

Notice of Meeting and Agenda Communities and Housing Policy Board

Date	Time	Venue
Tuesday, 22 August 2023	13:00	Council Chambers (Renfrewshire), Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

MARK CONAGHAN
Head of Corporate Governance

Membership

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

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

Hybrid Meeting

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

Members of the Press and Public

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

Further Information

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

A copy of the agenda and reports for this meeting will be available for inspection prior to the meeting at the Customer Service Centre, Renfrewshire House, Cotton Street, Paisley and online

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

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

Webcasting of Meeting

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

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

Apologies

Apologies from members.

Declarations of Interest and Transparency Statements

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

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| | Minute of meeting of the Police and Fire & Rescue Services Scrutiny Sub-committee held on 16 May 2023. | |
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| | Report by Director of Finance & Resources. | |
| 3 | Building Communities, Greenspaces, Parks & Play Areas, and Villages Investment Fund Update | 17 - 28 |
| | Report by Chief Executive. | |
| 4 | Scottish Social Housing Charter - Annual Return 2022/23 | 29 - 56 |
| | Report by Director of Environment, Housing and Infrastructure. | |
| 5 | Draft Renfrewshire Strategic Housing Investment Plan 2024/29 | 57 - 90 |
| | Report by Director of Environment, Housing and Infrastructure. | |
| 6 | Housing – Tackling Dampness, Mould and Condensation | 91 - 96 |
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| | Report by Director of Environment, Housing and Infrastructure. | |

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	Report by Director of Environment, Housing and Infrastructure.	
9	Housing Energy Efficiency and Carbon Reduction Programmes: 2023/24 Award of Funding	125 - 130
	Report by Director of Environment, Housing and Infrastructure.	
10	Business Regulation Service Plan 2023/24	131 - 170
	Report by Director of Environment, Housing and Infrastructure.	
11	Housing (Scotland) Act 1987- Representation in Respect of a House Failing to Meet the Tolerable Standard	171 - 176
	Report by Director of Environment, Housing and Infrastructure.	
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	Report by Director of Environment, Housing and Infrastructure.	

Minute of Meeting

Police and Fire & Rescue Scrutiny Sub-Committee

Date	Time	Venue
Tuesday, 16 May 2023	15:00	Council Chambers (Renfrewshire), Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

PRESENT

Councillor Robert Innes, Councillor Janis McDonald, Councillor Marie McGurk, Councillor Mags MacLaren and Councillor Iain McMillan.

Chair

Councillor McGurk, Convener, presided.

IN ATTENDANCE

G Hannah, Head of Climate, Public Protection and Roads; M Hendry, Resilience & Deployment Manager (both Environment, Housing and Infrastructure); E Gray, Senior Committee Services Officer, K O'Neill, Assistant Democratic Services Officer, J Barron, Assistant Committee Services Officer and D Pole, End User Technician (all Finance & Resources).

ALSO IN ATTENDANCE

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

WEBCASTING OF MEETING

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

DECLARATIONS OF INTEREST

There were no declarations of interest intimated prior to the commencement of the meeting.

1 DRAFT ANNUAL POLICE PLAN 2023/24

There was submitted a report by the Director of Environment, Housing & Infrastructure relative to the Draft Annual Police Plan 2023/24, attached as Appendix 1 to the report. The report indicated that in accordance with the Police & Fire Reform (Scotland) Act 2012, Police Scotland had a responsibility to develop a strategic police plan for policing that reflected the Scottish Government's national outcomes, strategic police priorities and justice strategy.

The report detailed arrangements to deliver against the strategic police plan in the year ahead. Police Scotland had prepared an Annual Police Plan which set out the proposed arrangements for policing in the year ahead. Police Scotland had sought feedback from CoSLA in March 2023 on the draft document. Given the strategic importance of the Plan, CoSLA had taken a paper to the CoSLA Community Wellbeing Board meeting on 21 April 2023 to review the document in more detail and formally consider CoSLA's position on the plan. Police Scotland had advised that CoSLA's submission would be a key consideration as the plan was implemented throughout the year. Police Scotland would ensure that CoSLA's submission was highlighted through their internal governance to enable them to continue to work closely with CoSLA and local authority partners.

Prior to publication, the plan had been laid before the Scottish Parliament and made visible to the Scottish Police Authority (SPA). Upon publication, activities related to the outcomes and objectives were monitored through Police Scotland's quarterly performance reports. A bi-annual report, specific to the progress of the Annual Police Plan was presented to the SPA and made available online. Strong partnership working was already well established in Renfrewshire which would help support police priorities which were aligned to the Local Policing Plan 2023-2026 published on 1 April 2023 and Renfrewshire Community Plan.

DECIDED:

- (a) That the draft Annual Police Plan 2023/24, as attached as Appendix 1 to the report, be noted;
- (b) That the Police and Fire & Rescue Scrutiny Sub-committee support the Chief Executives response to CoSLA (as detailed in Section 3.10 – 3.13 of the report) which welcomed the opportunity to comment on the draft Annual Police Plan; and
- (c) That the priorities and objectives set out in the proposed draft Annual Police Plan 2023/24 be agreed.

2 **POLICE SCOTLAND - PERFORMANCE REPORT**

There was submitted a report by the Area Commander, Police Scotland, relative to service performance and activities in the Renfrewshire area during the period 1 April 2022 to 28 February 2023. The report summarised the key performance indicators and provided statistics relating to the specific key objectives detailed in Police Scotland's Policing Priorities 2022/23. Comparisons were made against the preceding reporting year. The volume of recorded crime and offences had risen by 2.3% on the previous year.

The report provided updates in relation to Renfrewshire Policing Priorities 2023/26 of violence, disorder and anti-social behaviour; protecting vulnerable people; acquisitive and cyber/digital crime; serious and organised crime and road safety and road crime.

Overall violent crime had fallen by 0.8% on the previous year. Protecting vulnerable people category had seven fewer cases than the previous year with detection rates increased by 9.1%. Overall crimes of dishonesty had increased by 13.9%, with common theft, fraud and shoplifting (three of the highest volume acquisitive crimes) all on the rise. A rise in the number of detected crimes resulted in the same detection rate being achieved compared to the previous year (29.3%). Almost half of crimes tagged with the 'cybercrime' marker recorded in the current reporting year were acquisitive crimes, most commonly online frauds. Intelligence led policing resulted in 136 drugs detections in the current year, a rise of two on the previous reporting year. In Renfrewshire & Inverclyde Division, serious and organised criminals were deprived of £1,110,489 in cash and assets through use of the Proceeds of Crime Act. Overall, road casualties had increased by 15 to a total of 147. The detection rate for offences relating to motor vehicles was 85.5%. Drink and drug driving offences had increased by 3.1% as a result of local officers and Road Policing officers having carried out proactive checks on motorists while on high visibility patrols.

In the period April 22 to February 2023, there were 683 recorded missing persons incidents, an increase from 552 on the previous year. Almost 13% of the total number of incidents related to the five most frequent missing persons within Renfrewshire, all of whom were young people aged 16 years or under. Police Scotland remained committed to reducing harm related to people who go missing and continued to develop and implement key measures to ensure missing persons and their friends and family received a consistently high level of service. In Renfrewshire, over 73.2% of missing people were traced within 24 hours of being reported as missing, with this proportion rising to approximately 94% being traced within three days.

DECIDED: That the report be noted

3 **SCOTTISH FIRE AND RESCUE SERVICE - QUARTERLY PERFORMANCE REPORT**

There was submitted a report by the Group Manager, Scottish Fire and Rescue Service (SFRS) relative to SFRS performance and local fire and rescue service plan priorities in the Renfrewshire area during period 1 January to 31 March 2023.

The report provided updates in relation to Renfrewshire activity, accidental dwelling fires and casualties, unintentional injury and harm, deliberate fire setting, non-domestic fire safety and unwanted fire alarm signals.

Accidental Dwelling Fires had increased by 44% (14 incidents) on the same period last year. An increase of 67% from three to five dwelling fire casualties, for this reporting period, was recorded. Non-fire casualties remained static from the same period last year with a total of 17 casualties, of which eight (47%) were as a result of road traffic collisions. Deliberate fire setting had decreased by 19% (25) incidents from Q4 last year. The report also provided information on Unwanted Fire Alarm Signals (UFAS) which had shown an increase of 1% (two incidents) year on year, a breakdown of the number of incidents, categories and where these occurred was also provided.

DECIDED: That the contents of the report be noted.

4 **SPOTLIGHT - ROADS POLICING WEST**

L Napier, Road Policing Chief Inspector, gave a presentation in relation to Roads Policing and Safety, which remained a significant priority for Police Scotland.

The presentation provided information in relation to The Fatal 5:- Drink/Drug Driving, Careless Driving, Speed, Mobile phone use and Seatbelt wearing which were widely regarded and recognised as the main contributing and causation factors in all serious and fatal road traffic collisions. The Road Policing department dedicated the majority of road policing patrol time to targeting the Fatal 5 and detailed measures taken to address and improve these were provided. The number of officers together with their rank which made up this service was also provided.

Information was also provided on the National Calendar of Road Safety Activity; Scotland's Road Safety Framework to 2030 and Transport Scotland's vision to have the best road safety in the world. These initiatives were all created with the aim to improve road safety.

DECIDED: That the contents of the presentation be noted

5 **SPOTLIGHT - SCOTTISH FIRE AND RESCUE SERVICE - 'TIME FOR CHANGE'**

M Hill, Group Manager, Scottish Fire & Rescue Service, gave a presentation in relation to 'Time for Change' which highlighted the changes Scottish Fire & Rescue Service (SFRS) would implement in the procedures used for responding to Automatic Fire Alarm System in particular Unwanted Fire Alarm Signals (UFAS).

These changes would be implemented to reduce the number of UFAS. Currently SFRS attended around 28,000 UFAS annually, around 30% of all operational activity, with figures increasing year on year as more automatic fire alarm signals came online. Reducing this number would reduce unnecessary disruption to businesses; improve availability of SFRS resources; reduce blue light journeys and disruption of primary employers of on-call firefighters.

Following extensive consultation; changes would be implemented with effect from 1 July 2023 to reduce the number of UFAS calls. SFRS would no longer attend automatic fire alarm calls to non-exempt premises which included factories, offices, shops and leisure facilities, unless a fire had been confirmed. This would not apply to sleeping premises such as hospitals, care homes, hotels, sheltered housing or domestic dwellings. Communication from SFRS advising of the changes would be circulated to

those responsible who had automated fire alarm signals within the premises. These changes would result in a reduction of around 57% of attendance for UFAS which would free up additional resources for SFRS.

DECIDED: That the presentation be noted.

6 **LOCAL ISSUES**

There were no local issues raised by members of the Police and Fire & Rescue Scrutiny Sub-committee.



To: Communities and Housing Policy Board

On: 22 August 2023

Report by: Director of Finance and Resources

Heading: General Services Revenue, Housing Revenue Account (HRA) and Capital Budget Monitoring as at 23rd June 2023

1. Summary of Financial Position

- 1.1. The projected outturn at 31 March 2024 for all services reporting to the Communities and Housing Policy Board, including the Housing Revenue Account, is an underspend position of £0.343m (2.4%) against the revised budget for the year. This can be further analysed as a projected underspend in General Services activities of £0.343m and a break-even position in the HRA.
- 1.2. The projected capital outturn at 31 March 2024 for projects reported to the Communities and Housing Policy Board is a break-even position against the revised budget of £30.795m for the year.
- 1.3. This is summarised over the relevant services in the table below and further analysis is provided in the appendices.

Table 1: Revenue				
Division / Department	Revised Annual Budget £000	Projected Outturn £000	Budget Variance £000	Budget Variance %
Housing Revenue Account (HRA)	0	0	0	0%
Housing – General Services (Not HRA)	4,906	4,906	0	0%
Communities and Public Protection	6,062	5,719	343	5.7%
Criminal Justice	3,190	3,190	0	0%
Board Total – Revenue	14,158	13,815	343	2.4%

Table 2: Capital				
Division / Department	Revised Annual Budget £000	Projected Outturn £000	Budget Variance £000	Budget Variance %
Housing Revenue Account (HRA)	29,678	29,678	0	0%
Other Housing PSHG	1,117	1,117	0	0%
Board Total – Capital	30,795	30,795	0	0%

2. Recommendations

2.1 Members are requested to:

- a) Note the projected Revenue outturn position detailed in Table 1 above;
- b) Note the projected Capital outturn position detailed in Table 2 above; and
- c) Approve the £0.300m reinstatement of HRA reserves from the recurring saving option in section 4.2;
- d) Approve the budget adjustments detailed at sections 4 and 6.

3. Revenue

- 3.1. The Revenue Budget Monitoring Statement at Appendix 1 identifies a projected underspend of £0.343m (2.4% of total budget) for all services reporting to this Policy Board. Detailed division service reports can also be found here, along with an explanation of each significant projected variance.
- 3.2. The projected outturn is based on information currently available, and assumptions made by service budget holders. Projections are subject to continuous review, and any changes will be detailed in future reports to the Board.
- 3.3. The main reason for the projected outturn positions are indicated below the Appendix tables, showing both the subjective analysis (what the budget is spent on) and the objective analysis (which division is spending the budget).
- 3.4. The projected underspend is £0.343m, largely due to an underspend in employee costs within the Public Protection Service, owing to a number of vacancies.

4. Revenue Budget Adjustments

- 4.1. Members are requested to note, from Appendix 1, budget adjustments totalling £0.591m have been processed since the budget was approved in March 2023. These relate wholly to:

- £0.040m – Drawdown from Rapid Re-Housing Reserve
- £0.205m – Drawdown from Private Sector Housing Reserve
- £0.064m – Drawdown of Alcohol & Drug Funding from the Social Renewal Plan
- £0.080m – Drawdown of Private Rented Sector Advocacy and Enforcement Initiative Funding
- £0.142m – Drawdown of Environmental Task Force Funding
- £0.060m – Transfer of Duke of Edinburgh Funding from Children's Services

4.2. Members are also asked to approve an option which will allow the HRA reserves budget to be reinstated by a £0.300m recurrent saving, as per the agreed actions arising from the Council meeting of 2 March 2023. It is proposed that a recurring saving of £0.300m can be achieved by redesigning the delivery of elements of housing management services through management actions. These proposals will result in no reduction on existing service levels delivered to tenants.

5. Communities and Housing Services Capital

- 5.1. The Capital Investment Programme 2023/24 to 2027/28 was approved by the Council on 2 March 2023. For Communities and Housing Services the approved capital spend for 2023/24 is £30.795m.
- 5.2. The Capital Monitoring report at Appendix 2 indicates net budget adjustments in the approved capital programme for Communities and Housing Services of £0.517m, as explained in 6.1 below.

6. Capital Budget Adjustments

- 6.1. Since the budget was approved on 2 March 2023, budget changes totalling £0.517m have arisen, which reflect the following:
- Budget increase of £0.517m in 2023/24, to reflect the Public Sector Housing Grant (PSHG) Investment Project 23/24 approved by the Communities and Housing Policy Board on 16 May 2023.

Implications of this report

1. **Financial** – The projected budget outturn position for Communities and Housing Services Revenue budget is an underspend of £0.343m (2.4% of total budget). Income and expenditure in all services within the department will continue to be monitored closely for the rest of the financial year and, where necessary, steps will be taken to mitigate any significant overspend.

The projected outturn position for Communities and Housing Services' Capital budget is break-even. The Capital programme will continue to be monitored closely for the rest of the financial year and, where necessary, steps will be taken to mitigate any significant overspend.

Any changes to current projections in either Revenue or Capital budgets will be reported to the Board as early as possible, along with an explanation for the movement.

2. **HR and Organisational Development**

None directly arising from this report.

3. **Community/Council Planning**

None directly arising from this report.

4. **Legal**

None directly arising from this report.

5. **Property/Assets**

Capital projects will result in new build Council housing stock and improvements to existing stock.

6. **Information Technology**

None directly arising from this report.

7. **Equality and Human Rights**

None directly arising from this report.

8. **Health and Safety**

None directly arising from this report.

9. **Procurement**

None directly arising from this report.

10. **Risk**

The potential risk that the Council will overspend its approved budget for the year will be managed at a Council-wide level by the Chief Executive and Directors.

- 11. Privacy Impact**
None directly arising from this report.
- 12. Cosla Policy Position**
N/a.
- 13. Climate Risk**
None directly arising from this report.
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List of Background Papers

Housing Revenue Account Budget & Rent Levels 2023/24 and Housing Capital Investment Plan 2023/24 to 2027/28, Council, 2 March 2023;

Non-housing Capital Investment Programme, Prudential Framework and Treasury Management Strategy, and Capital Strategy 2023/24 – 2027/28, Council, 2 March 2023.

Authors: John Kilpatrick, Finance Business Partner
Linsey McGregor, Capital Accountant

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2023/24
1 April 2023 to 23 June 2023

POLICY BOARD : COMMUNITIES AND HOUSING - All SERVICES

Objective Summary	Approved Annual Budget	Budget Adjustments	Revised Annual Budget at Period 3	Projected Outturn	Budget Variance (Adverse) or Favourable	
	£000	£000	£000	£000	£000	%
Housing Revenue Account (HRA)	0	0	0	0	0	0.0%
Housing - General Services (Not HRA)	4,539	367	4,906	4,906	0	0.0%
Communities and Public Protection (including Regulatory Services)	5,838	224	6,062	5,719	343	5.7%
Criminal Justice	3,190	0	3,190	3,190	0	0.0%
NET EXPENDITURE	13,567	591	14,158	13,815	343	2.4%

Objective Heading	Key Reasons for Projected Variance
Housing Revenue Account (HRA)	An underspend in employee costs is projected due to the timing of recruitment of vacancies within the service. Property costs are projected to overspend, reflecting ongoing demands for repair and maintenance provision, particularly in void properties, as well as additional Council Tax costs for these properties. Transfer payments are forecast to overspend, owing to the impact of repairs pressures on void rent loss. These overspends are expected to be offset by additional interest income due to higher than budgeted interest rates. Overall, the HRA is therefore still projected to break-even at year-end.
Housing - General Services (Not HRA)	Within Property Costs there is increasing demand for homelessness accommodation, impacting on rental costs, Council Tax and furniture for temporary accommodation units. This forecast overspend is expected to be offset by additional rental income received in relation to these units. All budget lines are being closely monitored with an aim to mitigate the overspends anticipated as a result of these demand pressures.
Communities and Public Protection	The projected underspend here relates to vacancies within the service, which are currently being reviewed by operational management.
Criminal Justice	No significant projected year end variances to report.

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2023/24
1 April 2023 to 23 June 2023

POLICY BOARD : COMMUNITIES AND HOUSING - GENERAL SERVICES (excluding HRA)

Subjective Summary	Approved Annual Budget	Budget Adjustments	Revised Annual Budget at Period 3	Projected Outturn	Budget Variance (Adverse) or Favourable	
	£000	£000	£000	£000	£000	%
Employees	11,503	876	12,379	12,244	135	1.1%
Premises Related	1,779	211	1,990	2,217	(227)	(11.4%)
Transport Related	172	(2)	170	197	(27)	(15.9%)
Supplies and Services	2,307	934	3,241	3,203	38	1.2%
Third Party Payments	87	0	87	84	3	3.4%
Transfer Payments	3,151	(516)	2,635	2,679	(44)	(1.7%)
Support Services	55	1	56	28	28	50.0%
Depreciation and Impairment Losses	(23)	0	(23)	(18)	(5)	(21.7%)
GROSS EXPENDITURE	19,031	1,504	20,535	20,636	(101)	(0.5%)
Income	(5,464)	(913)	(6,377)	(6,821)	444	7.0%
NET EXPENDITURE	13,567	591	14,158	13,815	343	2.4%

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2023/24
1 April 2023 to 23 June 2023

POLICY BOARD : COMMUNITIES, HOUSING AND PLANNING SERVICES - Housing Revenue Account (HRA) Only

Subjective Summary	Approved Annual Budget	Budget Adjustments	Revised Annual Budget at Period 3	Projected Outturn	Budget Variance (Adverse) or Favourable	
	£000	£000	£000	£000	£000	%
Employees	11,007	(241)	10,766	10,476	290	2.7%
Premises Related	20,397	0	20,397	21,322	(925)	(4.5%)
Transport Related	103	0	103	51	52	50.5%
Supplies and Services	792	(59)	733	787	(54)	(7.4%)
Third Party Payments	49	0	49	137	(88)	(179.6%)
Transfer Payments	4,190	300	4,490	4,969	(479)	(10.7%)
Support Services	2,492	0	2,492	2,447	45	1.8%
Depreciation and Impairment Losses	19,089	0	19,089	19,089	0	0.0%
GROSS EXPENDITURE	58,119	0	58,119	59,277	(1,158)	(2.0%)
Income	(58,119)	0	(58,119)	(59,277)	1,158	2.0%
NET EXPENDITURE	0	0	0	0	0	0.0%

RENFREWSHIRE COUNCIL
CAPITAL INVESTMENT STRATEGY
 1st April to 23rd June 2023
POLICY BOARD: COMMUNITIES & HOUSING

Project Title	Prior Years Expenditure to 31/03/2023 £000	Current Year 2023-24						Full Programme - All years			
		Approved Budget 2023-24 £000	Budget Adjustments in 2023-24 £000	Revised Budget 2023-24 £000	Projected Outturn 2023-24 £000	Budget Variance (Adverse) or Favourable		Total Approved Budget to 31-Mar-27 £000	Projected Outturn to 31-Mar-27 £000	Budget Variance (Adverse) or Favourable	
HOUSING(HRA)											
Improvements To Existing Properties	0	13,390	0	13,390	13,390	0	0%	114,025	114,025	0	0%
Regeneration	7,045	9,378	0	9,378	9,378	0	0%	106,953	106,953	0	0%
Other Assets	0	1,815	0	1,815	1,815	0	0%	12,500	12,500	0	0%
Non Property Expenditure	0	1,550	0	1,550	1,550	0	0%	1,550	1,550	0	0%
Council House New Build	33,782	1,680	0	1,680	1,680	0	0%	74,599	74,599	0	0%
Professional Fees	0	1,865	0	1,865	1,865	0	0%	9,615	9,615	0	0%
Total Housing(HRA) Programme	40,827	29,678	0	29,678	29,678	0	0%	319,242	319,242	0	0%
HOUSING(PSHG)											
Private Sector Housing Grant Programme	0	600	517	1,117	1,117	0	0%	1,117	1,117	0	0%
Total Housing(PSHG) Programme	0	600	517	1,117	1,117	0	0%	1,117	1,117	0	0%
TOTAL COMMUNITIES, HOUSING & PLANNING BOARD	40,827	30,278	517	30,795	30,795	0	0%	320,359	320,359	0	0%

*Rolling programmes have a prior year year expenditure of £0 as the expenditure is not directly linked from one year to the next as a singular project.



