Supplementary Guidance. it is therefore recommended that planning permission be granted subject to conditions.

Recommendation

GRANT SUBJECT TO CONDITIONS

Conditions & Reasons

Reason for Decision.

1. The proposal accords with the provisions of the Development Plan and there were no material considerations which outweighed the presumption in favour of development according with the Development Plan.
2. That with the specific exception of vehicle deliveries and uplifts, associated vehicle parking and vehicle manoeuvring, all other activities shall be carried out entirely within building envelopes and no storage, sorting or processing of materials or any other activities shall be undertaken within the external yard area.

Reason: In the interests of visual amenity and to ensure that the use hereby approved does not undermine the attractiveness of the Inchinnan Industrial Estate.

3. That the materials to be processed within the facility hereby approved shall be restricted to plastics, paper, metal, textiles, and timber and that the total volume of materials handled at the facility shall not exceed 22575 tonnes per annum irrespective of the combination of plastics, paper, metal, textiles and timber. For the avoidance of doubt no household or putrescible waste shall be received, handled or processed on the site in any way.

Reason: In the interests of amenity and traffic safety, to define the consent, and to ensure that the operation of the facility remains consistent with the supporting information.

4. The design, installation and operation of any plant, machinery or equipment shall be such that noise associated with the development does not exceed Noise Rating Curve NR25 between the hours of 2300 and 0700 hours and NR 35 at all other times when measured within any dwelling in the vicinity of the development.

Reason: In the interest of amenity and to protect sensitive receptors.

5. The proposal shall be implemented in compliance with the Drainage Impact Assessment prepared by Balfour Engineering Consultancy Ltd and dated 20th March 2017.

Reason: To ensure that the site is acceptably drained.

6. That before any development of the site commences a scheme of landscaping shall be submitted to and approved in writing by the Planning Authority ; the scheme shall include:- (a) details of any earth moulding and hard landscaping, grass seeding and turfing; (b) a scheme of tree and shrub planting, incorporating details of the number, variety and size of trees and shrubs to be planted; (c) an indication of all existing trees and hedgerows, plus details of those to be retained, and measures for their protection in the course of development, and (d) details of the phasing of these works;

Reason: In the interests of the visual amenity of the area.

7. That prior to development hereby permitted becoming operational, all planting, seeding turfing and earth moulding included in the scheme of landscaping and planting, approved

under the terms of condition 6 above, shall be completed; and any trees, shrubs, or areas of grass which die, are removed, damaged, or diseased within 5 years of the completion of the development, shall be replaced in the next planting season with others of a similar size and species;

Reason: In the interests of amenity.

8. Development shall not commence until a Bird Hazard Management Plan has been submitted to and approved by the Planning Authority in consultation with Glasgow Airport. The submitted plan shall include details of the management of any flat/shallow pitched/green roofs on buildings within the site which may be attractive to nesting, roosting and loafing birds. The management plan shall comply with Advice Note 8 'Potential Bird Hazards from Building Design' (available from [http://www.aoa.org.uk/operations safety](http://www.aoa.org.uk/operations%20safety)).

The Bird Hazard Management Plan shall be implemented as approved on completion of the development and shall remain in force for the life of the building. No subsequent alterations to the plan are to take place unless first submitted to and approved in writing by the Planning Authority in consultation with Glasgow Airport.

Reason: It is necessary to manage the development in order to minimise its attractiveness to birds which could endanger the safe movement of aircraft and the operation of Glasgow Airport.

Local Government (Access to Information) Act 1985 - Background Papers: For further information or to inspect any letters of objection and other background papers, please contact David Bryce on 0141 618 7892.

The site has been visited and the photographs archived.