To: Communities and Housing Policy Board

On: 22 August 2023

Report by: Chief Executive

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

1. Summary

- 1.1 This report updates the Communities and Housing Policy Board on progress made in supporting communities including projects funded through the Greenspaces, Parks & Play Areas, and Villages Investment Fund(s). It provides updates for the Board on projects awarded under delegated authority over the last 3 months; and on other work undertaken to support active and engaged communities.
- 1.2 The key objective of the Green Spaces and Villages Investment funding is to work with, and support, community groups to identify and deliver improvement projects in their local communities, improve their local greenspaces (including parks and play areas) and strengthen the identity, heritage, uniqueness, and character of village life.
- 1.3 The Funds are promoted to members of the relevant Local Partnerships and through links with communities to encourage eligible groups and organisations to submit applications for funding. Current funding available is as follows:
 - Villages Investment Fund: £290,000
 - Greenspaces: £68,000 (£40,000 for small green space projects and £20,000 ringfenced for school projects)
 - Volunteer funding: £28,000
- 1.4 Since the last update to board in May 2023, 11 applications have been submitted for approval under delegated authority for Greenspaces Funding (listed in Appendix 1).
- 1.5 An update on the status of previously awarded projects is provided in Section 3.
- 1.6 This report further updates the Communities and Housing Policy Board on progress of Team Up to Clean Up and the Environmental Taskforce. It

provides updates for the Board on key performance indicators, celebrates growing mutually beneficial relations with communities, and details the impacts Team Up to Clean Up and the Taskforce are having in Renfrewshire in supporting active and engaged individuals and groups.

2 Recommendations

2.1 It is recommended that the Communities and Housing Policy Board:

- (a) note the work currently being undertaken to support communities as they develop and deliver projects funded using the Greenspaces, Parks & Play Areas, and Villages Investment Fund.
 - (b) note the impact of the funding and the benefits to the wider communities delivered by the projects set out in section 3 of this report.
 - (c) Note the update on the wider Building Communities programme.
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3. Summary of Green Spaces Applications

Applications Under Construction

3.1 Renfrewshire Council has supported 108 community projects since October 2018. Further projects continue to be developed within communities, the following potential applicants are currently active and expected to apply or have only recently applied:

- Lochwinnoch play area fencing.
- Langbank Swing Park Regeneration Group – Play Park surfacing.
- Elderslie Community Council – Community Garden & Allotment
- Ralston Community Council – Play Park Surfacing

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

Live Application(s)

Langbank Swing Park Regeneration Group

3.3 The #YouDecide project, together with the Environment, Housing and Infrastructure Service's Parks Team, will upgrade Langbank play area in early 2024. The Regeneration group's application for an outdoor gym was also successful and the facility will be installed alongside the new play area. The group are in discussion regarding an application to improve the surface area where the gym will be installed.

Friends of Jenny's Well

- 3.4 The Friends of Jenny's Well group continue to bring new volunteers and biodiversity to the nature reserve using funding secured by the Green Spaces Fund and other external organisations. This latest project saw the onsite tool container painted by local artist BMore sketchy using Green Spaces Funding.
- 3.5 The football changing area in situ at Jenny's Well, has not been used for a number of years. This structure will be dismantled and removed imminently to make way for an onsite bicycle stop off and repair station the group have managed to secure, funded by Sustrans. Renfrewshire Council worked alongside Sustrans to renew the cycle path running through the nature reserve.



Elderslie Community Council

- 3.6 The Community Council successfully secured funding for an outdoor gym around 18 months ago however were concerned about the installation being on top of the previous surface which had previously been a play area prior to the installation of the Green Spaces awarded play park in 2020. Working alongside colleagues in #YouDecide, the Elderslie community voted for a new surface on this area which has now been successfully laid and offers the perfect surface for the new gym which was installed at the end of July 2023.

Howwood Parent Council

- 3.7 Howwood Parent Council were awarded funding for a multi-use games area (MUGA) in 2022 in the grounds of Howwood Primary school. This was installed at the end of May 2023 and local children have been making good use of the area over the summer holidays.



Houston Swing Park Group

- 3.8 This group have worked hard to boost their awarded funding by almost £12,000 through local race nights, cake sales and gala day stalls – the group even created a Houston Cookbook and sold it at local events. “Helicopter Park” on the South Street Mound, was locally coined as such due to a popular previous helicopter climbing frame. The group were keen to incorporate this helicopter/sky theme in the park’s new design. Installation is due to commence autumn/winter 2023.
- 3.9 Again, delivery of this project has been complimented by a new path which was instructed by the community via the #YouDecide project. Access to the play area, which is situated at the top of the mound, may prove challenging for some. The new path, leading to the play area from the South Street carpark, will offer some additional support in this regard.



Johnstone Community Council – Pump Track at Thomas Shanks Park

- 3.10 A meeting was attended by representatives from the Green Spaces Fund, Environment, Housing & Infrastructure's Parks Team, and Johnstone Community Council. Renfrewshire Council will oversee procurement of the and installation of the proposed new pump track which is expected in Spring/Summer 2024.
-

4. Team Up to Clean Up

- 4.1 Team Up to Clean Up member numbers and engagement levels continue to grow with 4,700 group members currently engaging, this is an increase of 350 members since May 2023. Facebook Analysis illustrates increased engagement statistics over the past 3 months evidencing a strong appetite from communities for information, engagement, and participation in achieving tidier, cleaner neighbourhoods.
- 4.2 To show appreciation of Team Up's volunteering efforts, prolific volunteers were invited to attend the Community Development Volunteer Appreciation event on Monday 5 June, part of national Volunteers Week. 26 Team Up to Clean Up volunteers received a certificate, and a small gift. Team up to Clean Up T-shirts and high-vis vests were distributed at the event. Further opportunities to obtain a t-shirt have been made available from 6 local libraries for a 3-week period, the locations are promoted on the Team Up Facebook page.
- 4.3 Team Up to Clean Up available volunteer funding facilitated the supply of a fully equipped trolley with power tools and hand tools to volunteers in Arkleston. The group are tackling litter, weeds, and flytipping in their neighbourhood and are enjoying the warm responses and feedback they are receiving from local residents. The group have enjoyed supporting their community and are now arranging with Engage Renfrewshire to set up their own Arkleston Tenants and Residents Association.

The Conservation Volunteers – Wildflower Planting Workshops

- 4.4 Team Up to Clean Up volunteers are enthused by improving and increasing the appeal of their neighbourhoods and local green spaces. Many groups who participate in the Campaign focus on biodiversity and wilding, a topic which sits well with the wider volunteering network. As such bespoke workshops were delivered in July by The Conservation Volunteers (TCV). The purpose of the workshops was to educate those interested in creating their own wildflower areas in their gardens or in their community spaces.
- 4.5 Two community groups, Inchinnan Community Development Trust and Friends of Jenny's Well Nature Reserve, hosted TCV in local community halls. Camilo delivered sessions, a Permaculturist, who advised attendees on the best times to plant, which flowers work well in which areas, and how to maintain and encourage growth.

- 4.6 Bee Happy Houston have arranged for the final session in Houston, mid-August. Free wildflower seeds are provided as well as refreshments offering volunteers an opportunity to share experiences and information. The event, and associated costs, were funded by Team Up to Clean Up (Green Spaces) funding.

An excellent morning! A group of us met at Hunterhill community centre where Camilo from The Conservation Volunteers provided a fascinating talk & discussion about the complex world of wildflower meadow creation! We then made our way to Jenny's Well and got stuck in preparing some areas and sowing seeds! We'll manage this area over the next few years, learning as we go & hopefully creating a few more pockets of meadow around the reserve. Thank you to everyone who came along!



IDT were also delighted to host [TCV - The Conservation Volunteers](#) for a workshop on Meadow Creation & Management as part of our India Tyres Playing Fields event yesterday 🌻

We started off the day with a talk from TCV's Camilo - who provided an overview of wildflower meadow creation and maintenance, highlighting their value in our local ecosystems and vital role in preserving biodiversity!

Heading over to India Tyres Playing Fields, we then had a practical demonstration which gave us an opportunity to get stuck in and start creating our own wildflower patch on the playing fields (the first of many planned) 🌱

Big thank you to The Conservation Volunteers for such an informative and engaging workshop! We'd also like to thank [R34 Family Restaurant and Lounge](#) at India of Inchinnan for hosting the event, as well as to [@Renfrewshire](#) Council and Team Up To Clean Up for helping to bring it to Inchinnan.

[#inchinnan](#) [#renfrewshire](#) [#theconservationvolunteers](#) [#indiatyres](#) [#teamuptocleanup](#) [#meadowcreation](#)

Take the Lead

- 4.7 Over 250 Renfrewshire dog owners have so far taken the pledge to be responsible dog owners and pick up after their pets. 'Take the Lead' merchandise, and Team Up t-shirts, were promoted and available for dog owners and volunteers at Barshaw and Robertson's Park Gala days.

- 4.8 The Environmental Taskforce further offered branded items to volunteers and those signing the Pledge at various drop-in sessions across the summer.

Sustainable Food Scheme

- 4.9 Around 150 letters have been issued to businesses who either did not participate in the sustainable business survey or were found to be non-compliant with the Single Use Plastics (SUP) Regulations. A deadline of the end of September has been issued to these businesses who have been advised enforcement action may be considered where they continue to supply SUPs after this time. The Environmental Taskforce and Environmental Health's Business Regulation Team will support visits to each of the identified premises.

Environmental Taskforce

- 4.10 The Environmental Taskforce continues to work with Renfrewshire's communities to reduce flytipping. The Taskforce recently visited and spoke with residents in Inchinnan in relation to increased numbers of flytipping reports in the area.

- 4.11 The Taskforce prioritises education, and further works closely with local businesses, supporting them to reduce flytipping where possible. Three commercial incidents have been reported this year directly outside a rural local business. After speaking with the Taskforce, the business owner installed a camera as a preventative measure and agreed to share future evidence obtained with the Team. A local organisation further provided evidence for a witnessed flytipping incident which resulted in the issue of a fixed penalty Notice, and the Taskforce received thanks for their support and attention at the Direct Parking site in Paisley which will reopen for business on 1 August after being closed for 3 years and was subject to large scale flytipping.
- 4.12 During a meeting with SEPA (Scottish Environmental Protection Agency), the Taskforce learned of their recent Fixed Monetary Penalty powers (FMP). This is a unique power to SEPA who can issue fines up to £40,000 for flytipping, avoiding the need for a submission to the Procurator Fiscal. One of the cases currently being prepared by the Taskforce for submission has been requested by SEPA to take forward. The case relates to the practices of a private waste removal service. SEPA have arranged for a block on all related social media promoting the individual/company, rendering them unable to advertise personally, or as the company name, for businesses. This is a useful tool going forward.
- 4.13 On 28th June, the Scottish Government, in partnership with Keep Scotland Beautiful, Zero Waste Scotland and the Scottish Environmental Protection Agency, released an updated National Litter and Flytipping Strategy. The strategy aligns future action closely with Scotland's circular economy and considers the positive impacts upcoming changes in legislation will have in tackling the current throw away culture. The strategy further links pollution, caused by litter and flytipping, in with climate change and biodiversity loss as recognised in the United Nations Making Peace with Nature report.
- 4.14 The accompanying 2023-24 Action Plan outlines significant actions which will be launched in the next 12 months:
- Powers to issue fixed penalty notices on the drivers of vehicles from which litter is discarded,
 - Fixed penalty notices issued to householders who fail to take responsibility for their household own waste,
 - Increased fixed penalty notice of £200 to £500 for flytipping, which may increase to £1,000 in future,
 - Working with SEPA to improve their scrutiny and control over applicants for a Waste Carriers License
 - Increased use of digital technologies to detect and disrupt unregistered or rogue waste carriers advertising on online forums, and
 - Powers to seize vehicles involved in flytipping.

4.15 The table below offers some key statistics of the work delivered by the Taskforce over this period:

Action	April – 22 June 2023	Cumulative from 1 December 2022
Proactive visits to identified hotspot areas	632	1301
Number of reports investigated	585	1198
Tonnes of flytipping removed	165	380
Number of sites secured to prevent further flytipping	2	8
Letters to private landowners	35	69
Visits to businesses to ensure Waste Disposal Arrangements in place	41	86
Fixed Penalty Notices Issued	14	49

5. Youth Team – Working with Renfrewshire’s Young People

- 5.1 The Youth Team continue to work closely with Police Scotland, patrolling hotspot areas where young people are known to congregate and exhibit antisocial behaviour. Over the summer the Team’s focus is on wilful fire-raising which occurs at identified pockets across Renfrewshire. The Youth Team are ideally placed to speak to young people, most already well-known to them and do not present in uniform.
- 5.2 Home visits and referrals from the Early Intervention Screening Group have increased from the previous year. During a home visit a plan is created, which may incorporate a curfew, alongside the young person and their parent or guardian. The aim of the plan is to support the young person, steering them toward an alternative, more positive path as well as reducing the impact of the antisocial behaviour presented.
- 5.3 Feedback from Safe Kids 2023 demonstrates the event was well received. Over 2,000 primary 6 pupils attended workshops with a focus on topics such as cyber bullying, water safety, railway safety, drug and alcohol issue awareness, the impact of antisocial behaviour, littering, dog fouling and flytipping. Feedback and lessons learned will be reviewed prior to delivery of the 2024 event.
- 5.4 The Youth Team further supported the delivery of the Summer of Fun activities over the summer period.

6 Summer Camps 2023

- 6.1 The Community Learning and Development team in partnership with Street Stuff, delivered a programme of summer camps across Renfrewshire in

Ferguslie, Foxbar, Gallowhill, Johnstone, Linwood, and Renfrew. The camps were funded this year by Fairer Renfrewshire and Scottish Government, with access to places prioritised for low income families.

- 6.2 Young people from P1 to S3 were entertained through participation in football, basketball, hand ball, hockey, badminton, tennis, dance, art, crafts, and games. A healthy meal was also provided as part of the activity.
- 6.3 Attendance at the camps was free of charge with all spaces fully committed, entertaining over 1,000 young people each week.
- 6.4 Joint working with Children's services has been key to ensure young people from across Renfrewshire have access to activities on offer. A full update on the summer camps will be provided to the next board.

Celebrating Renfrewshire

- 6.5 The participatory budgeting project, Celebrating Renfrewshire 2024 was successfully delivered by this year's newly appointed youth Steering Group, supported by officers from across the Chief Executive's Service. Young people across the authority submitted a total of 126 projects, 47 of these were awarded funding. Projects supported this year's chosen themes which include cost of living, employability and life skills, climate change, drug and alcohol prevention and violence diversionary projects for young people.
- 6.6 The Celebrating Renfrewshire Announcement Event was held in the Student Union at the University of West of Scotland and was well attended. The steering group were supported in organising and delivering this event where successful applicant groups were announced and celebrated.
- 6.7 The Steering Group are now working with Local Partnerships to deliver successful projects.

Implications of the Report

1. **Financial** - Council approved the allocation of £2.420 million to establish the Greenspaces, Parks & Play Parks, and Villages Investment Fund in March 2018. Due to the capital works being undertaken, Officers are ensuring that there are minimal recurring revenue costs to Services in the coming years. Council further approved £450,000 to establish the Taskforce in February 2022
2. **HR & Organisational Development** - None
3. **Community/Council Planning** –
The Greenspaces, Parks & Play Parks and Village Investment Fund will be important to achieving and assisting the Community Plan by ensuring that Renfrewshire is thriving, well, fair and safe for residents, workers, and visitors.
4. **Legal** - All legislative requirements will be taken cognisance of during this process wherever required e.g., health and safety requirements.
5. **Property/Assets** - There is the potential for property/assets to be included as part of this fund.
6. **Information Technology** – 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** - Cognisance will be taken of health and safety requirements wherever required e.g., for play park equipment.
9. **Procurement** - There is no potential for the Council to be procuring and installing equipment of behalf of a community group as part of this grant funding process.
10. **Risk** - Discussions with the Council Risk Manager are on-going to ensure that the risk to the Council, as part of this grant funding process, is minimised.
11. **Privacy Impact** – Data Protection Impact Assessments have been completed as part of this process
12. **COSLA Policy Position** – Not Applicable
13. **Climate Risk** – Not Applicable

List of Background Papers

None

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

Appendix 1**Current Greenspace, Parks, and Play Areas & Villages Investment Funding**

Project	Funding proposed	External Funding (or other Council funding)
Lochwinnoch Arts Festival Committee	£5,000	n/a
Lochwinnoch Community Development Trust	£5,000	n/a
Elderslie Community Council	£200	n/a
Elderslie Community Council	£2,650	n/a
Elderslie Community Council	£200	n/a
Lochwinnoch Gala Day Committee	£2,479	n/a
Friends of Howwood Park	£1,660	n/a
Lochwinnoch Sustainable Community Garden	£1,700	n/a
Bridge of Weir Community Council	£490	n/a
Lochwinnoch Art Group	£300	n/a
Kilbarchan Community Council	£1,000	n/a

Funding	Allocated Budget	Committed Budget	Available Budget
Greenspaces, Parks, and Play Areas	£1,205,000	£1,148,000	£57,000
Green Spaces – Allocated School Fund	£35,000	£8,000	£27,000
Green Space – Allocated Team Up Fund	£40,000	£12,000	£28,000
Village Investment Fund	£920,000	£630,000	£290,000
Staffing costs	£220,000	£220,000	£0
Total	£2,370,000	£2,018,000	£404,000



To: Communities and Housing Policy Board

On: 16 August 2023

Report by: Director of Environment, Housing and Infrastructure

Heading: Scottish Social Housing Charter - Annual Return 2022/23

1. Summary

- 1.1 Local Authorities and Registered Social Landlords are required to submit an Annual Return on the Charter relating to service performance to the Scottish Housing Regulator by the end of May each year.
 - 1.2 This report provides details of the Council's Annual Return on the Charter for 2022/23. The general picture is a positive one, with improving or stable performance across the majority of the indicators. Where performance has dipped, this reflects the challenges faced during the Covid recovery period, some of which remain particularly in relation to areas where ongoing issues within the construction industry affect service delivery and performance.
 - 1.3 The report also highlights the key priorities for the housing service for the year ahead in terms of continuing to drive improved performance and sets out the actions that will be taken to support this.
-

2. Recommendations

It is recommended that the Communities and Housing Policy Board:

- 2.1 Note the submission made by the Head of Housing Services on the Scottish Social Housing Charter for 2022/23 as summarised in Appendix 1.
- 2.2 Note the specific indicators reported to Board as part of the Service Improvement Planning process.

- 2.3 Note that this report also advises of the Service's response to the Scottish Housing Regulator's consultation on the Single Regulatory Framework.
-

3. **Charter Report for 2022/23 and service priorities**

- 3.1. The report attached as Appendix 1 gives a summary of outturn performance information for Renfrewshire Council for 2022/23.
- Section 1 provides a summary of Renfrewshire Council's performance against the Charter indicators along with comparative information for the last four years.
 - Section 2 gives details of some core contextual data submitted as part of the Charter return.
 - Section 3 provides additional service and performance management information for 2022/23.
- 3.2. The Charter data for 2022/23 displays improved or stable performance in the majority of indicators. Some of the key areas of improved performance are:
- Non-emergency repairs average time (Indicator 9) has improved from 14.6 days to 6.1 days. A new system for raising and managing repairs was introduced in March 2022. User errors and system issues have resulted in some jobs showing as outstanding at the year end which will have an impact on the volume of reported non-emergency repairs and consequently the accuracy of the reported figures. We will continue to closely monitor this indicator over the coming months to ensure that user errors are minimised, jobs are updated promptly and corrections are made to the data if found to be inaccurate as a result of system issues
 - The percentage of repairs completed right first time improved by five percentage points to 90% (Indicator 10)
 - The percentage of stage 1 complaints responded to in full (up to 97.9%) and the response times for both stage 1 (5.76 days) and Stage 2 (14.5 days) complaints improved this year, (indicators 3&4)
 - The percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 8) increased to 67.9% from 57.0% last year. This increase was achieved despite difficulties in completing our comprehensive EICR programme and associated problems with the construction industry, including resources and materials. We expect our performance in SHQS to continue to improve
 - Percentage of new tenancies sustained for more than a year remained stable, though the sustainment rate for homeless applicants has improved

for each of the last 3 years, in line with our Rapid Rehousing Transition Plan. The overall level of tenancy sustainment remains stable at around 95.3% (Indicator 16.)

- Likewise, the percentage of lettable houses that became vacant over the year reduced to 7.2% from 8.3% last year (indicator 17)
- The percentage of rent lost due to voids reduced to 1.86% from 2.00% (Indicator 18)
- The average length of time taken to re-let properties in the last year (Indicator 30) continues to improve at 60.6 days from 66.0 days. Whilst this improvement in performance is welcome, this remains an area of special focus for the service so that a further reduction in re-let times is achieved. Work is currently underway to review the 'end to end' process of void property management to identify specific areas for improvement, with officers from all areas of the process contributing to this exercise.