Planning Application: Report of Handling

Application No. 16/0914/PP



Renfrewshire
Council

KEY INFORMATION

Ward

12 Erskine and Inchinnan

Applicant

WRC Recycling
6 Newmains Avenue
Inchinnan
PA4 9RR

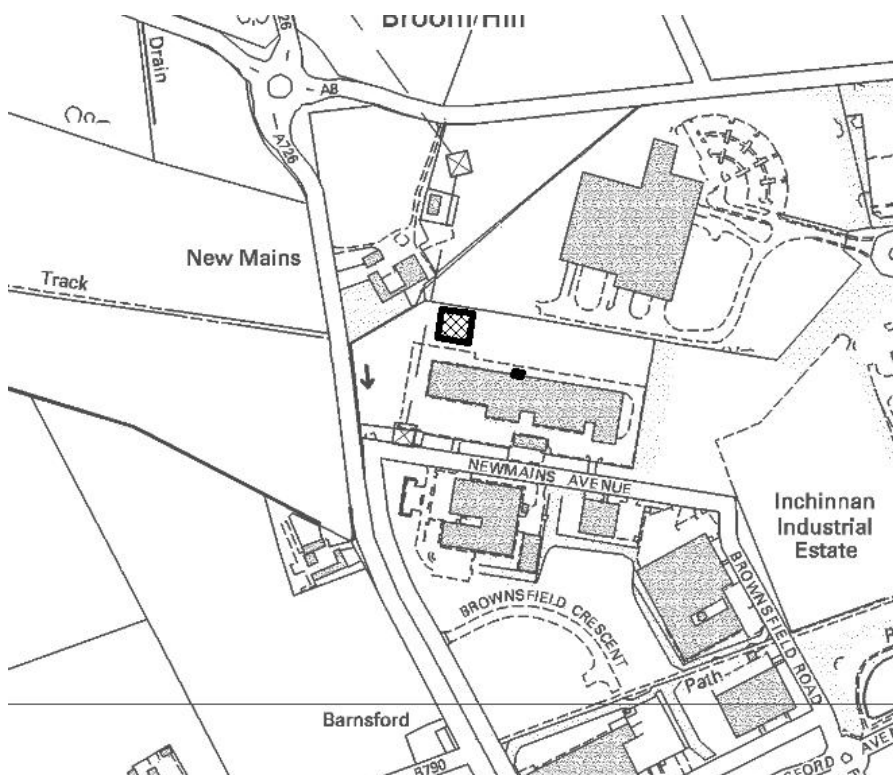
Registered: 28/12/2016

Report by Director of Development and Housing Services

PROPOSAL: ERECTION OF WATER STORAGE TANK, PUMP HOUSE AND VALVE HOUSING

LOCATION: 6 NEWMAINS AVENUE, INCHINNAN, RENFREW, PA4 9RR

APPLICATION FOR: PLANNING PERMISSION - FULL



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RECOMMENDATION

Grant subject to conditions.

Fraser Carlin
Head of Planning and
Housing

SUMMARY OF REPORT

- The proposal site lies within an area covered by Policy E1 in which industrial and business uses are appropriate.
- The proposals represent small scale ancillary development associated with the principal waste management and recycling activities to be carried out on the site.
- There has been no adverse comment from the consultees in respect of traffic, drainage, airport safeguarding or other environmental matters.
- An objection has been submitted by Inchinnan Community Council.

Description

Planning permission is sought for the erection of a water storage tank, pump house and valve housing within the grounds of the WRC waste reprocessing and recycling facility located on Newmains Avenue within Inchinnan Business Park. Planning permission for this use was granted subject to conditions in 2014, and whilst the development has commenced the use of the site has yet to be implemented. The water tank and pump house would be positioned to the rear of the site approximately 12 metres from the northern boundary. The tank would have a diameter of 13.2 metres and a height of 8 metres and the pump house would have a footprint of approximately 61 square metres and a height of 3.5 metres. The valve housing would be positioned close to the rear elevation of the waste processing building and would have a footprint of 6 square metres and a height of 2.4 metres.

The applicant has stated that for insurance and safety purposes WRC require to install a fire suppressant system throughout the main building. This sprinkler system requires a large water storage tank to be provided at the site, together with associated plant comprising a pump house and a small control valve housing. It has been indicated that as part of the proposal a landscaping scheme would be undertaken which would include extensive bunding to the west of the application site and a mixture of extensive tree and shrub planting on the northern boundary. Detailed landscaping proposals to screen the proposed apparatus from external view have not been submitted with the application but could be required by the imposition of an appropriately worded condition should planning permission be granted.

Access to the site will remain as existing.

The application site is bounded to the north by the Bible Centre accessed from Barnsford Road, to the south by

Newmains Avenue and on the opposite side by a building occupied by Vascutek, to the east by a building occupied by Signature Ltd and to the west by a recently constructed office building to be used in association with the WRC reprocessing facility.

History

14/0328/PP - Use of premises as waste reprocessing and recycling facility. Granted subject to conditions on 11/11/2014.

15/0294/PP - Re-cladding of building. Granted 25/08/2015.

15/0339/PP - Temporary siting of weighbridge and portable office building. Granted subject to conditions on 25/08/2015.

15/0534/PP - Erection of boundary wall and fencing and formation of hardstanding. Refused 09/10/2015.

15/0537/PP - Engineering operations comprising the reinstatement of land to former ground level. Granted subject to conditions on 11/09/2015.

15/0703/PP - Installation of solar panels on roof of building. Granted subject to conditions on 03/12/2015.

15/0753/PP - External alterations to front elevation and formation of ramped loading bay. Granted 17/12/2015.

16/0832/PP - Formation of vehicle wash area, formation of yard, erection of covered external storage areas and erection of concrete walling. Application currently under consideration.

Members should note that an associated application (reference 16/0832/PP) for the formation of a vehicle wash area, formation of yard and erection of covered external storage areas, is included for consideration on this agenda.

**Policy and Material
Considerations**

Development Plan - Adopted
Renfrewshire Local Development Plan
2014

Policy E1 - Renfrewshire's Economic
Development Locations

New Development Supplementary
Guidance

Delivering the Economic Strategy
Strategic Economic Investment Locations

Material considerations

Planning legislation requires that planning decisions are made in accordance with the Development Plan unless material considerations indicate otherwise. In this instance the proposal requires to be assessed against the policies and guidance outlined above, the views of consultees, the extant planning permission for the site and the physical attributes of the site.

Publicity

Neighbour notification has been undertaken in accordance with statute. The application was also advertised in the Paisley and Renfrewshire Gazette on 25/02/2017, with a deadline for representations to be received by 09/03/2017.

**Objections/
Representations**

None received.

Consultations

**Director of Community Resources
(Environmental Services)** - No comments following consideration of environmental matters.

**Director of Community Resources
(Roads)** - No objection following consideration of roads matters.

**Director of Community Resources
(Design Services)** - No objection

following consideration of drainage matters.