3.3. Within the 2022/23 data there are also areas where performance has declined, reflecting the challenges faced by the Council in continuing to provide core housing services throughout the period of Covid recovery. Some of the key areas of performance are:

- The time taken to complete emergency repairs, increased to 9.8 hours from 7.1 hours (Indicator 8). As previously reported to this Policy Board, a new system for raising and managing repairs was introduced in March 2022 which has resulted in the majority of emergency repairs being raised and updated in real time. Prior to this, these were updated manually from paper records. Whilst it is expected that the real time updates are generally accurate, there have been some user errors and system issues with the new technology that may have had an impact on the accuracy of some of the data. We will continue to closely monitor this indicator over the coming months to ensure that user errors are minimised, jobs are updated promptly and that any corrections are made to the data if found to be inaccurate as a result of system issues.
- The number of times in the reporting year that a gas safety check was not completed within 12 months of a gas appliance being fitted or its last check (Indicator 11). In 2022/23, there were 58 occasions where this was not completed before the anniversary date. These have now all been completed.
- Percentage of tenants satisfied with the repairs and maintenance service dropped from 95% to 73%. The methodology of collecting satisfaction feedback changed last year from outbound telephone calls to automated text messaging of a digital survey on completion of the repair. This new method of collating feedback only started in January 2023, therefore this figure reflects only three months of surveys and a relatively small sample size. (Indicator 12.) We will continue to closely monitor this indicator over

the coming months and analyse feedback from tenants to identify where improvements to service may be needed.

- Expenditure on adaptations increased to almost £770,000 over the past year. During 2022/23 the Service completed 184 adaptations. At the end of March 2023 there were 177 households waiting for an adaptation (Indicator 19) compared to 107 in the previous year. Despite the number of referrals increasing this year to 363 from 291 last year – which appears to be as a result of the Health and Social Care Partnership’s catching up on its Covid-19 backlog of assessments – the average time to complete adaptations (Indicator 21) also improved to 96 days from 142 days in 2021/22. Adaptations work has been impacted by issues within the construction sector, including material supply chain delays and increased demand on labour resources, however management actions to increase resource for this workstream through the use of additional external contractual arrangements have helped mitigate this issue somewhat.
- Gross rent arrears increased slightly to 8.6% from 8.0% of rent due at the end of March 2023. (Indicator 27.) This is an area of key priority for improvement and will continue to be closely monitored throughout the coming year.

3.4 Lets to people who are homeless dropped slightly to 41.0% from 42.9% last year. This remains below our 49.0% target. Similarly the percentage of homeless households referred to RSLs also dropped to 28.2% from 32.0%, although the actual number of RSL lets to homeless applicants saw a small increase. (Indicator 24). However, in response to the increase in homelessness in Renfrewshire, which is in line with the national trend, there has been an increase in the proportion of lets to homeless applicants during the first 4 months of 2023/24, and we are now on schedule to meet the 49% target this year.

3.5 The Service continues to experience problems related to the construction sector, such as supplies, materials and resources. These issues are widespread throughout the sector nationally. This has an impact on repair and maintenance, SHQS compliance and void property turnaround timescales and the last-mentioned has a further challenge with the utilities sector thereby causing further delays to returning empty houses to the letting pool. This issue is not unique to Renfrewshire and many landlords are experiencing similar issues.

4. **Service Improvement Plan, reporting performance to tenants and benchmarking performance**

4.1 In May this year, the Communities and Housing Policy Board was presented with the Environment, Housing and Infrastructure Services 2023-2026 Service Improvement Plan. Three indicators on service performance are included in the plan and the performance of each is reported accordingly. The indicators are:

- a. percentage of reactive repairs carried out in the last year completed first time, included in ARC report, Indicator 12
 - b. percentage of overall repairs completed within target; included in the management information appendix, table 7 and
 - c. average length of time taken to complete non-emergency repairs (days), included in the ARC report, Indicator 9
- 4.2 The Scottish Housing Regulator publishes all social landlords' performance on its website in August each year. In common with other Councils and RSLs, the Council will be required to report its performance against the Charter to all tenants in October.
- 4.3 In accordance with guidance from the Scottish Housing Regulator and practice over previous years, tenants will be consulted with on the preferred format for the Tenants' Report. A report will be presented to a future meeting of this Policy Board which benchmarks Renfrewshire Council's performance in 2022/23 against other Social Landlords.
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5. Single Regulatory Framework, Scottish Housing Regulator Review

- 5.1. In June this year the Scottish Housing Regulator opened a consultation on the Single Regulatory Framework. The Service submitted a response to this. The consultation closed on 11 August 2023 and a copy of the consultation and response is attached as Appendix 2 to this report.
-

Implications of the Report

1. **Financial** – None
2. **HR & Organisational Development** – None
3. **Community/Council Planning** -
 - Building strong, safe, and resilient communities – Improving and maintaining neighbourhoods and homes.
 - Working together to improve outcomes – Increasing resident satisfaction with neighbourhoods and communities.
4. **Legal** – None
5. **Property/Assets** – None
6. **Information Technology** – None

7. **Equality & Human Rights** – None
 8. **Health & Safety** – None
 9. **Procurement** – None
 10. **Risks** – None
 11. **Privacy Impact** – None
 12. **Cosla Policy Position** – N/A
 13. **Climate Change** – None
-

List of Background Papers

None.

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Scottish Social Housing Charter

Outturn Report 2022/2023

www.renfrewshire.gov.uk



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1. Outturn Report

1.1 Overall Satisfaction

No.	Indicator	18/19	19/20	20/21	21/22	22/23	Notes
1	Percentage of tenants satisfied with the overall service provided by their landlord.	(a)88.0%	(b)88.8%	(b)88.8%	(c)82.4%	(c)82.4%	The most recent data relate to the 2022 Tenant Satisfaction Survey

Sources: (a) 2018 Tenant Satisfaction Survey (b) 2020 Tenant Satisfaction Survey (c) 2022 Tenant Satisfaction Survey

1.2 The Customer Landlord Relationship

Communication

No.	Indicator	18/19	19/20	20/21	21/22	22/23	Notes
2	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	(a)82.2	(b)88.4%	(b)88.4%	(c)91.1%	(c)91.1%	The most recent data relate to the 2022 Tenant Satisfaction Survey

Sources: (a) 2018 Tenant Satisfaction Survey (b) 2020 Tenant Satisfaction Survey (c) 2022 Tenant Satisfaction Survey

Complaints

No.	Indicator	18/19	19/20	20/21	21/22	22/23	Notes
3/4	The percentage of all complaints responded to in full at Stage 1	N/A	99.7%	100%	95.1%	97.9%	There were 1,050 Stage 1 complaints received. 1,028 were responded to in full, in an average of 5.76 days.
	The average time in working days for a full response at Stage 1	N/A	3.6 days	4.97 days	6.56 days	5.76 days	
	The percentage of all complaints responded to in full at Stage 2.	N/A	94.1%	100%	96.2%	84.6%	There were 26 stage 2 complaints received. 22 were responded to in full, in an average of 14.5 days.
	The average time in working days for a full response at Stage 2.	N/A	14.6 days	13.9 days	16.6 days	14.5 days	

Note: The complaints indicators have been revised by the Scottish Housing Regulator

Participation

No.	Indicator	18/19	19/20	20/21	21/22	22/23	Notes
5	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes.	(a)87.8%	(b)93.7%	(b)93.7%	(c)99.0%	(c)99.0%	The most recent data relate to the 2022 Tenant Satisfaction Survey

Sources: (a) 2018 Tenant Satisfaction Survey (b) 2020 Tenant Satisfaction Survey (c) 2022 Tenant Satisfaction Survey

1.3 Housing Quality and Maintenance

Housing Quality

No.	Indicator	18/19	19/20	20/21	21/22	22/23	Notes
6	Percentage of stock meeting the Scottish Housing Quality Standard (SHQS).	94.5%	94.6%	80.1%	57.1%	67.9%	See note below
<p>SHQS compliance was lower than projected for 2022/23. This was mainly due to difficulties gaining access to complete smoke detector upgrades and carry out EICR checks. There has been an increase in abeyances from last year to this year due to collecting improved data on the ECIR and smoke detector programme. Whilst we have a comprehensive programme in place to complete these works, we continue to face issues where tenants do not give access for these works. Our process for encouraging tenants to participate in these essential works involves issuing 3 letters to attempt to agree access and where this fails, we have latterly taken the decision to force entry to complete the works, which we anticipate will improve our compliance further in 2023/24. We do continue to face issues of fluctuating contractor capacity with these work programmes, due to skilled labour shortages, but we continue to monitor this and work closely with contractors to minimise the impact of this where possible.</p> <p>Smoke/heat detectors are compliant in 84.17% of stock and 81.93% of our stock have valid EICR certificates.</p> <p>At the end of 2022/23, 8,229 of the stock of 12,216 met the standard SHQS standard.</p>							
7	Percentage of tenants satisfied with the quality of their home.	(a)83.9%	(b)86.1%	(b)86.1%	(c)79.9%	(c)79.9%	The most recent data relate to the 2022 Tenant Satisfaction Survey
C10	Percentage of homes meeting the EESSH	73.6%	78.0%	86.6%	78.4%	n/a	The SHR did not collect these data in 22/23

Sources: (a) 2018 Tenant Satisfaction Survey (b) 2020 Tenant Satisfaction Survey (c) 2022 Tenant Satisfaction Survey

Repairs, Maintenance and Improvements

No.	Indicator	18/19	19/20	20/21	21/22	22/23	Notes
8	Average length of time taken to complete emergency repairs. (hours)	5.1	5.5	6.2	7.1	9.8	Just over 16,500 emergency repairs were completed in 2022/23. The average time to complete increased from 7.1 to 9.8 hours.
9	Average length of time taken to complete non-emergency repairs. (days)	6.9	7.8	10.7	14.6	6.1	Just over 24,400 non-emergency repairs were completed in an average of 6.1 days. This is an improvement in the length of time taken to complete non-emergency repairs.
10	Percentage of reactive repairs carried out in the last year completed right first time.	88.1%	82.6%	85.1%	84.9%	90.0%	Of the 22,357 reactive repairs carried out in 22/23, 20,118 were completed right first time.
11	How many times in the reporting year did you not meet your statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check?	3	17	1471	142	58	Renfrewshire Council have at all times followed the Scottish Government guidance and the more detailed guidance from Gas Safe and HSE. All of these services have been completed and there are no outstanding gas services.
12 (was 16)	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	92.5%	90.8%	92.0%	95.0%	73.3%	Our methodology for gathering repairs satisfaction has changed in that a text message is now sent after each completed reactive repair with a link to an online survey. This enables a much faster response and a higher volume of returns to be gathered. The reporting system for tenant satisfaction went live in January 2023 and therefore only one quarter of data has been gathered. The level of satisfaction has reduced compared to previous years and it is

							thought that the new methodology may have contributed to this (because any dissatisfaction may be fresher in the customers' minds). However, it is our intention to analyse the data over a longer time period to highlight any patterns in the returns which we hope will identify potential areas of improvement in service delivery
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(12) Source: Point of service survey

1.4 Neighbourhood and Community

Estate Management, Anti-Social Behaviour, Neighbour Nuisance and Tenancy Disputes

No.	Indicator	18/19	19/20	20/21	21/22	22/23	Notes
13	Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in.	(a)83.2%	(b)84.5%	(b)84.5 %	(c)87.0%	(c)87.0 %	The most recent data relate to the 2022 Tenant Satisfaction Survey
14	Percentage of tenancy offers refused during the year.	46.5%	40.2%	24.1%	39.6%	39.3%	From 1490 formal offers there were 585 refusals.
15	Percentage of anti-social behaviour cases reported in the last year which were resolved.	96.0%	99.4%	99.8%	99.7%	98.0%	390 of 398 cases were resolved.

13) Sources: (a) 2015 Tenant Satisfaction Survey, (b) 2018 Tenant Satisfaction Survey (c) 2020 Tenant Satisfaction Survey

1.5 Access to Housing and Support

Tenancy Sustainment and Tenancy Turnover

No.	Indicator	18/19	19/20	20/21	21/22	22/23	Notes
	Percentage of new tenancies sustained for more than a year, by source of let.						These figures relate to tenancies which

16	Existing tenants	94.2%	95.4%	95.5%	93.5%	95.2%	commenced between April 2021 and March 2022. Overall sustainment has improved over this period. Tenancy sustainment by homeless applicants has improved in each of the last 3 years, in line with our Rapid Rehousing Transition Plan.
	Homeless applicants	82.1%	80.4%	88.4%	89.4%	91.6%	
	Housing List applicants	90.0%	91.7%	92.8%	94.5%	94.5%	
	Other	0.0%	0.0%	0.0%	0.0%	0.0%	
	Overall	88.5%	88.5%	92.0%	92.2%	95.3%	
17	Percentage of lettable houses that became vacant in the last year.	9.7%	9.5%	6.6%	8.3%	7.2%	There was a decrease in the number of lettable houses that became vacant in the year, with 828 this year compared to 964 last year.
18	Percentage of rent due lost through properties being empty during the last year.	1.4%	1.5%	1.58%	2.0%	1.9%	There was a decrease in the rent lost through void properties this year.

Housing Options and Access to Housing

No.	Indicator	18/19	19/20	20/21	21/22	22/23	Notes
19	Number of households currently waiting for adaptations to their home	N/A	46	129	107	177	During 22/23 the Service completed 184 adaptations, at the end of March 22/23 there were 177 households waiting for an adaptation (Indicator 19) compared to 107 in the previous year. The average time to complete adaptations (Indicator 21) also improved to 96 days
20	Total cost of adaptations completed in the year by source of funding (£)	N/A	£402,000	£86,152	£608,555	£769,216	
21	Average time to complete adaptations	56.8	36.2	79.4	141.9	96	
							from 142 days. Performance of this indicator is severely impacted by issues with the construction industry, notably in relation to supplies and resources.

22	Percentage of the court actions initiated which resulted in eviction and the reasons for eviction.	27.4 %	20.0%	0.0%	0.8%	5.0%	In line with legislation the Service resumed a full arrears recovery service.
	Non-payment of rent	26.7 %	20.0%	0.0%	0.0%	4.4%	
	Anti-social behaviour	0.7%	0.0%	0.0%	0.8%	0.6%	
	Other	0.0%	0.0%	0.0%	0.0%	0.0%	

Homelessness

No	Indicator	18/19	19/20	20/21	21/22	22/23	Notes
24	Homelessness (LAs only) – the percentage of homeless households referred to RSLs under section 5 and through other referral routes.	N/A	26.3%	32.1%	32.0%	28.2%	The Council continues to work with RSL partners to refer households through the section 5 and Nomination Agreement routes. The actual number of houses let to homeless applicants by RSLs increased in 2022/23 and has improved in each of the last 4 years, in line with our Rapid Rehousing Transition Plan.

Note: Indicator 23 is for RSLs only

1.6 Getting Good Value from Rents and Service Charges

Value for Money

No.	Indicator	18/19	19/20	20/21	21/22	22/23	Notes
25	Percentage of tenants who feel that the rent for their property represents good value for money.	(a)75.8%	(b)78.2%	(b)78.2%	(c)83.4%	(c)83.4%	The most recent data relate to the 2022 Tenant Satisfaction Survey where satisfaction has increased.

Sources: (a) 2018 Tenant Satisfaction Survey (b) 2020 Tenant Satisfaction Survey (c) 2022 Tenant Satisfaction Survey

Rents and Service Charges

No.	Indicator	18/19	19/20	20/21	21/22	22/23	Notes
26	Rent collected as percentage of total	100.0%	99.5%	99.0%	98.2%	100.0%	Last year £48,250,667 of rent was collected from a

No.	Indicator	18/19	19/20	20/21	21/22	22/23	Notes
	rent due in the reporting year.						total of £48,238,167 rent due.
27	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	5.8%	5.7%	6.4%	8.0%	8.6%	There has been an increase in the level of gross rent arrears over the past year.
28	Average annual management fee per factored property.	£90	£108	£0	£58	£108	The level of charge has returned to pre pandemic level.
29	Percentage of factored owners satisfied with the factoring service they receive.	61.0%	60.8%	62.4%	60.4%	71.2%	This indicator has improved.
30	Average length of time taken to re-let properties in the last year. (days)	38.0	45.0	85.7	66.0	60.6	There were 868 re-lets in 22/23. Despite issues with utilities suppliers and ongoing labour supply shortages within the construction industry there has been improvement in the average re-let times. Our void turnaround times and processes remain an area of primary focus for the service and we will continue to look for improved ways of working.

(33) Source: Annual owners services survey

1.7 Other Customers; Gypsies/ Travellers

No.	Indicator	18/19	19/20	20/21	21/22	22/23
31	Gypsies/travellers – Average weekly rent per pitch.	Currently there are no gypsy/traveller sites in Renfrewshire.				
32	For those who provide sites - percentage of gypsies/travellers satisfied with the landlord's management of the site.					

2. Core Contextual Indicators

2.1 Last year the Scottish Housing Regulator reduced the number of contextual indicators from 32 to 6, these relate to the stock and profile of our service users. Not all of these are reported by local authorities. The core contextual indicators are included in the table below:

No.	Indicator	18/19	19/20	20/21	21/22	22/23
C2	Number of lets during the reporting year, by source of let					
	Existing tenants	194	265	154	228	270
	Housing List applicants	509	523	200	343	291
	Mutual Exchanges	0	17	2	15	10
	Other sources	0	0	0	0	66
	Homeless applicants	357	352	245	369	318
	Total number excluding exchanges	1,060	1,140	599	940	945
C3	Number of lets during the reporting year					
	General Needs	1,030	1,101	571	902	898
	Supported Housing *	30	39	28	38	47
C14	Types of tenancies granted for the reporting year					
	Occupancy agreements	0	0	0	0	0
	Short SST	2	4	3	6	4
	SST	1,058	1,136	596	934	941
C15	Housing Lists					
	New applicants	4,450	3,015	2,464	2,976	2,694
	Applicants on list at end of year	5,553	5,253	5,901	5,347	4,951
	Suspensions	94	98	99	61	46
	Cancelled	3,232	3,464	1,646	3,271	3,163
C4	Abandoned properties	155	125	49	122	101
C30	Number of notices of proceedings issued	1,802	1,494	4	112	622
	The number of orders for recovery of possession granted during the reporting year	127	87	0	6	38
C29	Average number of reactive repairs completed per occupied property	4.5	5.1	3.2	3.7	3.6
C16	The Landlords wholly owned stock	12,002	12,066	12,212	12,216	12,216
	Stock by house type					
	House	2,561	2,612	2,695	2,696	2,755

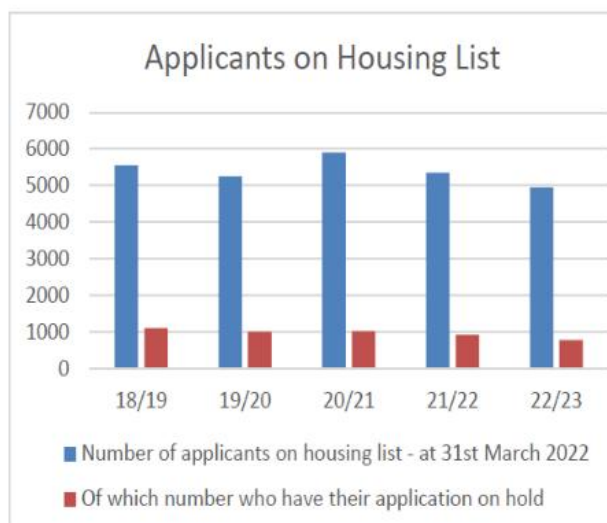
C17	High Rise	1,001	1,000	1,000	1,000	1,002
	Tenement	4,609	4,602	4,635	4,637	4,601
	4 in block	2,781	2,802	2,831	2,832	2,795
	Other flat/maisonette	1,050	1,050	1,051	1,051	1,063
C20	Number of self-contained properties void at the year end	358	391	641	619	546
	Void for more than 6 months	9	2	209	196	207
C5	Rent increase	2.0%	2.0%	1.5%	2.0%	5.5%

* Sheltered housing only

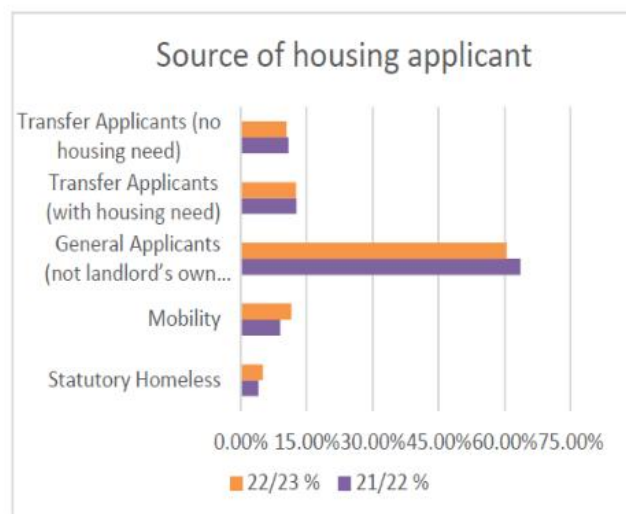
3. Management Information

3.1 Allocations and Managing Tenancy Change

There were just under 5,000 applicants applying for housing in 2022/23 (Graph 1). This is down slightly from 21/22 but the origins of their applications remained proportionally similar to the previous year (Graph 2).