Scottish Water - No objection.

Nerl Safeguarding - No objection.

Glasgow Airport - No objection.

Inchinnan Community Council - State that increases to the operations external to the building were never envisaged at the original application and if this facility is required for reasons of fire safety then Fire Scotland should have recommended an appropriate condition. There is no indication whether the facility will also be used for commercial purposes including washing processes for vehicles and waste, which could have a detrimental effect of the environment.

Assessment

The proposal requires to be assessed against the policies contained within the Development Plan and any other material considerations. In this case, the relevant documents of the Development Plan comprise the Adopted Local Development Plan 2014 (LDP) and the New Development Supplementary Guidance (SG).

The application site is identified in the LDP proposals map under Policy E1 'Renfrewshire's Economic Investment Locations'. Policy E1 identifies and promotes Strategic Economic Investment Locations for the development of Class 4 Business, Class 5 General Industry and Class 6 Storage and Distribution development and ancillary service provisions and proposals within these areas require to be assessed against the criteria detailed in the Supplementary Guidance. The Supplementary Guidance considers that proposals will require to be compatible with the surrounding area, support economic growth while allowing diversification or transition into new economic sectors and should not impact on economic investment generally within

the area. The Supplementary Guidance specifically states that proposals for waste management infrastructure will be acceptable within SEILs where, amongst others, it will not have a significant impact upon amenity or the operation of other uses.

Planning permission (14/0328/PP) was granted, subject to conditions, in 2014 for the use of the premises as a waste reprocessing and recycling facility and this location has been established as being acceptable to accommodate this facility. The applicant has advised that to enable the approved use at the site to commence, a water storage tank, pump house and valve housing are required as an ancillary element of the operations previously granted planning permission. The water storage tank and pump house would not expand operations to the external area of the site nor increase the volume of waste to be processed. I am satisfied therefore that the proposal would not conflict with the conditions applied to the original grant of planning permission.

The water tank would be located within the service yard to the rear of the building and would be screened from external view by the industrial unit and by bunds and landscaping which are proposed to be formed on open land to the north of the application site between the waste processing building and the newly constructed offices. This would screen the tank from public view from within the Industrial park and from Barnsford Road outwith the park. This bund would also screen the tank and pump house from the rear boundary and the Bible Centre beyond. A landscaping scheme will establish further screening and place the development within a landscaped setting. This would form a condition of any permission granted.

The issues raised through consultation have been discussed within the main body of this report.

It is concluded that the proposal would not have a significant impact upon amenity or the operation of other uses within the area. As such the proposal is considered acceptable development when assessed against Policy E1 and the New Development Supplementary Guidance on Economic Development Criteria and Strategic Economic Investment Locations. The proposals represent relatively small-scale functional elements required to support the operation of the larger site within which these elements will be located.

Recommendation and Reasons for Decision

In light of the above assessment, the proposal is considered to be in accordance with the provisions of the Adopted Local Development Plan and New Development Supplementary Guidance. It is therefore recommended that planning permission be granted subject to conditions.

Recommendation

GRANT SUBJECT TO CONDITIONS

Conditions & Reasons

Reason for Decision.

1. The proposal accords with the provisions of the Development Plan and there were no material considerations which outweighed the presumption in favour of development according with the Development Plan.

2. That with the specific exception of vehicle deliveries and uplifts, associated vehicle parking and vehicle manoeuvring, all other activities shall be carried out entirely within the building envelopes and no storage, sorting or processing of materials or any other activities shall be undertaken within the external yard area.

Reason: In the interests of visual amenity and to ensure that the use hereby approved does not undermine the attractiveness of the Inchinnan Industrial Estate.

3. That the materials to be processed within the facility hereby approved shall be restricted to plastics, paper, metal, textiles, and timber and that the total volume of materials handled at the facility shall not exceed 22575 tonnes per annum irrespective of the combination of plastics, paper, metal, textiles and timber. For the avoidance of doubt no household or putrescible waste shall be received, handled or processed on the site in any way.

Reason: In the interests of amenity and traffic safety, to define the consent, and to ensure that the operation of the facility remains consistent with the supporting information.

4. The proposal shall be implemented in compliance with the Drainage Impact Assessment prepared by Balfour Engineering Consultancy Ltd and dated 20th March 2017.

Reason: To ensure that the site is acceptably drained.

5. The design, installation and operation of any plant, machinery or equipment shall be such that noise associated with the development does not exceed Noise Rating Curve NR25 between the hours of 2300 and 0700 hours and NR 35 at all other times when measured within any dwelling in the vicinity of the development.

Reason: In the interest of amenity and to protect sensitive receptors.

6. That before any development of the site commences a scheme of landscaping shall be submitted to and approved in writing by the Planning Authority ; the scheme shall include:- (a) details of any earth moulding and hard landscaping, grass seeding and turfing; (b) a scheme of tree and shrub planting, incorporating details of the number, variety and size of trees and shrubs to be planted; (c) an indication of all existing trees and hedgerows, plus details of those to be retained, and measures for their protection in the course of development, and (d) details of the phasing of these works;

Reason: In the interests of the visual amenity of the area.

7. That prior to development hereby permitted becoming operational, all planting, seeding turfing and earth moulding included in the scheme of landscaping and planting, approved

under the terms of condition 6 above, shall be completed; and any trees, shrubs, or areas of grass which die, are removed, damaged, or diseased within 5 years of the completion of the development, shall be replaced in the next planting season with others of a similar size and species;

Reason: In the interests of amenity.

8. That prior to the commencement of development, details of the colour of the water tank hereby proposed should be submitted for the written approval of the Planning Authority and thereafter implemented as approved.

Reason: In the interests of the amenity of the site and surrounding area.

Local Government (Access to Information) Act 1985 - Background Papers: For further information or to inspect any letters of objection and other background papers, please contact David Bryce on 0141 618 7892.

The site has been visited and the photographs archived.

Planning Application: Report of Handling

Application No. 16/0726/PP



Renfrewshire
Council

KEY INFORMATION

Ward

12 Erskine and Inchinnan

Applicant

CALA Homes (West) Ltd
Cairnlee House
Callendar Business Park
Callendar Road
Falkirk
FK1 1XE

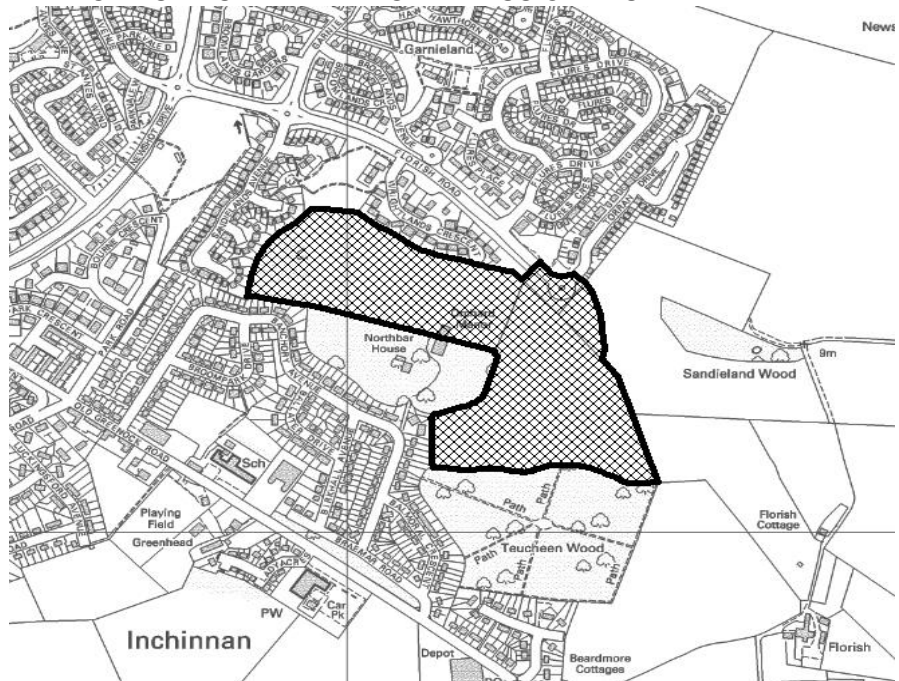
Registered: 03/11/2016

Report by Director of Development and Housing Services

PROPOSAL: ERECTION OF RESIDENTIAL DEVELOPMENT COMPRISING 195 DWELLING HOUSES, WITH ASSOCIATED ROADS, CAR PARKING AND LANDSCAPING

LOCATION: NORTH BAR, BANCHORY AVENUE, INCHINNAN, RENFREW, PA4 9PR

APPLICATION FOR: PLANNING PERMISSION - FULL



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RECOMMENDATION

Grant subject to conditions.

Fraser Carlin
Head of Planning and
Housing

SUMMARY OF REPORT

- The proposals accord with the adopted Renfrewshire Local Development Plan and are consistent with the Policy P1 'Places' and Policy P3 'Additional Housing Sites' designation within which the site is included in Renfrewshire's Housing Land Supply.
- There have been one hundred and fifty two individual letters of objection and two petitions containing 1304 and 13 signatures respectively, relating to effect on character; traffic and access arrangements; privacy and overshadowing; drainage and flooding; green belt designation; infrastructure capacity; impact on wildlife; and adequacy of supporting information and consultation.
- There has been no adverse comment from the statutory consultees in respect of traffic, drainage, biodiversity, ground conditions, infrastructure etc.
- The form, design, density and layout of the development are considered to be acceptable; and all major infrastructure requirements have been appropriately considered.

Description

Planning consent is sought for the erection of a residential development on a site bounded by Northbar House, Orchard Manor and Teucheen Woods to the south, Wrightlands Crescent and Florish Road to the north and Sandielands Avenue to the west. A hedgerow defines the eastern boundary with open fields and agricultural land forming the designated Green Belt beyond.

The proposed development would comprise 195 dwellings with vehicular access proposed off an existing roundabout to the south of Florish Road. These would comprise of a mix of 2-storey detached and terraced units and 3-storey townhouses.

The site extends to approximately 11.8 hectares and whilst currently in agricultural use the site is identified in the LDP proposals map under Policy P3 'Additional Housing Sites'. Policy P3 states that the Council will support and encourage residential development on these sites. These sites have emerged through the public examination of, and Public Local Inquiry into, the Renfrewshire Local Development Plan.

Within the application site boundary lies an established woodland, covered by a Tree Preservation Order. The applicant intends to retain this area of woodland as part of the current application, which would be complemented by additional open space throughout the development.