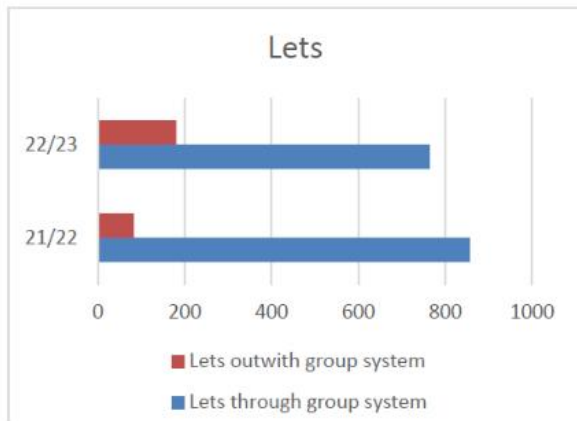


Graph 1 (Applicants on housing list)

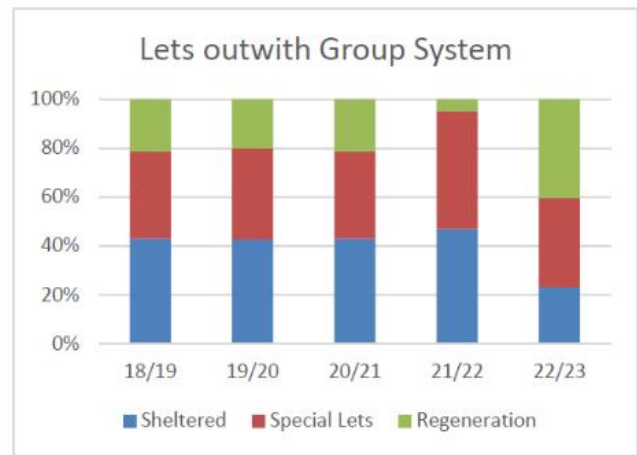


Graph 2 (Source of application)

In 2022/23, 945 properties were let by the Council. Most of these lets (81%) were made through the group system (Graph 3). There has been a significant increase in lets associated with the Regeneration programme (Graph 4)

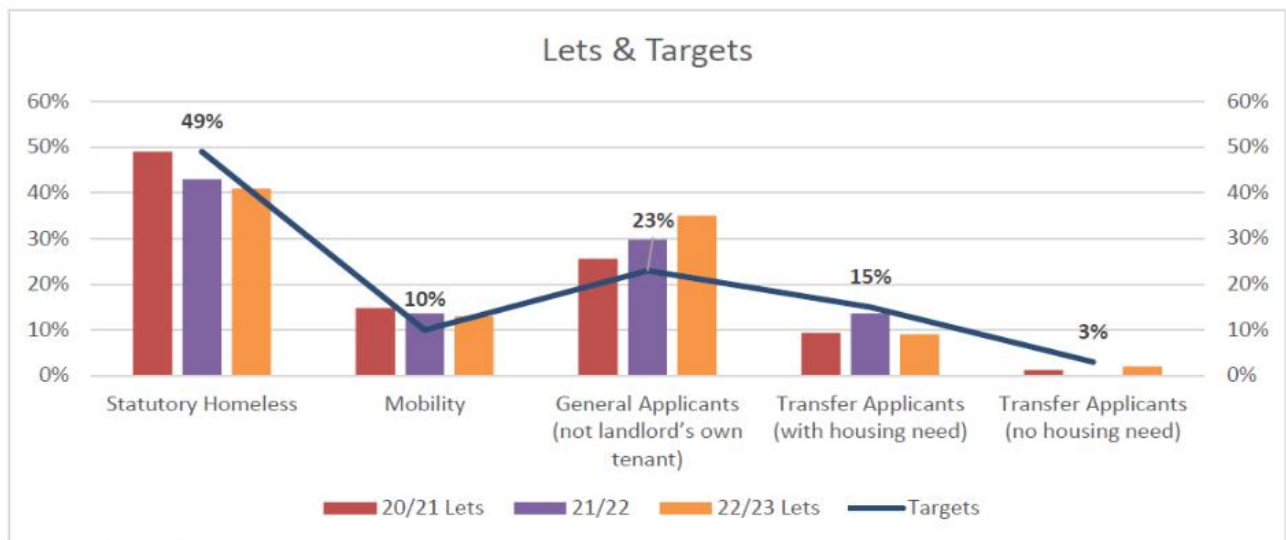


Graph 3 (Number of lets)



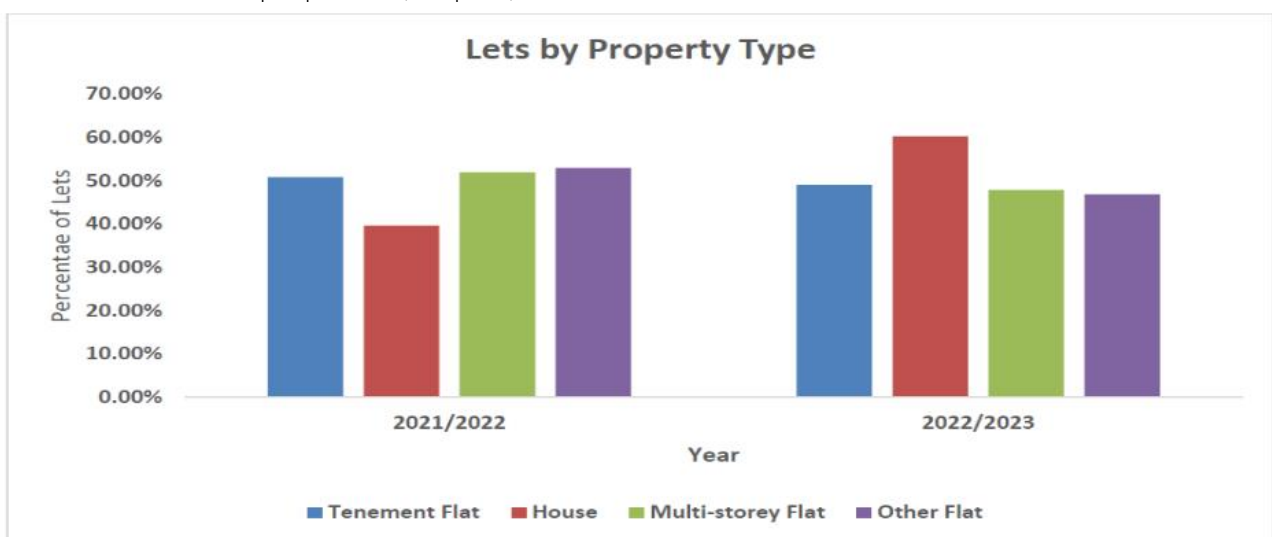
Graph 4 (Lets out with the Group system)

Within the group system, 41% of lets went to Group 1 (Homeless) applicants (Graph 5).



Graph 5 (Lets and targets)

Last year saw a percentage increase in lets in tenement flats and houses. The increase in house lets relates to new build properties (Graph 6).

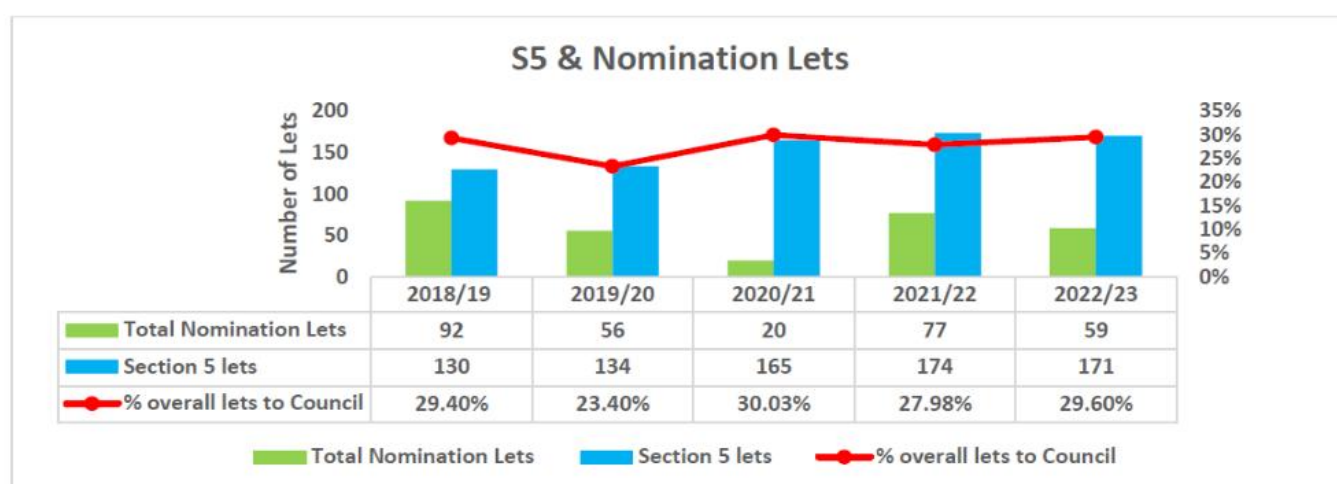


Graph 6 (percentage of lets by property type)

Council nominations for RSLs reduced from 74 in 2021/22 to 48. The number and percentage of Section 5 Lets was broadly the same as 2021/22 (Table 1, Graph 7).

Nomination & S5 Lets						
	Council nomination lets		% of overall lets to Council nominations	Section 5 lets	% lets to Section 5	% overall lets to Council
	General stock	Specialist/sheltered/supported		Total stock		
18/19	75	17	12.20%	130	20.9%	29.40%
19/20	47	9	6.90%	134	19.7%	23.40%
20/21	19	1	3.25%	165	31.8%	30.00%
21/22	74	3	8.58%	174	24.2%	27.98%
22/23	48	11	7.59%	171	26.5%	29.60%

Table 1: Nominations and Section 5 = general stock only (excludes specialist)



Graph 7 Nominations and Section 5 = general stock only (excludes specialist)

3.2 Repairs

In 2022/2023 over 43,700 repairs were carried out and 93.1% were completed within the target timescale. This is a very slight decrease on 2021/22 where over 45,000 repairs were complete with 93.6% completed within the target timescale.

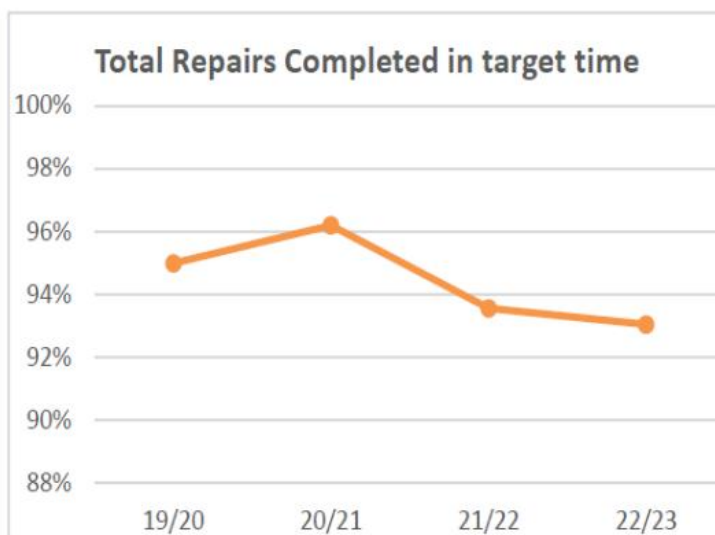
Table 2 outlines repairs performance completed by category of repair and graph 8 illustrates the performance trend of all repairs completed over the past few years.

- an emergency repair is classed as one where there is a threat to health and safety or where we need to take quick action to prevent damage
- 'right to repair' qualifying repairs are urgent repairs which must be carried out within a specified timescale in terms of the Housing (Scotland) Act 2001

- routine repairs are everyday repairs which are required as a result of normal wear and tear of the property
- programmed repairs are generally non-urgent general maintenance repairs which are carried out on a programmed basis rather than carrying out individual responsive repairs (usually larger scale repairs within common ownership)

Repairs % completed in target time				
Category of Repair	19/20	20/21	21/22	22/23
Emergency Completed	98.0%	98.7%	97.0%	95.0%
Right to Repair Completed	100.0%	99.5%	100.0%	95.0%
Urgent Completed	94.0%	87.0%	86.0%	61.0%
Routine Completed	90.0%	90.0%	87.0%	92.0%
Programmed Completed	97.0%	98.8%	100.0%	99.0%
Total Repairs Completed	95.0%	96.2%	93.6%	93.1%

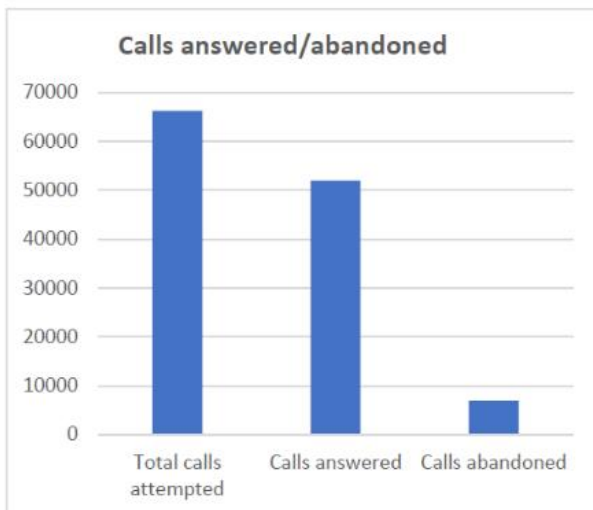
Table 2 – Repairs % completed in target time



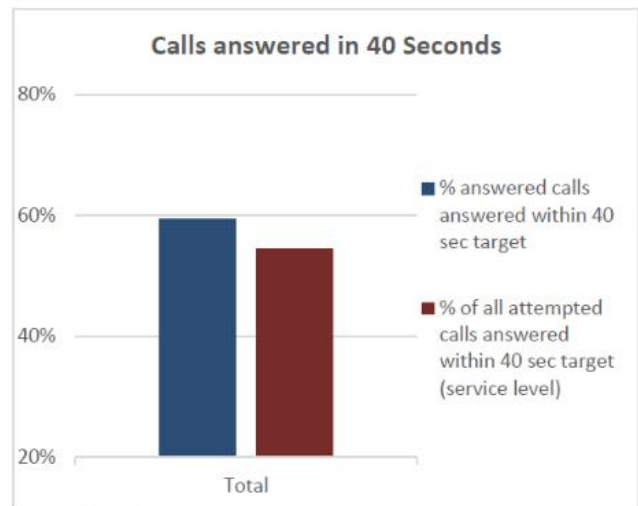
Graph 8 Total repairs completed in target time

Graph 9 provides information on Customer Contact Centre performance in relation to housing repairs calls. This shows the volume of calls in 2022/23 and the outcomes for calls received. Over 75,000 calls were made to report repairs and 89% of these were answered. This is the same as 2021/22 performance when 89% of calls were answered, although there were around 9,000 fewer calls, at 66,000. We received 8,959 Repairs via email. Ren Repairs app is no longer in use.

60% of answered calls were answered within the 40 second target and of all attempted calls 55% of these were answered within the 40 second target time. The data for graph 10 relates to data from April to October 2022. The new system that was introduced in November 2022 did not have call waiting statistics. This information will be available for future reports.



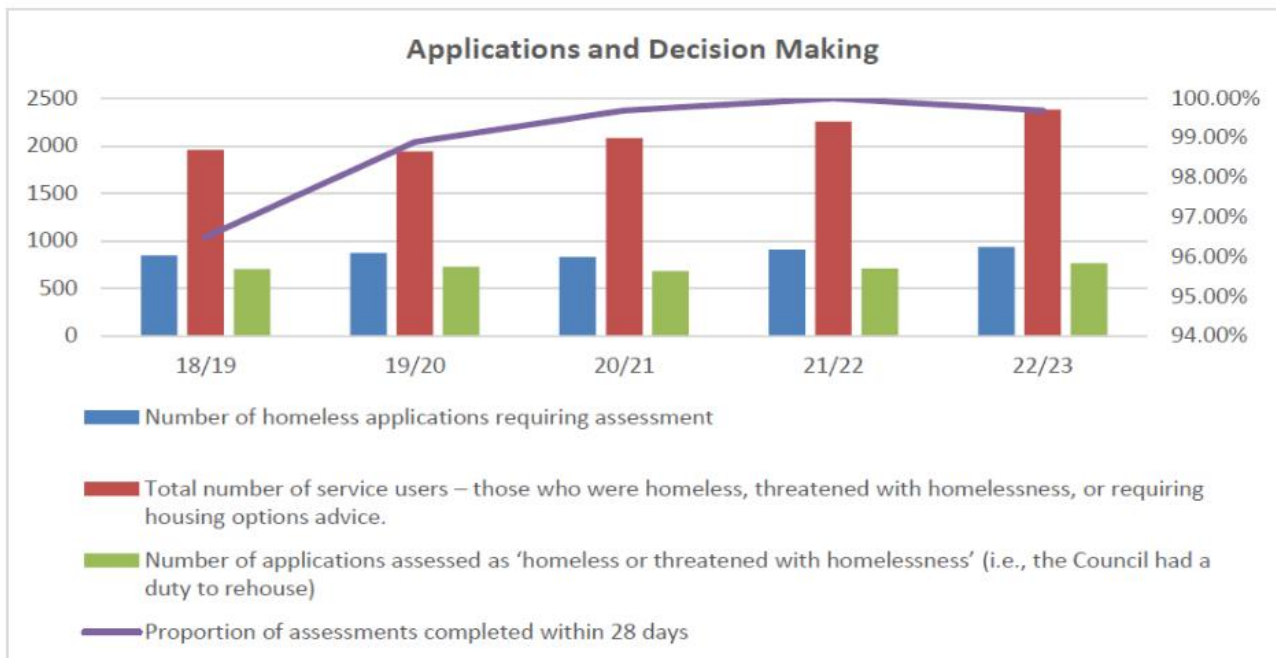
Graph 9 (CCC Calls answered/abandoned)



Graph 10 (CCC Calls answered in 40 seconds)

3.3 Homelessness and Housing Advice

During 2022/23 the number of people presenting as homeless that require assessment, those who were looking for housing advice and the number of applications where the Council has a statutory duty to re-house all increased slightly. The proportion of assessments completed within 28 days remains very high at 99.7% from 100% last year (Graph 11).



Graph 11 (Homelessness, applications and decision making)

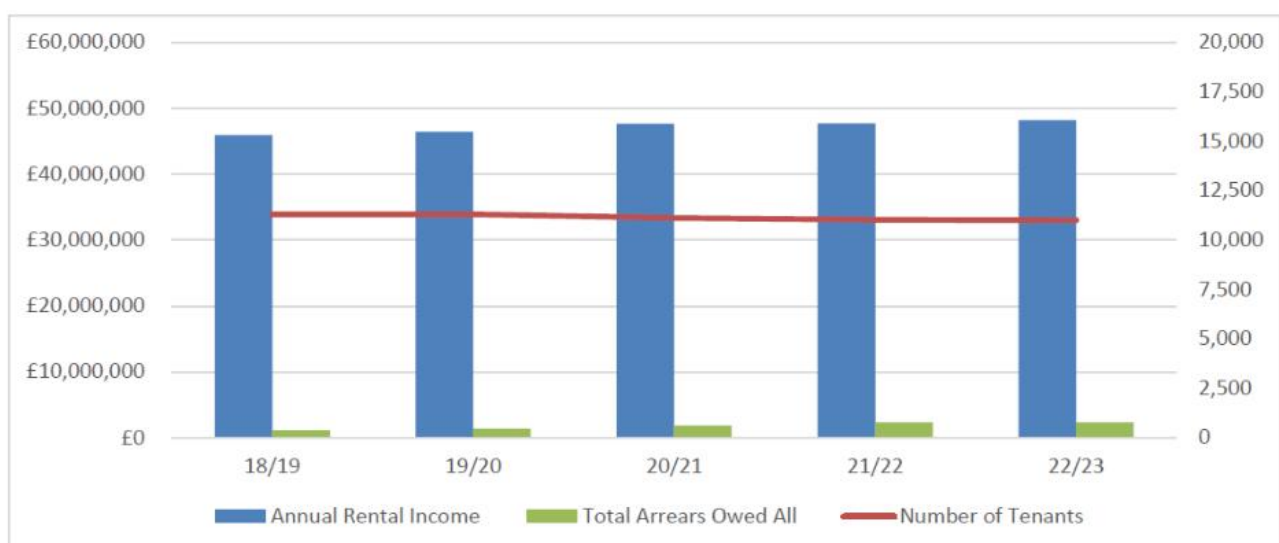
Satisfaction with the quality of advice, the quality of temporary accommodation and the overall quality of service received remains high, with the last-mentioned at almost 95% in 2022/23 (Graph 12).



Graph 12 (Homeless Services satisfaction)

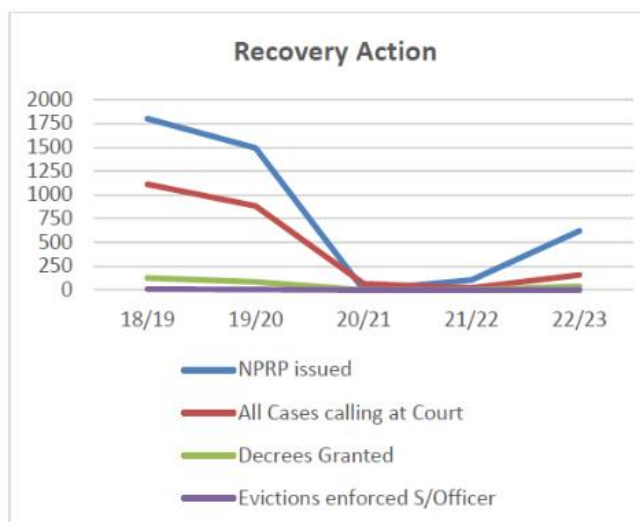
4. Rent Arrears

Graph 13 that the annual rental income due to be collected is over £48.2m. At the end of March 2022, £2.32 million was owed in arrears which is slightly lower than last year's figure of £2.33million.