Over the extents of the site there are varying ground levels, which has informed the proposed layout. In addition, the applicant has sought to integrate the development with existing residential areas through the introduction of enhanced path networks and connectivity.

History

14/0177/NO - Proposal of Application Notice for residential development. Accepted March 2014.

15/0052/EO - Request for screening opinion. Environmental Assessment confirmed not to be required, February 2015.

15/0085/NO - Proposal of Application Notice for the erection of residential development and associated landscaping, roads and drainage infrastructure. Accepted March 2015.

Policy and Material Considerations

Glasgow and the Clyde Valley Strategic Development Plan 2012

Strategy Support Measure 1: Delivering the Spatial Development Priorities

Strategy Support Measure 10: Housing Development and Local Flexibility

Diagram 3: Spatial Development Strategy and Indicative Compatible Development

Diagram 4: Sustainable location assessment

Clydeplan's - Strategic Development Plan Proposed Plan (2016)

The Proposed SDP is a material consideration as it is the settled view of the Clydeplan Authority.

Policy 1: Placemaking

Policy 7: Joint Action Towards the Delivery of New Homes

Policy 8: Housing Land Requirement

Policy 16: Managing Flood Risk and Drainage

Policy 18: Strategic Walking and Cycling Network

Table 1: Placemaking Principles

Schedule 14: Strategic Scales of Development

Diagram 11: Assessment of Development Proposals

Adopted Renfrewshire Local Development Plan 2014

Policy P3: Additional Housing Sites

Policy P1: Renfrewshire's Places

Policy ENV1: Green Belt

Policy I5: Flooding and Drainage
Policy ENV2: Natural Heritage

New Development Supplementary Guidance

Delivering the Places Strategy: Places Development Criteria and Places Checklist

Delivering the Environment Strategy: Green Belt; Trees, Woodland and Forestry; Local Designations: Sites of Importance for Nature Conservation (SINCs)/Local Nature Reserves (LNR); and Scheduled Ancient Monuments & Archaeological Sites

Delivering the Infrastructure Strategy: Flooding and Drainage

Material considerations

Renfrewshire's Places Residential Design Guide 2015

Planning legislation requires that planning decisions are made in accordance with the Development Plan unless material considerations indicate otherwise. In this case the proposal requires to be considered against the policies and guidance set out above, the physical attributes of the site, the comments of the consultees and any objections received.

Publicity

Neighbour notification has been carried out in accordance with statute. The application was also advertised in the Paisley and Renfrewshire Gazette, with a deadline for representations to be received of 25 November 2016.

**Objections/
Representations**

Two petitions have been received from Abbeyfield Residents Association. The first includes 1304 signed pro-forma letters and the second 13 signatories. It should be noted that one further letter was included within the first petition however as this contained additional comments to the pro-forma letter it has been considered as an individual objection to the proposals.

The substance of objections raised within the petitions relate to policies within Renfrewshire Council's previously approved Local Development Plan 2006. Objection is also raised in relation to congestion resulting from additional traffic associated with residential development; that the existing residential areas would not be enhanced by the development; that ecological features would be impacted upon; that existing properties would be overlooked; that green belt would be destroyed; the density of the housing proposed; loss of trees; potential disruption from noise and pollution, particularly in relation to increased traffic volumes; drainage; maintenance of the roundabout at the proposed access; the impact on biodiversity and bats; and archaeological interests.

One hundred and fifty two individual letters of representation have also been received, the substance of the objections can be summarised as follows:-

1. No traffic assessment or green travel plan has been provided and the proposed access would appear to be unacceptable. Traffic volume increase is also considered to be unacceptable due to existing infrastructure and potential impacts on road safety.
2. Insufficient measures have been undertaken to raise awareness of this development and further information on the neighbour notification procedure is required.
3. The Council's Planning Committee should be determining this application, with details of the meeting made available, including whether or not objectors may address the Committee.
4. The proposal will have an environmental impact resulting in disruption, noise, dust and upheaval, which may impact upon the health of local residents.

5. There are not enough local amenities and there is insufficient infrastructure (drainage) to serve the development, including school places. The applicant has not provided information on school capacity in support of the application.

6. The development is unnecessary given the proximity of the site to Dargavel Village.

7. The development is contrary to 2006 Local Development Plan in respect of the loss of Green Belt land.

8. The proposed development will not provide affordable or social housing.

9. Privacy would be affected, with the potential for overlooking and overshadowing impact resulting from the development. Appropriate boundary treatments should be considered.

10. This is an historic site of archaeological significance.

11. there is an absence of access to the existing woodland bordering Sandielands Avenue and surrounding areas and uncertainty as to who shall be responsible for its ongoing maintenance.

12. The proposed development represents overdevelopment of land dividing the village of Inchinnan and the town of Erskine and is unacceptable in terms of visual impact and impact on the character of the neighbourhood.

13. The development could result in anti-social problems.

14. Proposals for this site have previously been rejected.

15. The development may have impacts on the safety of children playing.

16. This development shall reduce the value of existing properties in the area.

17. The density of the development is greater than was allocated for this location in the Local Development Plan and no defensible green belt boundary has been demonstrated.

18. The decision to remove the site from green belt should be considered a flawed decision and be reversed.

19. The types of houses proposed are not in accordance with what was shown at the public consultation events held by the applicant during the pre-application consultation.

20. The proposals are contrary to the Council's Local Plan Policy ENV2 and will have a negative impact on biodiversity and wildlife, which should be subject to Environmental Impact Assessment procedure. Tree Protection measures should also be implemented to protect biodiversity and wildlife.

21. Land ownership at the roundabout and adjacent to private garden areas is queried.

In support of the application, representation has been received which welcomes the building of these homes for the area.

Consultations

Director of Community Resources (Environmental Services) - No objections, subject to the submission of a site investigation report, remediation method statement/strategy and verification report.

Director of Community Resources (Design Services) - No objections, subject to a condition requiring the resubmission of the Drainage Report for approval, prior to the commencement of development, incorporating Scottish Water's developer assessment conclusions, inclusive of any resulting amended proposals as required.

Director of Community Resources (Roads Traffic) - No objections.

Glasgow Airport Safeguarding - No objections.

West of Scotland Archaeology Service - No objections, subject to a condition requiring the submission of a programme of archaeological works.

Scottish Environmental Protection Agency - No objections.

The Coal Authority - No objections.

Scottish Natural Heritage - No objections.

Strathclyde Partnership for Transport - Recommend that conditions be attached to any consent given requiring the provision of additional footpath linkages, connecting to the surrounding area; that a sustainable transport strategy be produced; and that travel information packs be made available to occupants of each dwelling.

Inchinnan Community Council - Object to the proposal and include a petition with three hundred and eighty six pro-forma signed letters of objection. It should be noted that four further letters were included within this petition however as these contained additional comments to the pro-forma letter they have been considered as individual objections to the proposals. The objections raised within the submission include concerns in relation to congestion resulting from additional traffic associated with residential development; that the existing residential areas would not be enhanced by the development; that ecological features would be impacted upon; that existing properties would be overlooked; and that green belt would be destroyed. The content of the pro-forma letter makes specific reference to the contravention of policies within the previous Renfrewshire Local Development Plan 2006.

Summary of main issues

Drainage Report - Confirms no flood risk has been identified as a result of the development.

Transport Assessment - Concludes that the proposed development can be made accessible to the surrounding walking and bus networks. Junctions surrounding the proposed development are predicted to have sufficient capacity to accommodate additional traffic generated by the proposed development and that the proposed development complies with the relevant transport related policies of SPP and the Adopted Local Development Plan.

Environmental Statement - The application proposal was screened under the terms of the Town and Country Planning (Environmental Impact Assessment) (Scotland) Regulations 2011, to determine the requirement for an Environmental Statement to be submitted with any future planning application. It was concluded that although the proposal falls within Schedule 2 of the Town and Country Planning (Environmental Impact Assessment) (Scotland) Regulations 2011, it is not likely that the proposed development would have a significant environmental impact which would require an Environmental Assessment.

Design and Access Statement - Provides a brief history to the site and its location. The document also considers the proposals against the relevant planning policies and guidance, with regard to access arrangements/provision, layout, landscaping and access to open space. In terms of design, the applicant has considered built form in conjunction with environmental integration and enhancement.

Extended Phase 1 Habitat Survey 201 and Updated Protected Species Survey 2016 - The updated Protected Species Survey for the site and a visual inspection of surrounding land found no evidence of roosting bats or badgers, although a

disused bird nest was recorded in a mature oak tree as was a squirrel drey.

Tree Survey and Arboricultural Constraints

- A Tree Survey has been provided which assessed all trees within the survey boundary. These trees are the subject of a Tree Preservation Order (T.P.O.) The document provides a condition report of trees within the site and advises that due to soil compaction a number of trees have been lost in the area over the years. Those which remain often show suppressed vigour. Recommendations for maintenance, including limited felling are proposed based on the survey findings.

Archaeological Desk-Based Assessment -

Indicates that there is evidence for medieval occupation within the study area, surrounding the development site. As the development site comprises agricultural fields that have not been occupied intensively since records were made, there is the potential for archaeological remains. Given this potential, it is advised that an archaeological survey and trench evaluation should be undertaken to demonstrate the survival or otherwise of remains on site.

Proposal of Application Consultation Report -

The applicant submitted a Proposal of Application Notice (15/0085/NO) to the Council on 11 February 2015. This required a public consultation process prior to the submission of any planning application. The subsequently submitted consultation report provides an overview of all pre-application consultations which have been undertaken, including details of a pre-application consultation event held on 24 June 2015. The public consultation event was held at The Whuppity Scourie, Bridgewater Centre, Erskine, with the Local Community Councils (Erskine and Inchinnan) and Local Members invited and the event open to all interested parties. The summary states that attendees were generally unsupportive of the development, with concerns raised at the

loss of greenbelt; the number of houses proposed; access arrangements; and traffic generation.

Coal Mining Risk Assessment - Has considered recorded geology within the site and mining conditions. No mining entries have been recorded within or in close proximity to the site. Vigilance is recommended during site works for any unrecorded mine entries and where these exist, features should be secured by grouting and/or capping.