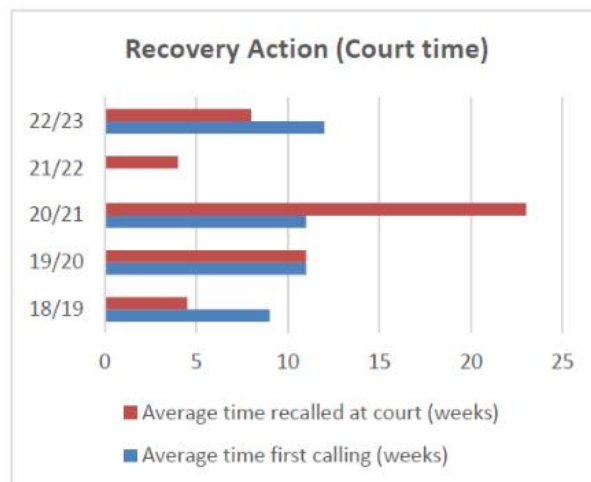


Graph 13 Rent arrears value

Graph 14 shows the recovery action taken, with the return to normal arrears recovery activity there is an increase to cases being called to court. Graph 15 also shows average calling times increasing.

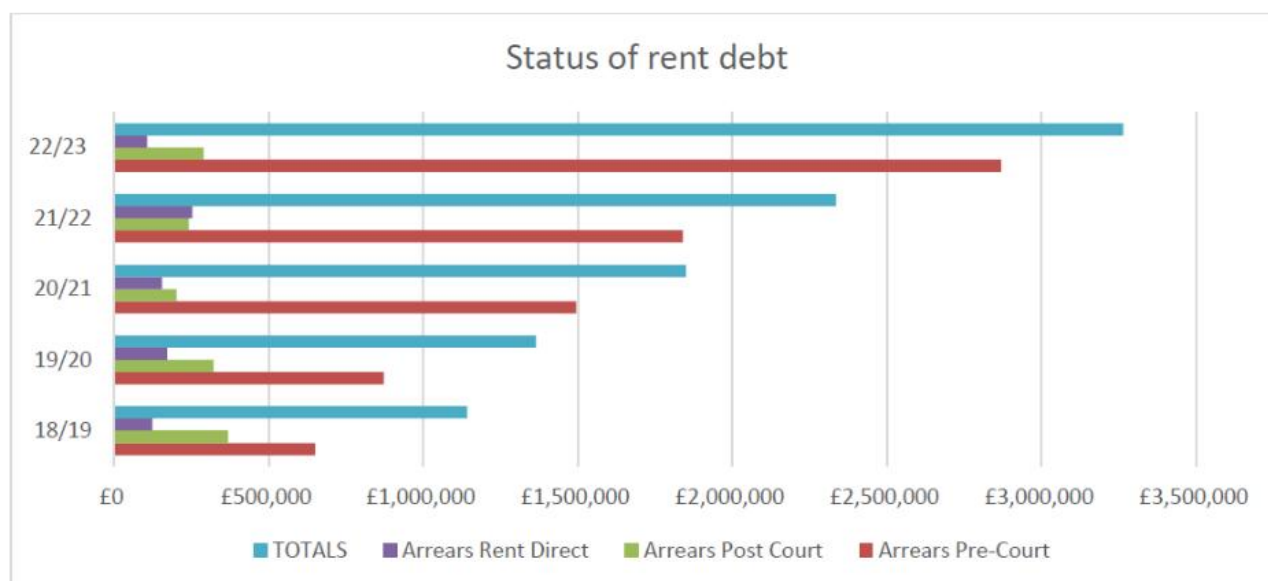


Graph 14 Recovery action



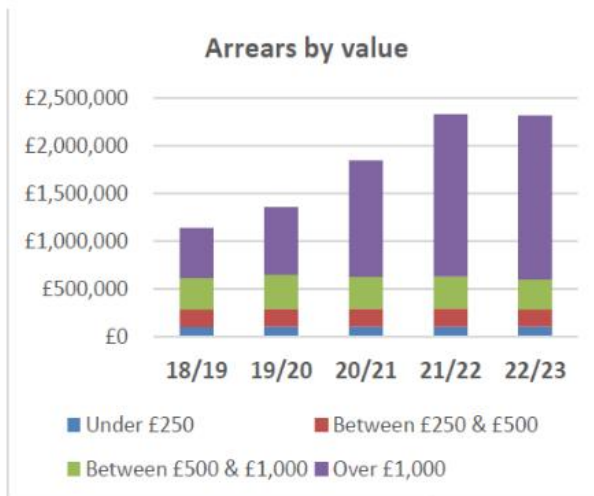
Graph 15 Court calling time

Graph 16 highlights the status of debt from post and pre court. The amount of debt pre court has increased due to no court activity during the pandemic.

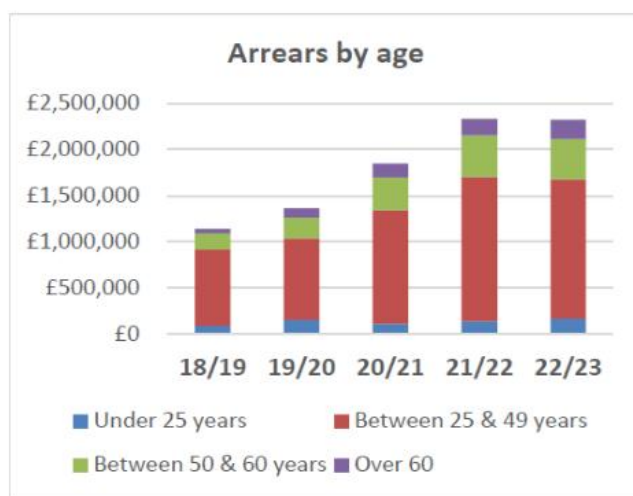


Graph 16 Status of rent debt

Graph 17 provides a profile of arrears by value. There has been some reduction in total arrears with specific reductions in the bands £250 to £500 and £500 to £1000, the other arrears values have remained relatively stable. Graph 18 shows the amount owed by tenants by age profile which shows that the main group with the majority of arrears are those in the 25 to 49 age band.

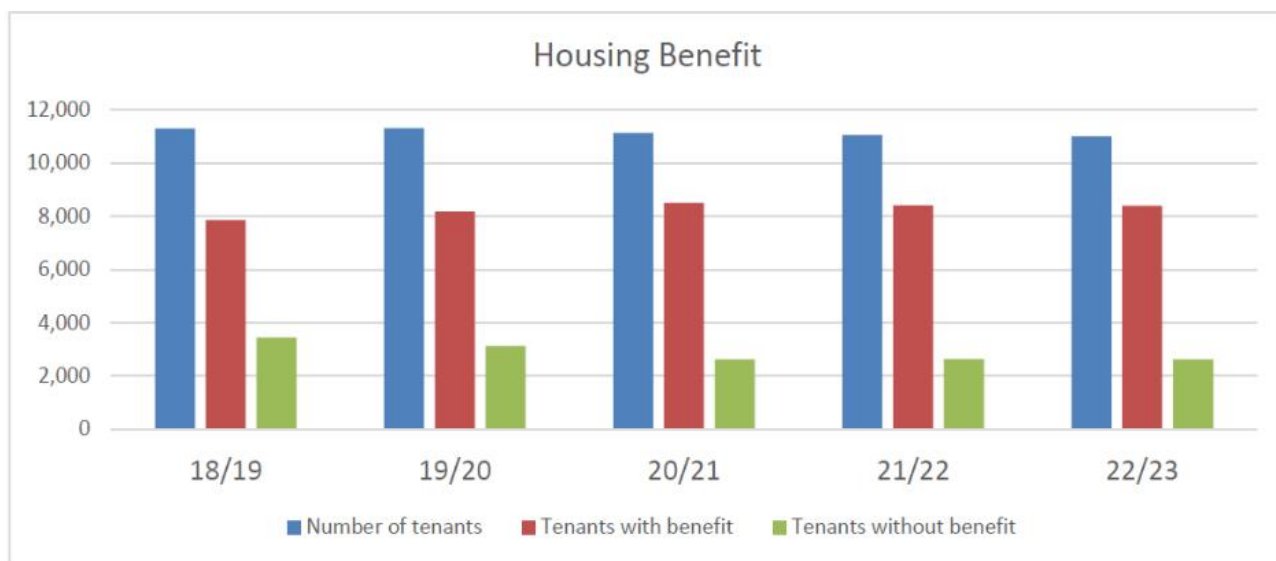


Graph 16 Arrears by value



Graph 17 Arrears age bands

Graph 19 provides summary information on benefit levels comparing with previous years. Benefit uptake remains high with 76% of our tenants in receipt of some form of benefit.



Graph 19 Housing Benefit



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Renfrewshire Council
Renfrewshire House
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PA1 1BR

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Appendix 2



Our regulation of social housing in Scotland

Discussion questions

We welcome your general feedback on our proposals as well as answers to the specific questions we have raised. You can read our discussion paper on our website at www.housingregulator.gov.scot
Please do not feel you have to answer every question unless you wish to do so.

Send your completed questionnaire to us by 11 August 2023.

By email @: regulatoryframeworkreview@shr.gov.scot

Or post to: Scottish Housing Regulator
2nd floor , George House
36 North Hanover Street, G1 2AD

Name/organisation name

Louise Feely, Renfrewshire Council

Address

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Cotton Street		
Paisley		
Postcode PA1 1JD	Phone 03003000280	Email louise.feely@renfrewshire.gov.uk

How you would like your response to be handled

To help make this a transparent process we intend to publish on our website the responses we receive, as we receive them. Please let us know how you would like us to handle your response. If you are responding as an individual, we will not publish your contact details.

Are you happy for your response to be published on our website?

Yes ☒ No ☐

If you are responding as an individual ...

Please tell us how you would like your response to be published.	Pick 1
Publish my full response, including my name	<input type="checkbox"/>
Please publish my response, but not my name	<input type="checkbox"/>

1. We believe that our regulatory priorities should be:
 - listening and responding effectively to tenants and service users
 - providing good quality and safe homes
 - keeping homes as affordable as possible
 - doing all they can to reduce the number of people who are experiencing homelessness

We are keen to hear your feedback on these priorities. Are they the right ones?

The regulatory priorities outlined appear reasonable.

2. What are your views on amending the Statutory Guidance on Annual Assurance Statements to include provisions on specific assurance?

We agree that a provision for a requirement for explicit assurance may be required in certain circumstances. We welcome such an approach but would suggest that the assurance sought should not be prescriptive and that each landlord should provide appropriate assurance.

3. Do you think that we need to change any of the indicators in the ARC or add to these?

The ARC indicators generally remain useful and would suggest that it is possibly more appropriate to review indicators as part of a review of the Charter. That said we consider that Indicator 10, (Percentage of reactive repairs carried out in the last year completed right first time) serves a limited purpose. It may be more meaningful to split this indicator with two indicators: Percentage of reactive repairs completed within target and Percentage of reactive repairs that required more than one visit to complete. If there are proposals to alter any indicators, we would welcome the opportunity to participate in such discussions.

4. Are the proposed areas of focus for tenant and resident safety indicators the right ones, and what should those indicators be?

We agree that the priorities appear proportionate and reasonable, but would suggest that monitoring tenant and resident safety by indicators alone is not the most appropriate vehicle. Some of the areas regarding tenant and resident safety are considerably easier than others to meaningfully measure by way of indicators. We would welcome discussions on what any future indicators are likely to be. It may be more appropriate that some of the areas are reliant on the landlord providing assurance through other means, such as evidence of appropriate process and policies.

5. What do you think would be the most effective and appropriate way to monitor the effectiveness of landlords' approach to managing reports and instances of mould and dampness?

The Council has a policy on damp and mould with appropriate procedures. Our stock condition survey (100% over five years) will gather data on mould issues by property. Combined with appropriate policies and procedures on mould and dampness, we would suggest that these methods are an effective way to monitor damp and mould.

6. What are your views on strengthening the Framework further on landlords listening to tenants and service users?

We have methods for tenants and service users to provide feedback and consequently have no issue with these proposals. Our new Tenant Participation Strategy will increase the ways in which tenants and stakeholders can provide feedback

7. How do you think we could streamline the requirements for landlords in the Notifiable Events statutory guidance?

Notifiable events apply only to RSLs and consequently we will not comment here.

8. *Do you think there is value in using more direct language in the working towards compliance status, or in introducing an intermediary regulatory status between compliant and working towards compliance?*

This appears to apply to RSLs only

9. Are there any changes we should make to the Significant Performance Failures approach, including how we define these?

We publicise the SHR Significant Performance Failure leaflet, it is a useful route for tenants who do may want to raise issues directly with the landlord for particular reasons (for example whistleblowing). The Significant Performance Leaflet therefore compliments our established complaints process.

10. Are there any other changes to the Regulatory Framework and associated guidance that you would suggest?

We look forward to the Scottish Government's EESSH Review Groups findings being published and would welcome an early indication of any changes to the standard to help inform investment decisions at as early a stage as possible.

We are satisfied with the current Regulatory Framework and the approach to reporting and would welcome any future consultation on it.

Thank you for taking the time to give us your feedback!



To: Communities and Housing Policy Board

On: 22 August 2023

Report by: Director of Environment, Housing and Infrastructure

Heading: Draft Renfrewshire Strategic Housing Investment Plan 2024/25 – 2028/29

1. Summary

- 1.1 The draft Strategic Housing Investment Plan 2024-2029, attached at Appendix 1, sets out the housing priorities for investment in projects across Renfrewshire that will benefit from the Scottish Government's Affordable Housing Supply Programme support.
 - 1.2 Renfrewshire's Strategic Housing Investment Plan is reviewed and updated each year in consultation with developing Housing Associations and the Scottish Government.
 - 1.3 The draft Strategic Housing Investment Plan for the period 2024 to 2029 is attached and will be subject to a four-week consultation.
-

2. Recommendations

It is recommended that the Communities and Housing Policy Board:

- 2.1 approves the draft Renfrewshire Strategic Housing Investment Plan 2024 to 2029, as set out in Appendix 1, for consultation, before a finalised plan is presented to the Communities and Housing Policy Board.
-

3. Background

- 3.1 The Strategic Housing Investment Plan outlines how Scottish Government funding for affordable housing will be targeted to achieve the priorities set out

in Renfrewshire's Local Housing Strategy and supports the delivery of a range of affordable housing projects across Renfrewshire.

- 3.2 Through the Affordable Housing Supply Programme, the Scottish Government allocates grant funding (known as Resource Planning Assumptions) to local authority areas.
- 3.3 The Scottish Government has confirmed the level of funding allocated to Renfrewshire to support the delivery of affordable homes for the three-year period to 2026, as set out below:
 - £17.140M in grant support for the financial year 2023/24;
 - £17.200M in grant support for the financial year 2024/25; and
 - £17.485M in grant support for the financial year 2025/26
- 3.4 Resource Planning Assumptions support the delivery of new affordable homes across Renfrewshire by providing grant support at a benchmark rates. The Scottish Government benchmark grant rates were recently increased to £83,584 for new Council homes and £91,182 for new social rented homes delivered by housing association partners.
- 3.5 Additional grant funding is also available on top of the grant benchmark rates, where affordable housing developers include design features related to zero emissions; the installation of automatic fire suppression systems; electric vehicle charging points; space for home working; provision of balconies and digital connectivity.

4. Draft Renfrewshire Strategic Housing Investment Plan 2024 – 2029

- 4.1 The range of housing projects contained in the draft Strategic Housing Investment Plan vary in size and location across Renfrewshire. The draft plan highlights a healthy and ambitious affordable housing programme being delivered by the Council and Housing Associations which is supported by the Scottish Government.
 - 4.2 In accordance with current Scottish Government guidance, the draft Strategic Housing Investment Plan 2024 to 2029 takes a flexible approach to programme management. By being ambitious and including a degree of over-programming, affordable housing projects can be brought forward within the programme, taking advantage of any additional resources that may become available to Renfrewshire over the financial year.
 - 4.3 The draft Strategic Housing Investment Plan also contains funding provision for newbuild Council housing in the Housing Regeneration and Renewal areas where newbuild housing is proposed.
-

5. Next Steps

- 5.1 Consultation on the draft Renfrewshire Strategic Housing Investment Plan will take place between August and September 2023. This will involve further engagement with all housing associations operating in Renfrewshire, local stakeholder groups such as Community Councils and tenants and residents' associations, community planning partners, other stakeholder groups and Renfrewshire's residents.
- 5.2 Following consultation and taking account of feedback, the Strategic Housing Investment Plan 2024-2029 will be finalised and presented to this Policy Board for consideration.

Implications of the Report

1. **Financial** - Provision has been made within the Housing Revenue Account (HRA) Budget in relation to the projects where the Council is the developing organisation.
2. **HR & Organisational Development** – None.
3. **Community/Council Planning** –
 - *Building strong, safe and resilient communities* - Increasing the supply of affordable housing and regenerating communities
4. **Legal** – Conveyancing work associated with land disposals
5. **Property/Assets** – None.
6. **Information Technology** – None.
7. **Equality & Human Rights**
 - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – None.
9. **Procurement** – None.
10. **Risk** – None.
11. **Privacy Impact** – None.

12. **COSLA Policy Position** – None.
13. **Climate Risk** – The Draft Strategic Housing Investment Plan aims to deliver high quality, energy efficient homes in sustainable locations across Renfrewshire.

Appendix 1 - Draft Strategic Housing Investment Plan 2024 to 2029

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Renfrewshire Draft Strategic Housing Investment Plan 2024-2029

Preparation and Consultation

This draft Renfrewshire Strategic Housing Investment Plan 2024/25 to 2028/29 has been prepared for consultation and engagement following on-going discussions with the Scottish Government and Registered Social Landlords operating in Renfrewshire.

All interested parties are encouraged to shape, comment and provide feedback on the Strategic Housing Investment Plan to ensure that it reflects the views of Renfrewshire's communities and stakeholders.

The finalised Strategic Housing Investment Plan will be submitted to the Council's Communities and Housing Policy Board on the 31st October 2023, it will also be submitted to the Scottish Government.

Following submission of the finalised Strategic Housing Investment Plan to the Scottish Government, a Strategic Local Programme Agreement for Renfrewshire will form the basis of individual agreements between the Scottish Government, Renfrewshire Council and Registered Social Landlords on funding for specific affordable housing projects as outlined in the finalised Strategic Housing Investment Plan.

This Draft Strategic Housing Investment Plan is to be published for consultation from **23rd August 2023 to 25th September 2023.**

Comments should be returned by email or by post to:

Email: strategyandplace@renfrewshire.gov.uk

Economy and Development Team, Chief Executives Service, Renfrewshire Council, Renfrewshire House, Cotton Street, Paisley, PA1 1WB



New build social rented housing, Albert Road, Renfrew (Williamsburgh Housing Association)

Renfrewshire's Draft Strategic Housing Investment Plan

The Scottish Government's Affordable Housing Supply Programme (AHSP) sets out a national framework to provide affordable homes across Scotland.

The Scottish Government allocate grant funding to Councils who then direct this support towards the development of predominantly new affordable homes, delivered by either the Council or one of its housing association partners.

As part of the Affordable Housing Supply Programme process, local authorities are required to prepare a Strategic Housing Investment Plan each year.

Renfrewshire's draft Strategic Housing Investment Plan identifies affordable housing projects which are to be supported by Scottish Government funding and sets out how this investment will be targeted to meet the strategic priorities of Renfrewshire's Local Housing Strategy.

Projects included within the draft Strategic Housing Investment Plan aim to support the delivery of the right homes in the right places and assist in providing safe, warm and energy efficient

homes that meet people's housing needs and contribute to the creation of sustainable thriving communities.

The Scottish Government's Housing Programme

The Scottish Government published their 'Housing to 2040 Strategy' in March 2021 with the strategy setting out the Scottish Government's approach to increasing the supply of homes across all tenures in the period to 2040.

In terms of affordable housing, the 'Housing to 2040 Strategy' includes a target to provide 110,000 affordable homes by 2032 with at least 70% of these homes to be developed for social rent.

The ambitious 'Housing to 2040 Strategy' requires ongoing partnership working between the Council, affordable housing providers, private developers, the construction industry and the Scottish Government.

Continued financial support in terms of future funding commitments from the Scottish Government and an understanding of rising development and tender costs will also be essential to support the ongoing delivery of new affordable homes across Renfrewshire.

The Scottish Government's Housing and Planning Delivery Framework (HPDF)

This draft Strategic Housing Investment Plan takes account of the Scottish Government's Housing and Planning Delivery Framework (HPDF) which promotes more efficient collaboration between Housing and Planning Services in relation to the Local Housing Strategy, Housing Need and Demand Assessment and national planning policies.

Renfrewshire's Strategic Housing Investment Plan, Local Housing Strategy and the Renfrewshire Development Plan (including Renfrewshire's Local Development Plan 2021 and National Planning Framework 4) support the implementation of the Housing and Planning Delivery Framework and aim to increase the supply of housing; make the housing system more responsive to demand; improve long term housing affordability and contribute to reducing volatility in the housing market.

Development Plan for Renfrewshire

Renfrewshire's Development Plan consists of National Planning Framework 4 and the Renfrewshire Local Development Plan 2021. Renfrewshire's Development Plan supports the development of new homes that improve affordability and choice as well as

increasing access to homes for all which are accessible and adaptable, including wheelchair accessible homes.

When the Council is assessing development projects included within this draft Strategic Housing Investment Plan, it will consider these proposals against the policies in the National Planning Framework 4 and the Renfrewshire Local Development Plan 2021.

Affordable Homes for Renfrewshire

Renfrewshire Council continue to work with local authorities across the Glasgow City Region to finalise a Housing Need and Demand Assessment (HNDA 3) that will assist in identifying the number of new homes required across Renfrewshire.