Appropriate Assessment - N/A

Planning Obligation Summary - N/A

Scottish Ministers Direction - N/A

Assessment

The proposal requires to be assessed against the policies contained within the Development Plan and any other material considerations. In this case the relevant documents of the Development Plan comprise the Glasgow and the Clyde Valley Strategic Development Plan 2012 and Clydeplan's - Strategic Development Plan Proposed Plan (2016); and the Adopted Renfrewshire Local Development Plan 2014 (LDP) and the New Development Supplementary Guidance (SG).

The proposals accord with the strategic development plan (2012) policies including:-

- Strategy Support Measure 1 through consistency with the Adopted Local Development Plan;
- Strategy Support Measure 10 by maintaining an effective 5-year housing land supply;
- Diagram 3 in terms of compatible development; and
- Diagram 4 in terms of sustainable location through local development plan assessment.

The proposals accord with the strategic development plan proposed plan (2016) policies including:-

- Policy 1 in terms of complying with appropriate placemaking principles;
- Policy 7 in terms of contributing towards the delivery of new homes;
- Policy 8 in terms of the requirement to provide a generous supply of land for housing;
- Policy 16 in terms of having demonstrated appropriate management of flood risk and drainage;
- Policy 18 in terms of pedestrian and cycle connectivity;
- Table 1 in terms of the layout observing the necessary placemaking principles;
- Schedule 14 in terms of being a strategic scale of development which does not conflict with the vision and spatial development strategy; and
- Diagram 11 by according with the tests set out for the assessment of development proposals.

The application site is identified in the LDP proposals map under Policy P3 'Additional Housing Sites'. Policy P3 states that the Council will support and encourage residential development on these sites, as identified in Schedule 1 and 2, as additional allocated housing sites to meet identified housing requirements. Schedule 2 identifies the application site as having an indicative capacity of 200 units. The development of these sites requires to comply with the criteria set out in the New Development Supplementary Guidance.

The New Development Supplementary Guidance, Places Development Criteria, sets out a number of criteria which new residential developments are required to meet. It considers that development proposals require to ensure that the layout, built form, design and materials of all new developments will be of a high quality; density will require to be in keeping with the surrounding areas;

surrounding land uses should not have an adverse effect on the proposed residential development and that development proposals should create attractive and well connected street networks which will facilitate movement. In addition, Renfrewshire Places Design Guide sets out standards in relation to separation distances, layouts, parking provision and open space. Assessing the development in terms of these criteria, the following conclusions can be made.

Development density is considered appropriate to this location and fits with the surrounding area. The form, layout, design and scale of the proposal are all commensurate with the surrounding area which is mixed in terms of age, design, materials and size, given the location of the site between Inchinnan and Erskine.

The orientation of individual houses is mixed respecting the site constraints. The palette of materials to be used reflects those found in the wider area which will assist in assimilating the development into its location. The internal layout of the development aims to reduce traffic speeds and protect road safety to the satisfaction of the Director of Community Resources (Roads Traffic).

Given the positioning of dwellings within the layout, there would be no potential for direct overlooking or impact on privacy to neighbouring dwellings. Although it is acknowledged that there are ground level differences between the proposed development and existing dwellings on Wrightlands Crescent, sufficient separation distances have been demonstrated to reduce impact. Landscaping buffers and tree retention within the development would also preclude the possibility for overlooking to an unacceptable degree of existing residential development surrounding the site.

Appropriate levels of open space and play provision are incorporated within the

application site boundary, with established woods to the north-west and south, to which the applicant has demonstrated access. The site also benefits from an acceptable degree of enclosure provided by wooded and landscaped boundaries to the east and south west which assist in establishing a defensible green belt boundary between the development itself and the wider designated green belt land to the east.

With regard to Policy ENV2, the development adjoins a Site of Importance for Nature Conservation (SINC) at Teuchean Woods. Whilst the applicant's supporting information does not anticipate impact on protected species, SNH has recommended a number of practices to be implemented in accordance with protected species legislation should the site be developed.

In relation to the Tree Preservation Order covering areas of the site, the applicant has submitted a Tree Survey Report in support of the application which considers maintenance works to trees within the development and to Teuchan Wood to the south, and demonstrates the retention of the woodland to the west of the site. Overall, having considered the findings of the Tree Survey Reports which include the requirement for limited felling, the works proposed are considered acceptable to ensure the longer term viability of the woodlands and to allow them to continue to contribute to the landscape character of Erskine and Inchinnan alike.

Policy I5, and the Flooding and Drainage Supplementary Guidance, set out a series of criteria which require to be considered. These generally require minimum standards to reduce the risk of flooding in new developments and to ensure that the risk of flooding is fully considered in the assessment of new development proposals. The applicants have through the submission of a Drainage Report demonstrated that the buildings and persons occupying the developed site

would not be put at risk from flooding. The Director of Community Resources (Design Services) is satisfied that an appropriate condition can be imposed to ensure that it can be demonstrated that the site can be satisfactorily drained prior to the commencement of development.

In terms of the Supplementary Guidance on infrastructure design the proposals are considered to demonstrate an acceptable layout with appropriate access, parking and pedestrian arrangements. The Director of Community Resources (Roads Traffic) is satisfied that the proposal adequately addresses parking, access and traffic requirements.

The availability of services including adequate education capacity within schools was considered when the site was identified for release through the LDP process.

As the site has the potential to be of archaeological significance, it has been recommended by the West of Scotland Archaeology Service, that a programme of archaeological works be undertaken prior to the commencement of any development works on site, should consent be issued. This can be ensured through the imposition of a safeguarding planning condition on any grant of planning permission.