In addition to HNDA3, a comprehensive local affordable housing study of the Renfrewshire area is currently being prepared. This detailed local research will complement the wider HNDA3 as well as provide a robust and credible evidence base by identifying housing need at a lower level geography across Renfrewshire's towns and villages. This comprehensive evidence base will also inform the application of Renfrewshire's Affordable Housing Policy.

Following the publication of HNDA3 and the completion of the local affordable housing study, the Council will identify Housing Supply Targets to meet the needs for both private and affordable housing. These targets will be included in new Renfrewshire Local Housing Strategy due to be published later in 2023.

Resources for Housing Delivery

It is essential that a healthy, flexible and ambitious affordable housing development programme is maintained to ensure that sites can be progressed to meet local needs while making best use of available funding and resources.

The Scottish Government provide local authorities with multi-year Resource Planning Assumptions (RPA's) to support the longer term planning and delivery of projects within the Strategic Housing Investment Plan.

For the three-year period 2023/24 to 2025/26, the following minimum levels of grant funding have been confirmed by the Scottish Government:

- **£17.140M** in grant support for the financial year 2023/24;
- **£17.200M** in grant support for the financial year 2024/25; and
- **£17.485M** in grant support for the financial year 2025/26

Scottish Government Grant Benchmarks

Resource Planning Assumptions provide grant support at benchmark rates for each affordable home developed.

In June 2023, the Scottish Government increased the benchmark grant rates for a social rented new build home to £83,584 for new Council homes and £91,182 for housing association partners.

These grant rates are flexible which means that projects may be eligible for a higher grant award per property following a detailed assessment of project viability and development costs.

In recent years, tender costs have been significantly higher due to increased labour and material costs. This has had an adverse impact on development costs, levels of grant requirement and timescales for the delivery of projects. The recent uprating of grant levels is intended to assist in mitigating these higher development costs.

Following the recent uprating of Scottish Government grant benchmarks in June 2023, discussions will now take place with affordable housing providers as part of the draft Strategic Housing Investment Plan consultation process to determine any consequential impact on the level of grant to be made available

to affordable housing providers from current Resource Planning Assumptions to support delivery of projects identified within appendix 3 of this draft Strategic Housing Investment Plan. Following these discussions, appendix 3 of the finalised Strategic Housing Investment Plan will be updated to reflect any eligible increase in the level of grant funding for each project.

New Affordable Housing Design Features

Additional grant funding is available from existing Resource Planning Assumptions for affordable housing related to specific quality and design features, including:

- The delivery of homes to Silver Level of the 2019 Building Regulations in respect of Energy for Space Heating;
- The provision of balconies within flatted developments where the provision of private or communal outdoor space is not possible;
- The provision of space for home working or study where it is not possible to incorporate such space within the design of the homes under current space standards;
- Digitally enabled homes with tenants able to arrange for an internet connection without the internet service provider having to provide additional cabling to the premises;
- The installation of ducting infrastructure for electric vehicle charge point connectors;

- Installation of electric vehicle charge points;
- The installation of automatic fire suppression systems; and
- Installation of heating systems which produce zero direct emissions at the point of use.

The flexible benchmark rates of grant as well as any additional grant being made available to affordable housing developers who incorporate enhanced design elements, is being met from current known Resource Planning Assumptions. This may have an impact on the number of new affordable homes being delivered as the level of grant for each property increases.



New build Council housing, Auchengreoch Road, Johnstone

Renfrewshire's Local Housing Strategy

A new Local Housing Strategy for Renfrewshire that will cover the next five year period is currently being finalised following consultation with local communities, housing associations, tenants and resident's associations, community councils, the third sector, Renfrewshire's Health and Social Care Partnership and other key stakeholders.

It is anticipated that new Local Housing Strategy will be submitted for approval to the Communities and Housing Policy Board in late 2023.

The new Local Housing Strategy takes account of current local and national policy priorities, as well as new research and evidence and looks to build upon past successes whilst aiming to meet need and demand for both housing and housing related services.

The new draft Local Housing Strategy includes 5 strategic priorities as shown opposite.

New Local Housing Strategy Draft Strategic Priorities

1. The supply and delivery of housing is increased across all tenures to meet the housing needs of different groups and create attractive and sustainable places.
2. People live in high quality, well managed homes in sustainable neighbourhoods.
3. Address the challenges of the climate emergency, delivering homes that are warm, energy efficient and fuel poverty is minimized.
4. Preventing and addressing Homelessness with vulnerable people getting the advice and support they need.
5. People can live independently for as long as possible in their own home and the different housing needs of people across Renfrewshire are being met.

Meeting Renfrewshire's Housing Need

When developing proposals for new build private and affordable housing, development proposals require to promote balanced mixed communities that include a range of property types and sizes to meet a range of housing needs, including the provision of accessible homes and homes designed to wheelchair standard.

All affordable housing must be built to Housing for Varying Needs standard and should have flexibility built into its design to allow for future adaptation and reconfiguration to meet on-going tenant and resident's future needs.

- **In 2021, Renfrewshire's had a population of 179,940 people living across 87,910 different households with an average household size of just over two people** *(National Records of Scotland)*.
- **By 2028, the number of households is expected to increase to around 90,600 through small projected increases in the population combined with an increasing number of people living alone** *(National Records of Scotland)*.
- **Renfrewshire's population like Scotland's is ageing with people living longer. In 2021, almost one fifth (19.6%) of Renfrewshire's population was 65 years of age or older** *(National Records of Scotland)*.

Renfrewshire Affordable Housing Investment Priorities

All projects included within this Strategic Housing Investment Plan have clear links to the Strategic Priorities of the new draft Local Housing Strategy.

Affordable homes delivered through the Strategic Housing Investment Plan require to be of a high quality, be energy efficient and be able to meet people's needs and aspirations both now and in the future, with homes able to adapt to meet people's changing needs over time.

This draft Strategic Housing Investment Plan recognises that good quality affordable homes enhance Renfrewshire's towns and villages and encourages a sense of community and place.

The delivery of high quality homes can have a positive impact on people's lives. The projects identified within this plan support the provision of a range and choice of affordable housing of the right type and size to meet the housing needs of different groups throughout Renfrewshire.

The projects included in this plan will help meet the needs of individuals, families and those who require accommodation to

meet a particular housing need such as housing for older people and housing to meet the needs of those with physical disabilities.

Projects for both general and particular needs provision are included as both standalone purpose-built accommodation as well as within mainstream general needs developments. Particular needs provision alongside appropriate support, will assist people to live independently and successfully for as long as possible in their own homes and communities.

In recent years, affordable homes delivered through the Strategic Housing Investment Plan have primarily focused on adding to the supply of new build affordable homes for social rent. There is also a recognised ongoing need for shared equity provision, as well as some limited open market acquisitions where such acquisitions meet an identified housing need in line with the new Local Housing Strategy.

The delivery of new affordable homes on private sector sites is also supported by making use of Renfrewshire's Affordable Housing Policy to promote the creation of mixed tenure communities.

As well as new build affordable housing, this draft Strategic Housing Investment Plan places a strong emphasis on making best use of existing stock where possible and addressing issues in terms of housing quality and sustainability. This includes progressing the Council's ambitious regeneration plans through new build Council development and/or significant investment and improvements to existing homes.

The draft Strategic Housing Investment Plan supports the delivery of the Local Housing Strategy by:

1. Supporting local housing regeneration programmes;
2. Including new affordable housing provision to replace social rented housing no longer fit for purpose;
3. Addressing mismatch between the current supply of social rented housing and the housing people need and want to live in, taking account of type, size, quality and location;
4. Increasing the supply of affordable housing in areas where there is demand but limited provision;
5. Supporting the development of sustainable mixed communities by including affordable provision on private sector development sites;
6. Expanding the supply of housing for older people and those with particular and complex needs, including those who are homeless or on a repeat and persistent cycle of homelessness; and
7. Continuing to support town centre regeneration through residential development.

Renfrewshire Council Regeneration and Renewal Programme

Renfrewshire Council have approved an investment of at least £100 million over the next 10 years to support the delivery of modern, high quality energy efficient Council homes.

In addition to adding to the supply of new build Council housing, the investment programme will target enhanced investment to the existing housing stock, including works to the external fabric of properties and environmental improvements.

Following consultation, detailed plans are now being progressed for newbuild housing in the regeneration areas or where redevelopment is not possible, on alternative sites nearby.

This draft Strategic Housing Investment Plan includes new build Council development projects for social rent with available grant support from the Affordable Housing Supply Programme being used to supplement the Council's £100 million investment.

New build projects included within this draft Strategic Housing Investment Plan that will provide new build Council housing for social rent include:

- **Broomlands Area, Paisley;**

- **Carbrook Street, Paisley;**
- **Foxbar, Paisley;**
- **Garthland Lane, Paisley;**
- **Gallowhill, Paisley;**
- **Thrushcraigs Area, Paisley;**
- **Springbank Area, Paisley; and**
- **Howwood Road, Johnstone.**

More information on the Council's Regeneration and Renewal Programme can be found on the Council's website by visiting:

[Housing regeneration in Renfrewshire - Renfrewshire Website](#)

Addressing the Climate Crisis in Renfrewshire

Tackling the Climate Crisis is a major priority for Renfrewshire Council with work currently being progressed as part of Renfrewshire's Plan for Net Zero, with actions to achieve Net Zero to be embedded in related Council plans and strategies.

It is recognised that the changing climate has a direct impact on Renfrewshire's current housing stock and that some residents will be more vulnerable to this than others.

The Council's £1 million Climate Change Action Fund, which funds innovative projects and initiatives, also supports engagement and partnership working across Renfrewshire and accelerates the pace of change of existing projects in order to tackle the climate crisis.

Climate Change Adaptations

Both Renfrewshire Council and housing association partners are incorporating additional energy efficiency measures as part of new build design which will actively target reduced carbon emissions from new build development.

Projects included within this draft Strategic Housing Investment Plan aim to tackle fuel poverty by maximising opportunities for innovative energy efficient development, with greener measures included within new build developments.

Particular Housing Needs

The draft Renfrewshire Local Housing Strategy highlights the need for housing that meets the particular housing needs of a range of client groups with a particular focus on homelessness prevention as well as enabling people to live independently for as

long as possible in their own home with their different housing needs being met.

This draft Strategic Housing Investment Plan includes a range of projects to address identified particular needs, with these projects having been refined since the last Strategic Housing Investment Plan.

- **Abbey Quarter Phase IV, Paisley - 20 amenity standard homes and 5 fully wheelchair accessible homes for social rent that will sit alongside general needs housing;**
- **Older Persons housing at Station Road, Paisley - around 45 homes being developed to meet the particular needs of older people for social rent;**
- **Older Persons housing reprovisioning, Erskine – around 24 new older persons homes being developed to replace existing provision.**

Regular discussions take place with Renfrewshire Health and Social Care Partnership (HSCP) when planning new developments to investigate the requirements for particular needs developments at an early stage to ensure that projects are viable, sustainable and capable of meeting tenants and residents' needs.

Wheelchair Accessible Housing

All affordable housing providers in Renfrewshire aim to deliver a range of property types and sizes to meet people's different housing needs - this includes the development of homes that meet wheelchair accessible standards.

When preparing new build development proposals, developers will be required to design homes that are able to meet occupants changing needs over time and the needs of an ageing population, by looking to incorporate design features that promote accessible and adaptable homes.

Targets for the delivery of wheelchair accessible homes as part of new build developments have been identified as part of the development of the new Renfrewshire Local Housing Strategy.

The draft Local Housing Strategy proposes that:

- **New residential proposals must provide a minimum 10% of all dwellings designed to be easily adaptable for residents who are wheelchair users; and**
- **5% of all new homes must be designed to wheelchair accessible standard.**

Rapid Rehousing Transition Plans

Renfrewshire Council and partners worked together to prepare a Rapid Rehousing Transition Plan (RRTP) covering the 5-year period to 2024. The Rapid Rehousing Transition Plan details how those who are homeless will be provided with settled accommodation more quickly; spend reduced time in temporary accommodation and have more access to up-scaled support.

The strategic housing priorities contained within this draft Strategic Housing Investment Plan align with the Rapid Rehousing Transition Plan, supporting the delivery of homes to meet the requirements of different needs groups, household types and sizes.

Child Poverty (Scotland) Act 2017

This draft Strategic Housing Investment Plan recognises the fundamental role housing has in tackling child poverty and aims to support the delivery of a range of property types and sizes that meet the needs of families of all sizes through the creation of high quality energy efficient homes in sustainable communities that support health, wellbeing and educational attainment.

Early discussions with affordable housing providers ensures that the housing mix proposed for each project takes account of housing waiting lists with this information reflected in terms of any agreed property mix and household sizes.

Refugee Resettlement

Renfrewshire Council have been working with the Scottish Government and Convention of Scottish Local Authorities (COSLA) to determine what Renfrewshire can provide in terms of the housing stock of the Council and our housing association partners to support the matching of refugee arrivals from the Ukraine to properties in Renfrewshire.

To date, most accommodation required has been smaller with one or two bedrooms being used due to the arriving household size.

The extent of ongoing support in terms of the number of homes required to support Renfrewshire's contribution towards this national resettlement scheme is unclear and will be reviewed when preparing future Strategic Housing Investment Plans.

Gypsy/Travellers

The Council continue to review the need to allocate land to meet the housing needs of Gypsy/Travellers taking account of the Joint Action Plan published by the Scottish Government and Convention of Scottish Local Authorities (COSLA).

The Council will also await the outcome of the additional Scottish Government research into Gypsy/Travellers and use the proposed toolkit which is intended to assist local authorities build an understanding of the changing needs of Gypsy/Travellers in our area, in particular in relation to accommodation, services and supporting travel throughout Renfrewshire and beyond.

Once the toolkit is made available this will inform the current Gypsy/Travellers assessment work that has been undertaken by Renfrewshire Council and will allow for both a strategic and local insight into the Gypsy/Traveller community and the implications for Renfrewshire.

This work will be undertaken as an on-going action in the new Renfrewshire Local Housing Strategy. This on-going work will identify the potential needs and support requirements of the Gypsy/Traveller community and whether site provision is

required. If accommodation is required, this could be in the form of seasonal, transit, permanent or stopping places.

Cross boundary and regional implications continue to be explored in partnership with neighbouring authorities as part of the Glasgow City Region Housing Market Partnership and will look at the potential of utilising negotiated stopping in defined areas to meet transient needs.

If there is a need to allocate land to meet the accommodation need of Gypsy/Travellers, this will be addressed through the Renfrewshire Local Development Plan and its associated Delivery Programme.

Should a requirement for accommodation/sites be identified to meet the needs of Gypsy/Travellers, future updates of the Strategic Housing Investment Plan will include details of these projects with funding potentially also being sought from the Gypsy/Traveller Accommodation Fund where appropriate.

Travelling Showpeople

There are currently no permanent Travelling Showpeople sites in Renfrewshire. Over the course of the new Local Housing Strategy, the Council will identify if there is a need to allocate land to meet

the housing needs of Travelling Showpeople and this will be addressed through the Renfrewshire Local Development Plan/Action Delivery Programme.

Council Tax on Empty and Second Homes

At present, there is no direct funding allocated to the affordable housing programme in Renfrewshire from revenue raised from empty homes. However, the Council actively use other mechanisms available to promote the delivery of affordable homes.

This includes the role of the Council's dedicated 'More Homes Officer' who works with owners of long-term empty properties to provide advice and assistance with a view of bringing long term empty properties back into productive use.

The More Homes Officer manages the Council's Buy back/Acquisition scheme where properties that meet strategic objectives may be purchased and added to the Council's lettable housing stock, with Council funding and/or Scottish Government grant used to support these strategic acquisitions.

The Council continues to monitor developments in terms of the Scottish Government's 'Housing to 2040' Strategy proposals to

support bringing empty homes back into productive use through enhanced powers for Councils and funding potentially being made available to support Councils in bringing empty homes back into use, or to convert suitable vacant commercial premises in town centre locations.

In recent years, the Council's Empty Homes Officer (now called More Homes Officer) successfully helped to bring 63 long term empty homes back into the effective housing supply (*2018/19: 14 homes, 2019/20: 26 homes and 2020/21: 23 homes*).



New build social rented housing, Millarston, Paisley, (Link Group)

Acquisition of Private Housing (Rental Off the Shelf)

Provision is included for a small proportion of available resources to be used to assist social housing providers - both the Council and housing association partners - to purchase appropriate properties for social rent on the open market, where this would help to meet identified housing need or enable social landlords to undertake pro-active management and maintenance of housing stock.

This provision will support the acquisition of a range of property types including empty homes and other types of property where the acquisition of these properties align with Local Housing Strategy and the Council's Acquisitions Strategy.

Available resources will continue to be prioritised to support the delivery of new build affordable housing with open market acquisitions permitted where there is slippage in the programme in any given year and funding may therefore be available, with cognisance to the quality standards that require to be met when purchasing second-hand residential dwellings with vacant possession.

Subject to the availability of funding, grant support may be made available to support strategic acquisitions for up to £35,000 per property.

Consideration will only be given to properties in line with the Council's Acquisitions Strategy with properties required to:

- **meet an identified need in terms of stock type, size and location;**
- **meet particular needs which may be difficult to address within the existing stock base;**
- **represent good value for money, taking account of repair and investment requirements as well as purchase price;**
- **located close to the stock base of the acquiring landlord, for management and maintenance purposes; and**
- **assist in allowing common works to be progressed on mixed tenure blocks.**

To be eligible for grant support, affordable housing providers will be expected to investigate all other available funding options alongside grant support from the Council's Resource Planning Assumption/Affordable Housing Supply Programme.

Delivering New Affordable Homes in Renfrewshire

Detailed information on the ongoing and proposed affordable new build developments can be found in **Appendix 1**.

Appendix 3 outlines the ambitious new build programme proposed throughout Renfrewshire over the next 5 years.

The significance of strategic regeneration is reflected in the projects currently on site or proposed to be taken forward over the next five years as shown in **Appendices 1 and 3**.



New build social rented housing, St Ninian's Crescent, Paisley (Link Group)

Renfrewshire Council New Build Programme

This draft Strategic Housing Investment Plan rolls forward the Council's own ambitious new build programme. This follows the completion of new build Council homes at Dargavel Village, Bishopton, at Johnstone Castle in Johnstone at Auchengreoch Road in Johnstone and more recently with new homes at Ferguslie Park in Paisley.

The Council are also progressing new build plans at both Gallowhill and at Garthland Lane in Paisley, with the Council's regeneration programme including additional new Council homes in the Howwood Road area of Johnstone, Thrushcraigs area of Paisley, Broomlands area of Paisley, Springbank area of Paisley and Foxbar area of Paisley.



New build Council housing, Ferguslie Park, Paisley

Programme Management and Project Prioritisation

This draft Strategic Housing Investment Plan splits projects in to two groups through the use of a 'core' and 'shadow' programme. Projects within each group are shown in **Appendix 3**.

The methodology used to prioritise project delivery is based on the ability to progress each project at key milestones in terms of an assessment of project viability, site acquisition, design work, procurement and potential site start with these milestones considered against availability of Scottish Government grant.

This approach allows for the programming of individual projects as part of the 'core' and 'shadow' programme which together outline the on-going 5 year affordable housing supply programme delivered through the Strategic Housing Investment Plan.

Projects within the 'core' group will be progressed in the earlier years of the programme (normally years 1-3) where there is grant availability and where developers finances allow.

Projects included in the 'shadow' programme will be progressed as 'core' projects complete or when additional funding becomes available or where there is the ability to 'front fund' projects to

allow projects to proceed earlier. This means that project timescales may be subject to change.

In terms of front funding, the Council or the housing association partner may initially fund the early stages of project development costs from their own resources, with grant being paid to developing organisations at the first available opportunity as funding becomes available.

The use of a 'core' and 'shadow' programme supports the effective management of available resources whilst permitting some flexibility that assists in addressing any slippage of projects in any given year.

Projects in the shadow programme may require extended lead in times to allow for site investigative works, site assembly or to arrange the necessary private finance to enable a development to proceed – all of which may influence how projects are prioritised within the programme with all projects subject to regular review.

Additional new projects may be added to the programme should appropriate opportunities arise over the next 12 months prior to the next update of the Strategic Housing Investment Plan. Any additional projects brought forward need to align with the Local Housing Strategy.

Due to current high tender and development costs, timescales for the progression of projects may change depending on the developing organisations financial position and ability to proceed in a high inflationary environment. This may cause movement within the development programme with projects moving between the core and shadow programme to ensure all funding available to Renfrewshire can be fully utilised.

Delivery

Both the Council and our housing association delivery partners will continue to look for efficiencies in construction methods and will work with the construction industry and design teams to determine the suitability of non-traditional construction methods for projects included with the Strategic Housing Investment Plan.

The Council will continue to explore options for joint working around innovative delivery mechanisms that support the delivery of affordable housing throughout Renfrewshire.

Housing Infrastructure Fund

As part of the Scottish Government's Housing to 2040 strategy, Scottish Ministers have agreed to continue with the Housing Infrastructure Fund (HIF) in the period up to 2026.

The Housing Infrastructure Fund provides both Councils and housing association partners with additional grant to support the unlocking of challenging sites where the scale and nature of infrastructure costs would prevent these sites from being progressed as part of the Strategic Housing Investment Plan where projects can deliver affordable homes in line with the Council's strategic priorities. The funding allocated to the Housing Infrastructure Fund nationally is expected to be around £50 million in the 2021-2026 period.

In recent years, a number of Renfrewshire projects have successfully accessed the Housing Infrastructure Fund with housing association partners continuing to look at options to bid for support from the Housing Infrastructure Fund as and when required.