In addressing the points raised by the objectors above which have not been assessed within the main body of this report, both Erskine and Inchinnan Community Councils have been consulted on the application. A Screening Opinion on the proposals determined that a formal Environmental Impact Assessment submission would not be required for the development.

A Transport Assessment has been available to view online and at the Council offices since its submission. Neighbour notification and advertisement of the

application has been carried out in accordance with statute.

In terms of statutory procedures, including consultation, notification and publicity, these have all been undertaken and this application requires to be determined by the Planning and Policy Board of the Council, given its categorisation as 'major' development.

Having consulted with the Director of Community Resources (Environmental Services) no objections have been raised in respect of environmental impacts from noise, dust or upheaval.

In relation to development at Dargavel Village, each application is considered in its own merit and this site is also identified as an additional housing site within the Adopted Local Development Plan 2014. The proposed land use is therefore considered to be acceptable. Reference to the 2006, previous Renfrewshire Local Development is superseded. The site is no longer identified as green belt and is allocated for residential development.

Anti-social behaviour, property values and land ownership disputes are not material considerations in the assessment of planning applications and require to be addressed by the police or as civil matters between the parties concerned.

With regard to affordable housing, Renfrewshire Council does not impose a specific policy obligation in relation to the delivery of affordable homes, however it is considered that adequate provision is being made elsewhere within Renfrewshire for the necessary provision of affordable homes.

Recommendation and Reasons for Decision

In light of the foregoing, it is considered that the proposals are acceptable and represent acceptable development, having regard to the relevant development plan policies and associated guidance. It is

therefore recommended that planning permission be granted subject to conditions.

Recommendation

GRANT SUBJECT TO CONDITIONS

Conditions & Reasons

Reason for Decision.

1. The proposal accords with the provisions of the Development Plan and there were no material considerations which outweighed the presumption in favour of development according with the Development Plan.

2. Prior to the commencement of construction works on any dwelling house, the developer shall provide for the written approval of the Planning Authority full details the Locally Equipped Play Area (LEAP) area hereby approved. The details shall demonstrate that the layout, access and equipment are suitable for use by children of all abilities and that an appropriate number of inclusive items of play equipment are installed. Thereafter, prior to occupation of the final residential unit, hereby approved, the developer shall complete for use, the provision of the LEAP area in accordance with the detail finally approved. Maintenance of the play area finally approved, shall be in accordance with a scheme to be agreed between the developer and the individual occupiers of the development or a factor appointed to act on their behalf.

Reason: In the interests of residential amenity.

3. That prior to occupation of the last dwellinghouses within the development hereby permitted, all planting, seeding turfing and earth moulding included in the scheme of landscaping and planting, hereby approved, shall be completed; and any trees, shrubs, or areas of grass which die, are removed, damaged, or diseased within 5 years of the completion of the development, shall be replaced in the next planting season with others of a similar size and species.

Reason: In the interests of amenity.

4. Prior to the commencement of construction works on any dwelling house, the developer shall provide for the written approval of the Planning Authority, full details and/or samples of the facing materials to be used on all external walls and roofs of the dwellings hereby approved. Thereafter only the approved materials shall be used in the development of the site.

Reason: These details have not been submitted.

5. That no development shall take place within the development site as outlined in red on the approved location plan, until the developer has secured the implementation of a programme of archaeological works in accordance with a written scheme of investigation which has been submitted by the applicant, and approved in writing by the Planning Authority. Thereafter, the developer shall ensure that the programme of archaeological works is fully implemented and that all recording and recovery of archaeological resources within the development site is undertaken to the satisfaction of the Planning Authority.

Reason: In order to quantify the effect of the development on the historic environment, and to allow a methodology to be developed to mitigate this impact, should this prove necessary.

6. That no development shall commence on site, until the developer submits for the written approval of the Planning Authority:-

a) a site investigation report (characterising the nature and extent of any soil, water and gas contamination within the site); and, if remedial works are recommended therein

b) a remediation strategy/method statement identifying the proposed methods for implementing all remedial recommendations contained within the site investigation report, all prepared in accordance with current authoritative technical guidance.

Reason: To ensure the site will be made suitable for its proposed use.

7. Prior to occupation of any unit identified within an identified phase of development, the developer shall submit for the written approval of the Planning Authority:-

a) a Verification Report confirming completion of the works specified within the approved Remediation Strategy for that phase of development; or

b) if remediation works are not required but soils are to be imported to the site, a Verification Report confirming imported soils are suitable for use on the site.

Reason: To demonstrate that the works necessary to make the site suitable for use have been completed.

8. That the occupants of each dwellinghouse hereby approved, shall be provided with a travel information pack which incorporates sustainable travel information, including the location of local services and facilities upon occupation.

Reason: In the interests of sustainable development.

9. Prior to the commencement of any development works on site, the developer shall submit for the written approval of the Planning Authority a revised Drainage Report, incorporating Scottish Water's developer assessment conclusions, inclusive of any amended proposals, as necessary.

Reason: To ensure effective and sustainable drainage provision and flood risk management.

Local Government (Access to Information) Act 1985 -
Background Papers: For further information or to inspect any letters of objection and other background papers, please contact David Bryce on 0141 618 7892.

The site has been visited and the photographs archived.