At present, no project developer within this draft Strategic Housing Investment Plan is looking to access Housing Infrastructure Fund support, however this may change as developments move on site.

Heat Network Fund

Developing partners that are considering the installation of large-scale heat networks may now be eligible for support through the Scottish Government's Heat Network Fund. This Fund provides grant funding for the installation of zero emissions communal and district heating systems.

Applications should be made to the Heat Network Fund prior to applying for grant assistance through the Affordable Housing Supply Programme.

Monitoring Progress

A range of project management activities are used to ensure resources are managed effectively and projects are progressing as planned. These project management activities include:

- **Ongoing liaison between services within the Council and between the Council and Registered Social Landlord partners on specific projects;**
- **Multi-agency project group meetings;**
- **Quarterly tripartite meetings involving the Council, individual developing Registered Social Landlord partners and the Scottish Government; and**
- **Six weekly internal officer group meetings to review progress.**

Draft Strategic Housing Investment Plan Appendices

Appendix 1 details progress with projects currently on site as well as future proposed projects over the lifetime of the draft Strategic Housing Investment Plan.

Appendix 2 shows recent affordable housing completions.

Appendix 3 lists projects that are currently progressing and/or expected to draw down grant funding and/or be completed during the lifetime of this draft Strategic Housing Investment Plan.

Appendix 4 gives details of sub-areas and settlements within Renfrewshire.

Equalities

This draft Strategic Housing Investment Plan includes housing provision for a range of different needs groups including housing for older people and those with physical disabilities.

The development programme includes clustered accommodation projects to meet an identified need as well as blended projects that provide both general and particular need accommodation at the same location to support inclusive and independent living.

This draft Strategic Housing Investment Plan has been prepared in consultation with the Health and Social Care Partnership to ensure that projects take account of opportunities to deliver housing that meets the needs of a range of households with specific needs.

In line with The Equality Act 2010 and the associated protected characteristics, an Equality and Human Rights Impact Assessment has been prepared alongside the preparation of the draft Strategic Housing Investment Plan to identify the likely or actual effects of it on people.

The assessment includes identifying where there will be a positive impact and further opportunities to promote equality. The assessment did not identify any negative impacts on people in relation to this draft Strategic Housing Investment Plan.

Should any unforeseen negative impacts arise during the finalisation of plan, we will take action to eliminate or mitigate these.

Viewing the draft Strategic Housing Investment Plan

This draft Strategic Housing Investment Plan can be viewed on the Council's website by visiting:

<https://www.renfrewshire.gov.uk/article/4232/Strategic-Housing-Investment-Plan>

Following the end of the consultation period, a revised draft of the Strategic Housing Investment Plan will be prepared which will also be available on the Council's website by visiting:

<https://www.renfrewshire.gov.uk/article/4232/Strategic-Housing-Investment-Plan>

If you require a printed copy of the draft Strategic Housing Investment Plan, please email:

strategyandplace@renfrewshire.gov.uk

or please write to:

Economy and Development Team, Chief Executives Service,
Renfrewshire Council, Renfrewshire House, Cotton Street, Paisley,
PA1 1WB



Environment, Housing and Infrastructure
Renfrewshire Council
Renfrewshire House
Cotton Street
Paisley
PA1 1BR

www.renfrewshire.gov.uk



Appendix 1: Renfrewshire Affordable Housing Project Updates

1A: Projects completed in 2023/24 or currently on site and expected to complete in full during 2023/24

Development	Units	Status	Comment
Ferguslie Park, Paisley	101	On site, due to complete July 2023	These 101 new homes being developed by Renfrewshire Council will contribute to the regeneration of the Ferguslie Park area. This project is being completed in phases with the final homes handed over by the end of July 2023.
Abbey Quarter Phase IV, Paisley Town Centre	81	On site, due to complete November 2023	Link Group are on site delivering 81 new homes for social rent. This fourth phase of development will complete the redevelopment of the former Arnott's site which is a key strategic location in Paisley Town Centre. This development is being completed in phases with the final homes due to be handed over by the end of November 2023.
Woodend House, Houston, West Renfrewshire	14	On site, due to complete November 2023	Link Group are providing 14 new homes for social rent within a larger private sector development in Houston, West Renfrewshire as part of the Council's Affordable Housing Policy. These affordable homes will add to the supply of affordable homes in West Renfrewshire with the project expected to complete by the end of November 2023.
Napier Street, Linwood	51	On site, due to complete March 2024	This social rented development of around 51 homes by Sanctuary Scotland Housing Association will add to the affordable housing supply in Linwood. This project is expected to be completed by the end of March 2024.

1B: Projects currently on site or due to start on site in 2023/24 (includes phased completions in 2023/24 and beyond)

Development	Units	Status	Comment
East Lane, Paisley Town Centre	48	On site May 2023, Due to complete August 2024	This social rented development of 48 homes by Loretto Housing Association will add to the affordable housing supply in central Paisley.
Paisley West End, Sutherland Street	35	On site May 2023, Due to complete October 2024	Sanctuary Scotland are now on site developing 35 new homes for social rent as part of the regeneration of Paisley's West End.
Orchard Street, Paisley	50	Due to start on site in September 2023	Plans are progressing for a Comprehensive Tenement Improvement (CTI) project at Orchard Street/Causeyside Street, Paisley following 5 blocks of flats being designated as a Housing Renewal Area (HRA) in March 2017. The overall development is expected to complete in 2024/25.
Cartha Crescent, Paisley	33	Due to start on site in September 2023	This social rented development of around 33 homes by Williamsburgh Housing Association will add to the affordable housing supply in central Paisley.
Phase 3A, Bishopton, North Renfrewshire	46	Due to start on site in September 2023	This third phase of development at Bishopton Community Growth Area (CGA) (Dargavel Village) by Loretto Housing Association will provide 46 new homes for social rent. These initial 46 homes are expected to be completed in March 2025 with a further 16 new homes (Phase 3B, Bishopton) expected to be completed in Spring 2026).
Johnstone Castle Phase II	68	Due to start on site in October 2023	Link Group are progressing plans for a second phase of affordable housing in Johnstone Castle. This development will provide around 68 new homes for social rent as well as infrastructure and green spaces. This development will complete in phases during 2024/25 and 2025/26.

Carbrook Street, Paisley	18	Due to start on site in January 2024	Renfrewshire Council regeneration area. Following public consultation, plans are being progressed to deliver 18 new Council homes in the Carbrook Street Area of Paisley.
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1C: Projects expected to start on site in 2024/25 or later or when a projected site start date has still to be confirmed

Development	Units	Status	Comment
Gallowhill, Paisley	60	Due to start on site in May 2024	This social rented development of around 60 homes by Renfrewshire Council will add to the affordable housing supply in the Gallowhill area.
Howwood Road, Johnstone (Site 1 of 2)	55	Due to start on site in October 2024	Renfrewshire Council regeneration area. Following public consultation, plans are being progressed to deliver 55 new Council homes in this first phase of development in the Howwood Road Area of Johnstone.
Stirling Drive, Linwood	64	Due to start on site in January 2025	This social rented development of around 64 homes by Linstone Housing Association will add to the affordable housing supply in Linwood.
Phase 3B, Bishopton, North Renfrewshire	16	Due to start on site in March 2025	This phase of development at Bishopton Community Growth Area (CGA) (Dargavel Village) by Loretto Housing Association will provide an additional 16 new homes next to the 46 new social rented homes completed for Loretto at the Phase 3A Bishopton project. Completion is anticipated in Spring 2026.
Springbank, Paisley (Phase 1 of 2)	65	Due to start on site in April 2026	Renfrewshire Council regeneration area. Following public consultation, plans are being progressed to deliver around 65 new Council homes in this first phase of development in the Springbank Road Area of Paisley.

Thrushcraigs, Paisley	50	Due to start on site in July 2026	Renfrewshire Council regeneration area. Following public consultation, plans are being progressed to deliver around 50 new Council homes in the Thrushcraigs Area of Paisley.
Station Road, Paisley	45	Due to start on site in August 2026	This development by Linstone Housing Association will provide around 45 amenity standard homes for older people.
Gibson Crescent, Johnstone	28	Due to start on site in October 2026	This social rented development of around 28 homes by Williamsburgh Housing Association will add to the affordable housing supply in Johnstone.
Broomlands (West Campbell Street), Paisley	25	Due to start on site in April 2027	Renfrewshire Council regeneration area. Following public consultation, plans are being progressed to deliver around 25 new Council homes in the Broomlands Area of Paisley.
Howwood Road, Johnstone (Site 2 of 2)	80	Due to start on site in April 2027	Renfrewshire Council regeneration area. Following public consultation, plans are being progressed to deliver around 80 new Council homes in this second phase of development in the Howwood Road Area of Johnstone.
Springbank, Paisley (Phase II)	35	Due to start on site in September 2029	Renfrewshire Council regeneration area. Following public consultation, plans are being progressed to deliver around 35 new Council homes in this second phase of development in the Springbank Road Area of Paisley.
Paisley West End, Remaining sites	111	Site start date tbc	Sanctuary Scotland are updating the Regeneration Masterplan for Paisley's wider West End and will progress plans for approximately 111 affordable new homes developed as part of the regeneration of Paisley's West End.
Row Avenue, Renfrew	63	Site start date tbc	Sanctuary Scotland are progressing plans for approximately 63 affordable new homes in Renfrew.
Ryefield, Johnstone	36	Site start date tbc	This social rented development of approximately 36 homes by Linstone Housing Association will add to the affordable housing supply of houses in the Johnstone area.

Older Persons Housing Reprovisioning, Erskine	24	Site start date tbc	Bridgewater Housing Association are progressing plans for a new purpose built older persons housing development of around 24 units that will replace existing scattered older persons housing provision across Erskine.
Foxbar Rivers, Paisley	40	Site start date tbc	This social rented development of around 40 homes by Paisley Housing Association will add to the affordable housing supply in the Foxbar area of Paisley and bring vacant sites back in to use.
Foxbar Rivers, Paisley	40	Site start date tbc	This social rented development of around 40 homes by Renfrewshire Council will add to the affordable housing supply in the Foxbar area of Paisley and bring vacant sites back in to use.
Garthland Lane, Paisley	32	Site start date tbc	This social rented development of around 32 homes by Renfrewshire Council will add to the affordable housing supply in central Paisley.
Westburn Avenue/Blackstoun Road, Ferguslie Park, Paisley	22	Site start date tbc	This social rented development of around 22 homes by a developer still to be identified will add to the affordable housing supply in the Ferguslie Park area of Paisley and bring a vacant site back in to use.
Paisley Town Centre	48	Site start date tbc	Efforts will continue to identify a potential site for affordable housing in Paisley Town Centre to promote mixed tenure communities and the growth of the resident town centre population.
Bishopton Phase IV & Future Phases	136	Site start date tbc	Additional sites will be identified and progressed for affordable housing within Bishopton Community Growth Area (CGA) (Dargavel Village).
West Renfrewshire Villages	59	Site start date tbc	Efforts will continue to identify potential sites for affordable housing in West Renfrewshire to meet affordable housing need in this area.
MacDowall Street, Johnstone	35	Site start date tbc	Discussions will take place to identify an affordable housing provider to develop this gap site for affordable housing.
Private Sector Acquisitions that meet identified Housing Need			An allowance will be made within the programme for private sector 'off the shelf' acquisitions where such purchases meet a specified criteria and contribute to meeting local housing need.
Local Development Plan Affordable Housing Policy Future Requirements			An allowance will be made within the programme for new affordable homes within new development sites as part of the new Affordable Housing Policy in Renfrewshire.

Completions between 2018 and 2023 & estimated completions 2023/24

Appendix 2

2018/2019				
Sanctuary	Inchinnian Road (Western Park)	Renfrew	67	
Sanctuary	Andrew Avenue Phase II	Renfrew	60	127
2019/2020				
Sanctuary	Paisley West End (Phase I (Co-op)	Paisley & Linwood	39	
Sanctuary	Love Street	Paisley & Linwood	132	
Link	New Sneddon Street	Paisley & Linwood	24	195
2020/21				
Link	Smithhills Street	Paisley & Linwood	26	
Renfrewshire Council	Bishopton Phase I	North Renfrewshire	80	
Williamsburgh HA	Milliken Road, Kilbarchan	West Renfrewshire	18	124
2021/22				
Renfrewshire Council	Johnstone Castle	Johnstone & Elderslie	95	
Link Group	Amochrie Road, Foxbar	Paisley & Linwood	36	
Link Group	Thrushcraigs Phase II (St Ninians)	Paisley & Linwood	23	
Paisley HA	Westerfield House	Paisley & Linwood	16	170
2022/23				
Sanctuary/Paisley HA	Glenburn	Paisley & Linwood	131	
Link Group	Millarston	Paisley & Linwood	99	
Renfrewshire Council	Auchengreoch Road	Johnstone & Elderslie	39	
Loretto	Bishopton Phase II	North Renfrewshire	58	
Williamsburgh HA	Albert Road	Renfrew	42	369
				985
2023/2024 - Estimated Completions				
Renfrewshire Council	Ferguslie Park	Paisley & Linwood	101	
Link Group	Abbey Quarter Phase 4 (AQP4)	Paisley & Linwood	81	
Link Group	Woodend House, Houston	West Renfrewshire	14	
Sanctuary	Napier Street, Linwood	Paisley & Linwood	51	247
				1232

Appendix 3 - Core & Shadow Programme
Core Programme

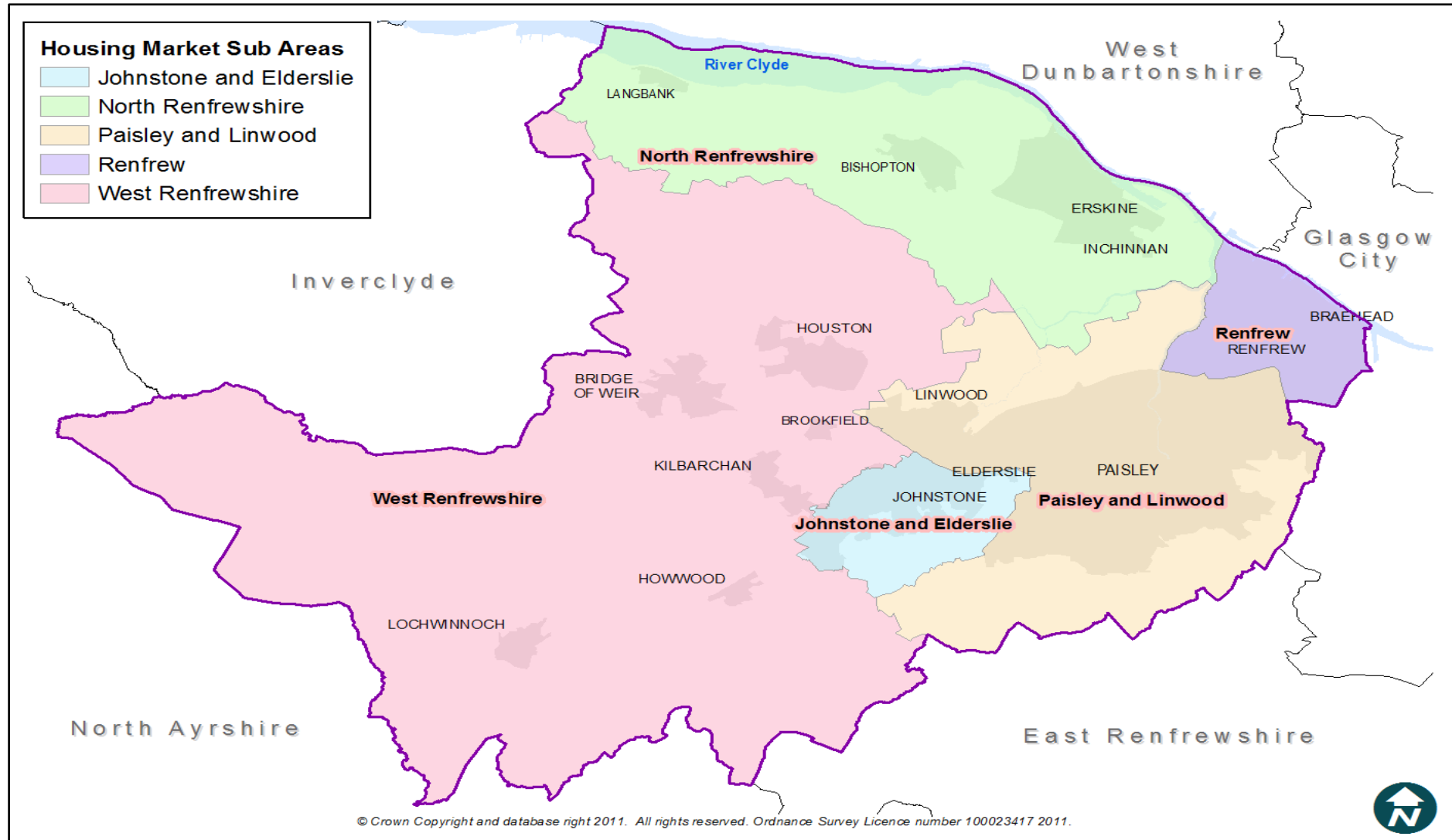
£ Million					
Projects in the Affordable Housing Supply Programme	Number of Affordable Units	Total Grant Requirement (£M)	Estimated Total Spend by End March 2024	Estimated Grant Requirement (Yrs 1-3) 2024/25-2026/27	Estimated Grant Requirement (Yrs 4-5) 2027/28-2028/29
Ferguslie Park, Paisley	101	£6.112	£6.112	£0.000	£0.000
Abbey Quarter Phase 4, Paisley	81	£7.893	£7.893	£0.000	£0.000
Woodend House, Houston	14	£1.230	£1.230	£0.000	£0.000
Napier Street, Linwood	51	£4.280	£4.280	£0.000	£0.000
East Lane, Paisley	48	£5.766	£5.766	£0.000	£0.000
West End, Paisley (Sutherland Street/UWS)	35	£4.838	£4.838	£0.000	£0.000
Cartha Crescent, Paisley	33	£2.806	£2.806	£0.000	£0.000
Phase 3A, Bishopton	46	£5.536	£1.716	£3.820	£0.000
Orchard St/Causeyside St, Paisley (HRA)	50	£5.241	£3.891	£1.350	£0.000
Johnstone Castle Phase II, Johnstone	68	£12.653	£5.064	£7.589	£0.000
Phase 3B, Bishopton	16	£1.920	£0.000	£1.920	£0.000
West End, Paisley - Remaining Sites	111	£7.994	£3.171	£3.600	£1.223
Gallowhill, Paisley	60	£4.290	£1.106	£3.185	£0.000
Older Person's Housing Reprovisioning, Erskine	24	£2.004	£0.750	£1.254	£0.000
Carbrook Street, Paisley	18	£1.287	£0.287	£1.000	£0.000
Howwood Road, Johnstone (Site 1 of 2)	55	£3.933	£0.240	£3.693	£0.000
Thrushcraigs, Paisley	50	£3.575	£0.000	£3.575	£0.000
Springbank, Paisley (Phase 1 of 2)	65	£4.648	£0.655	£2.800	£1.193
Foxbar Rivers, Paisley (Housing Association)	40	£3.120	£0.100	£3.020	£0.000
Foxbar Rivers, Paisley (Council)	40	£2.860	£0.500	£2.360	£0.000
Stirling Drive, Linwood	64	£6.936	£1.109	£4.384	£1.443
Row Avenue, Renfrew	63	£4.914	£1.950	£2.964	£0.000
Broomlands (West Campbell Street), Paisley	25	£1.788	£0.000	£0.500	£1.288
Howwood Road, Johnstone (Site 2 of 2)	80	£5.720	£0.000	£1.200	£4.520
ROTS (Rental Off the Shelf) 2024 to 2029*	50	£1.750	£0.000	£1.050	£0.700
LDP Affordable Housing Policy Future Reqs	tbc	tbc	tbc	tbc	tbc
	1288	£113.094	£53.464	£49.264	£10.367

* Subject to funding availability each year

Shadow Programme

Projects in the Affordable Housing Supply Programme	Number of Affordable Units	Total Grant Requirement (£M)	Estimated Total Spend by End March 2024	Estimated Grant Requirement (Yrs 1-3) 2024/25-2026/27	Estimated Grant Requirement (Yrs 4-5) 2027/28-2028/29
Gibson Crescent/North Road, Johnstone	28	£2.381	£0.000	£1.381	£1.000
Ryefield, Johnstone	36	£3.664	£0.300	£2.343	£1.021
Station Road, Paisley	45	£4.591	£0.758	£1.361	£2.472
Springbank, Paisley (Phase 2 of 2)	35	£2.503	£0.000	£0.350	£2.153
Westburn Avenue/Blackstoun Road, Ferguslie Park, Paisley	22	£1.716	£0.143	£1.573	£0.000
Garthland Lane, Paisley	32	£2.288	£0.225	£1.032	£1.032
Town Centre, Paisley	48	£3.744	£0.000	£1.872	£1.872
Phase 4 & Future Phases, Bishopton	136	£10.608	£0.000	£3.536	£7.072
West Renfrewshire Villages - (3 potential sites)	59	£4.602	£0.000	£2.886	£1.716
MacDowall Street, Johnstone	35	£2.730	£0.000	£2.730	£0.000
	476	£38.827	£1.426	£19.064	£18.338
Sub-Areas					
1. Paisley & Linwood	All Units	Core + Shadow	Core + Shadow	Core + Shadow	Core + Shadow
2. Renfrew	1764	£151.921	£54.890	£68.328	£28.705
3. Johnstone & Elderslie					
4. North Renfrewshire					
5. West Renfrewshire					

Appendix 4 Renfrewshire sub-areas





To: Communities and Housing Policy Board

On: 22 August 2023

Report by: Director of Environment, Housing and Infrastructure

Heading: Housing: Tackling Dampness, Mould and Condensation

1. Summary

- 1.1 A report to the Communities and Housing Policy Board on 17th January 2023 outlined the processes in place to deal with reports of dampness and mould, and detailed the actions which were taken to review these, as well as setting out further actions to be undertaken.
 - 1.2 This report provides the Policy Board with an update on changes that have been implemented since January 2023 and sets out further actions to be undertaken.
-

2. Recommendations

It is recommended that that Communities and Housing Policy Board:

- 2.1 Note the actions taken to date and the proposed future actions to ensure the effective management of dampness, mould and condensation cases within Renfrewshire Council housing stock.
-

3. Background

- 3.1 A report to the Policy Board on 17th January 2023 noted the measures in place to ensure the effective management of dampness, mould and condensation

cases within Renfrewshire Council housing stock. The report also noted the Cost of Living Crisis and the Energy Crisis were expected to result in an increasing number of tenants being unable to adequately heat their homes with the potential consequence of increased problems with damp, mould and condensation.

- 3.2 The report detailed the actions taken which were taken to review the Council's existing processes and also set out further actions to be undertaken. This review took account of the recommendations set out in the Housing Ombudsman's report entitled "Spotlight on: Damp and Mould".

4. Renfrewshire actions to tackle Damp, Mould and Condensation

- 4.1 Renfrewshire Council's revised process for dealing with cases of dampness and mould, incorporating the changes and improvements made in the last 6 months, is as follows:

- Dampness, mould, and condensation problems are reported by tenants or other parties through the customer contact centre.
- New scripts have been provided to the customer contact centre to ensure that any underlying issues such as broken or missing extractor fans, faulty heating or window ventilation can be picked up at the initial call and repairs instructed immediately. An offer of energy advice referral is also made. This allows an early intervention for any underlying issues in advance of the inspection visit.
- A new inspection category specifically for dampness and mould has been created to allow easier monitoring of cases.
- A Repairs and Maintenance Officer (RMO) will attend and assess any repair requirements. Inspection appointments for dampness and mould have increased from 30 minutes to 60 minutes to ensure there is sufficient time to fully assess all potential issues within the property.
- All RMOs attended a training session in February 2023 on dampness and mould, delivered by an external consultant with expertise in this field.
- A new electronic checklist has been created which is completed for each inspection providing a detailed record of the inspection and actions taken. This also has automated links to initiate referrals to our rotworks contractor and/or to our property sensor installation team. The automation ensures a quick response and provides an audit trail for each case.
- Moisture meters have been upgraded to a more sophisticated model which enable moisture, humidity and temperature to be checked.
- Repair lines are issued to Building Services for any issues identified or referred to a specialist contractor where this is required.
- Anti-fungal paint application is carried out by Building Services. The supplier has carried out further training to Building Services on the application of the paint. Normally at least 2 visits are required for paintwork. Anti mould treatment kits have been made available for issue to tenants.

- Dampness and Condensation leaflets have been reviewed and continue to be issued where appropriate.
- Severe cases or cases where there is no obvious cause are passed to our specialist rot works contractor who will provide a detailed report, identifying factors contributing to the dampness problem and recommendations for works to be carried out. The contractor will offer advice to the tenant where appropriate.
- Sensors which monitor humidity levels within a property can now be installed by our in-house team as well as our external provider. Following installation and a period of monitoring, reports are returned to RMOs for follow up with tenants.
- Sensors continue to be pro-actively installed in properties council wide with a focus on areas where stock improvement works are not scheduled in the near future. This will ensure that early intervention is undertaken for any properties flagged up as at risk.
- Consultation is underway with a specialist decontamination and disinfecting company. Their process deals with mould contamination on surfaces and airborne spores. Properties with severe cases of mould have been identified for a pilot to be undertaken.
- The Housing Investment Team continue to participate in any working groups and forums where dampness and mould is on the agenda to learn and share good practice.

4.2 The processes and procedures will be subject to an ongoing review but further actions that have already been identified are as follows:

- Pilot projects for decontamination and disinfection to be reviewed.
- The dampness checklist to be rolled out to the void property team.
- The void property team to review any history of damp to ensure potential problems can be rectified whilst the property is empty.
- Robust process to be put in place to ensure any instances of 'no access' for mould treatment works are followed up.
- Liaise with Corporate Energy Team and Cost of Living Crisis Team in relation to energy advice and fuel poverty issues.
- A strategy for managing dampness, mould and condensation to be finalised and presented to a future meeting of this Policy Board.
- Further refinement to contact centre scripts following review of changes implemented.
- An assessment of additional training requirements.
- Creation of management reports to monitor damp and mould cases.

4.3 Challenges that continue to be monitored on an ongoing basis are as follows:

- Energy crisis – tenants unable to afford to heat their homes is likely to result in an increase in damp/mould/condensation cases.

- Resource Capacity – internal and external resources require to be monitored in line with demand. Prioritisation of workload to ensure most severe cases are dealt with.
- 4.4 Officers will continue to proactively manage any reports of damp, mould or condensation, and to improve practice in line with the actions outlined in paragraph 4.1.

Implications of the Report

1. **Financial** – None – Provision included within existing HRA Repairs budget allocation.
 2. **HR & Organisational Development** – None
 3. **Community/Council Planning** –
 - Building strong, safe and resilient communities – the range of measures that are in place help to ensure tenants 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 & Safety** - None
 9. **Procurement** - None
 10. **Risk** - None
 11. **Privacy Impact** - None
 12. **Cosla Policy Position** – N/A
 13. **Climate Risk** - None
-

List of Background Papers

- (a) Report to Communities and Housing Policy Board on 17 January 2023 –
Housing: Tackling Dampness, Mould and Condensation

Author: Karen Sillars, Housing Maintenance Manager - 07946 435240
Email: karen.sillars@renfrewshire.gov.uk



To: Communities and Housing Policy Board

On: 22 August 2023

Report by: Director of Environment, Housing and Infrastructure

Heading: Tenant's Support Fund Policy

1. Summary

- 1.1 At its meeting on 2 March 2023, Council approved a rent increase of 5.5%. It was acknowledged that additional income is needed to continue planned expenditure including significant investment and regeneration initiatives together with funding the annual costs of maintaining the housing stock and all annual operating costs.
 - 1.2 As part of the approved Housing Revenue Account budget in March 2023, a fund was approved to provide additional support to tenants in financial hardship. Council also agreed to fund additional service provision in the form of Specialist Income Advice to allow for exclusive support to tenants experiencing financial hardship. The Tenant's Support Fund policy has now been developed and is presented for the Policy Board's consideration and approval.
-

2. Recommendations

It is recommended that the Communities and Housing Policy Board:

- 2.1 Approve the Tenant Support Fund policy, as set out in Appendix 1 of this report.
- 2.2 Subject to approving the policy, agree that the Tenant's Support Fund is processed as a weekly payment into the qualifying tenant's rent account in line with the charging frequency.

- 2.3 Agree that the fund will be applicable from 3rd April 2023 - the effective date of the rent increase and awards will be backdated to that date if qualifying criteria is met.
- 2.4 Agree the arrangements in place for assessing and managing requests for funding from the Tenant's Support Fund as outlined in Appendix 1 of this report.
- 2.5 Note that updates on support for tenants to make rent payments and the Tenant's Support Fund will be included in Service Improvement Plan outturn reports and reported to this board.
-

3. Background

- 3.1 The cost of delivering housing services to Council tenants and capital investment in existing homes and new Council homes is funded from tenants' rental income.
- 3.2 The "cost of living crisis" has increased financial pressures on people. Renfrewshire has close to 75% of tenants in receipt of some form of support for their housing costs. Following the rent increase, tenants on partial benefit may need to make a minimal additional contribution and some tenants who may not have previously qualified for help with rent, may now be eligible for financial support through Housing Benefit or the housing element of Universal Credit. For those tenants who do not qualify for support with their housing costs, the rent increase is due in full.
- 3.3 Council agreed to introduce the Tenant's Support Fund to provide additional support to tenants in financial hardship, application conditions and qualifying criteria have now been developed and included within the draft policy attached to this report.
-

4. Tenant's Support Fund

- 4.1 The Tenant's Support Fund, is intended to supplement the current rent collection process and is a temporary measure to alleviate existing and emerging financial stress, prevent and reduce escalating rent arrears and contribute to sustaining Council tenancies in Renfrewshire. The Fund is intended to support tenants experiencing financial difficulty, through no fault of their own, where it has been identified that financial challenges exist due to a change of circumstances including, but not limited to:
- Increase in household costs / cost of Living (eg. energy, food, fuel, rent).
 - Reduction in income (eg. loss of employment, reduced hours, loss of a

- household member).
 - Changes to Welfare benefit, Housing Benefit and/or Universal Credit.
- 4.2 As part of our existing rent collection process, tenants are encouraged to engage with the housing team at the earliest opportunity if they are experiencing difficulties in paying rent. A wide range of advice and support is available to help tenants to meet their rent payment responsibilities and to manage household budgets that will be under increased pressure at this time.
 - 4.3 In recognition of these continuing pressures, in addition to the introduction of the Tenant's Support Fund, as part of the budgetary process on 2 March 2023, Council agreed to fund additional service provision in the form of Specialist Income Advice to allow for exclusive support to tenants in hardship.
 - 4.4 The specialist Income Advisors and Housing Staff will be able to make a referral to the local Housing Team to consider the appropriateness or otherwise of making a payment to a tenant's rent account from the Tenant's Support Fund. An officer will contact the tenant to check that they are in receipt of all the benefits that they may be entitled to and to establish if an application has been made for assistance from the Scottish Welfare Fund and or discretionary housing payment if applicable. A decision on the award of Tenant's Support Fund will be made as soon as possible following engagement with the tenant and it is proposed that a payment will be made directly into the tenant's rent account. Income maximisation assessments will be carried out to support tenants to meet their long-term rent payment responsibilities.
 - 4.5 The Tenant's Support Fund will not be used to address arrears accrued prior to 3rd April 2023. However, it could assist or prevent a tenant falling into further rent arrears with an income maximisation assessment.
 - 4.6 The impact of the Tenant's Support Fund in relation to outcomes for tenants and the impact on the HRA financial position will be monitored by officers within the Council's Finance & Resources team. At this early stage of introduction of the Tenant's Support Fund, it is difficult to estimate how many tenants might require support from the Fund. Outcomes from monitoring will be reported as part of Service Improvement Plan outturn reports and reported to this Policy Board.

Implications of the Report

1. **Financial** - The implications of these proposals are included within the HRA 2023/24 Budget approved by Council on 2 March 2023
2. **HR & Organisational Development** - None
3. **Community/Council Planning** -

The Tenant's Support Fund will contribute towards achieving the 'Fair' strategic outcome and theme within the Council Plan, focusing on supporting our tenants through the cost-of-living crisis and making connections across the Council and partners to maximise support available aiming to improve outcomes for households.

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. **Risks** – None
11. **Privacy Impact** – None
12. **Cosla Policy Position** – N/A
13. **Climate Change** - None

List of Background Papers

- (a) Background Papers - None

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Tenant's Support Fund Policy

Environment, Housing & Infrastructure

September 2023

www.renfrewshire.gov.uk



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1. Introduction

- 1.1** Renfrewshire Council's Tenant's Support Fund (TSF) aims to assist Council tenants experiencing acute financial hardship and finding it challenging to keep up to date with payments of rent.
- 1.2** The Council currently aim to assist with the impacts of the cost of living crisis for tenants – for example Discretionary Housing Payments (DHP) and the Scottish Welfare Fund. We also advise/assist our tenants how to access other funding routes which may be available.
- 1.3** It is acknowledged that the cost-of-living crisis combined with the rent increase in 2023/24 may have placed further financial pressure on tenants and in some circumstances impacting on their ability to maintain rent payments.
- 1.4** The TSF, is intended to supplement the current Rent Collection process and is a temporary measure to alleviate existing and emerging financial stress, prevent and reduce escalating rent arrears and contribute to sustaining Council tenancies in Renfrewshire. The Fund is intended to support tenants experiencing financial difficulty, through no fault of their own, where it has been identified that financial challenges exist due to a change of circumstances including, but not limited to:
- Increase in household costs / cost of Living (eg. energy, food, fuel, rent).
 - Reduction in income (eg. loss of employment, reduced hours, loss of a household member).
 - Changes to Welfare benefit, Housing Benefit and/or Universal Credit.

2. Tenant Support Fund

- 2.1** A TSF award may be granted when it is considered that a Council tenant requires further financial assistance towards paying rental payments. This includes tenants already in receipt of a Housing Benefit (HB) or Universal Credit (UC) housing element which would qualify them for Discretionary Housing Payment (DHP). An award may also be made to tenants experiencing financial hardship but not currently eligible for HB, UC or DHP.
- 2.2** A TSF award would be considered where a tenant can demonstrate they are unable to meet their rent payments from their available income. Council officers will determine this by taking into consideration the tenant's financial circumstances and any other relevant factors. As well as this, all alternative sources of financial assistance will be reviewed. An

income maximisation assessment will be undertaken to ensure all state and local welfare benefits are in payment where there is an entitlement.

- 2.3** Only 1 application will be eligible per household. All decisions will be made only after all other routes of financial assistance have been exhausted and each case will be decided on its own merits.

3. Method of Payment

- 3.1** TSF awards will be delivered via credits to the tenants rent account in all cases. There will be a clear audit trail of payments and a clear coding system to distinguish between awards of HB, UC housing costs, DHP and tenant contribution.

4. Period of Payment and Level of Award

- 4.1** A TSF award will not be intended to meet ongoing rental liability - it will be a weekly payment into the rent account in line with the charging frequency. The adjustment will be the equivalent of 5 % of gross rental charge – please see example below:

A tenant lives in a 2 bedroomed flat, the weekly gross rent charge is £93.78. They have missed rent payments due and following their interview with a Specialist Income Advisor, the officer is satisfied that the tenant meets the criteria outlined in section 8 below and concludes that they are unable to meet the full rental payments due from available income – therefore TSF application will be approved. A discount will be applied of 5% resulting in a weekly credit to the Tenant's rent account of £4.69.

5. Change of Circumstances

- 5.1** A tenant receiving a TSF award is required to notify the Council of any changes in circumstances which may be relevant to their award as soon as is reasonably practicable. Most change of circumstances that tenants have a duty to report to Housing Benefit or Universal Credit may also be relevant to their TSF award. It will be expected that changes will be reported to housing to allow a review of the level of award, and this will be agreed with the tenant as part of the conditions of payment of TSF.

6. Cancellation and Ending an Award

- 6.1** A TSF award may be cancelled and or stopped early if there is a change in circumstances that reduces entitlement or requirement for assistance. Also, if it is decided the award is being or has been made because a tenant has misrepresented or failed to disclose a material fact fraudulently or otherwise or when a tenant has been paid as a result of error.

7. Overpayments

- 7.1** Whilst every effort will be made to minimise TSF award overpayments, where an overpayment occurs, the decision maker will decide if it is appropriate to recover the award by taking into consideration whether the tenant contributed or could reasonably have been expected to realise that an overpayment was occurring. Any credit on a tenants rent account, as a result of an overpayment of a TSF award may be recovered.

8. Eligibility for TSF

- 8.1** Prior to approving an award the decision maker must be satisfied that the tenant: Has current rent arrears on their active rent account, and/or, has maintained rental payments while experiencing financial hardship.
- Has clarity over the accuracy of the amount of rent arrears that has accrued, length of time arrear is expected to continue and whether a previous payment arrangement has been made and adhered to by the tenant.
 - Has exhausted all other forms of financial assistance available to them (Discretionary Housing Payment, Scottish Welfare Fund or any other qualifying benefit).
 - Is unable to meet in full the rental payments due from available income.
- 8.2** The following are not eligible:
- Service charges.
 - Legacy rent arrears that are not subject to the rent collection escalation processes.
 - Certain sanctions and reductions in benefit such as housing benefit / universal credit.
 - Former Tenant arrears.

9. Dispute Procedures

- 9.1** There is no statutory right of appeal in respect of a TSF award. The Council can review a TSF decision in the event of a dispute or where the tenant asks for reconsideration. An officer not involved in the original decision will consider the request for review.

10. Applications and Administration Process

- 10.1** Applications for the TSF will primarily be generated from officers within the Council's Housing Service and Income Advisors.
- 10.2** Staff will complete a Tenant's Support Fund Application Form providing details of tenant's contact information, income and reasons for application.
- 10.3** The officer making the application on behalf of the tenant will refer the tenant to relevant advice workers (eg. income / energy / employability) to make sure their income is maximised. The tenant is responsible for engaging with sources of advice and making any claim for a qualifying benefit or housing costs associated with UC.
- 10.4** The officer can also, where appropriate, refer a tenant to Housing Support through the normal process where engagement with housing support will assist the tenant experiencing financial difficulty.
- 10.5** The officer will update the housing computer system to maintain a complete record of the Support Fund application, related referrals to ensure effective monitoring of the Fund.
- 10.6** The credit to rent accounts and any related adjustments will be administered by rent accounting staff to maintain integrity within the rent account and facilitate monitoring of payments.
- 10.7** The financial impact on the Housing Revenue Account will be monitored by Service Finance Partners and monitoring reports will be submitted to the Housing Services Senior Management Team and outcomes reported as part of the Service Improvement Plan outturn reports.

11. Outcomes

11.1 This fund builds on the Council's Fairer Renfrewshire programme; considering household challenges in relation to financial insecurity and the cost of living crisis.

- Continued early and proactive contact with tenants in arrears.
- Maximising connections made to support tenants and signpost to all available advice; such as income, energy, employability.
- Contributes to alleviating existing and emerging financial stress for tenants in managing the impact of increased living costs including rent.
- Supports tenancy sustainment.
- Helps prevent homelessness and the additional resource and cost pressures that homelessness brings.
- Reduces the numbers of cases escalating through the court system, ensuring management of rent arrears is fair and proportionate.
- Increasing tenant confidence in the council as a supportive landlord.
- Increased numbers of tenants benefitting from specialist income advice.
- Reducing financial stress, helping health and wellbeing.



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To: Communities and Housing Policy Board

On: 22 August 2023

Report by: Director of Environment, Housing and Infrastructure

Heading: Housing-led Regeneration and Renewal Programme for Renfrewshire – Year 2 Update

1 Summary

- 1.1 Renfrewshire Council's Housing Led Regeneration and Renewal Programme will deliver modern, high quality, energy efficient, affordable Council housing that will not only significantly enhance the Council's housing stock but will also contribute to the wider transformation of communities and will be central to the economic and social recovery of Renfrewshire.
 - 1.2 This ambitious programme was approved by the Communities, Housing and Planning Policy Board on 18 January 2022 with amended proposals for three of the eight regeneration areas also approved on 15 March 2022. The programme is being taken forward as a key Council priority, designed to deliver maximum benefits for residents and with the active involvement of services across the Council and Community Planning partners.
 - 1.3 This report provides members with an update on the progress made to date in year two of the Regeneration and Renewal programme and provides a re-profiled timeline for the delivery of works scheduled throughout this ten-year strategy.
-

2. Recommendations

It is recommended that the Communities and Housing Policy Board:

- 2.1 Approve the updated timescale for delivery of works across all eight areas in the ten-year Regeneration and Renewal Programme (Appendix 1) and note the Director of Environment, Housing and Infrastructure will provide regular updates on progress to the Policy Board.
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3. Progress to Date

- 3.1 Following the approval of the ten-year programme by the Policy Board in January and March 2022 significant work has been undertaken to progress the ambitious regeneration plans. The scope and complexity of the Regeneration and Renewal Programme required a phasing strategy to be developed, which takes account of a range of factors including delivery timescales, rehousing requirements, contractor availability, maximising grant support for owner participation and consideration of wider development constraints.
- 3.2 In line with the phasing strategy, the majority of work to date has been focussed mainly in the area of re-housing tenants and acquiring privately-owned property where this is required to facilitate the demolition programme. To date, of the 664 properties identified for demolition, 230 (35%) are now vacant and of the 89 private properties that are to be acquired within the demolition properties, we have now acquired 25 (28%), with negotiations underway with many other private owners. This work is progressing at varying pace across the eight areas, with demolition blocks at Auchentorlie now 94% vacant and Waverley Road now 69% vacant.
- 3.3 Keeping residents engaged and informed has been a key priority over the course of the last year and tenants, residents and owners have been issued with regular updates advising them of the approved plans for each area. The Council's website has a dedicated Housing Regeneration and Renewal section, which is updated regularly to ensure that residents are kept informed of progress and, most recently, newsletters have been delivered to tenants, residents and owners in most areas over the course of June, July and August.
- 3.4 Officers from our Regeneration and Renewal team have been actively engaging with tenants and residents to ensure they know who they are and how they can be contacted. Officers carry out home visits and regularly visit the areas to have an on site presence and to ensure any matters raised or identified are quickly addressed. Weekly surgeries have also been established in two of the eight areas (Howard Street and Springbank/ Mossvale) with arrangements being made to set up similar surgeries in the other areas in line with the phasing of works for each area.
- 3.5 Feedback from tenants and residents has been utilised to ensure matters raised about property condition and the wider environment are addressed as surrounding their homes.
- 3.6 Initial Community Neighbourhood Renewal Group meetings have taken place in two of the eight areas, with plans being developed with community representatives and across Council services to operate in parallel with the physical regeneration plans. Each Neighbourhood Renewal Group will be tailored to the needs and circumstances of the local area, going beyond housing and the immediate external environment and taking account of broader issues such as links to health and wellbeing, access to outdoor space, sustainable travel and employment or training opportunities to maximise the benefits achievable for local residents. There will be ongoing engagement with residents across all areas.

4. Timescales for Delivery of the Investment Programme.

- 4.1 Throughout the course of an ambitious programme of this size and complexity, it is to be expected that the project timelines may need to be re-profiled to reflect progress. An exercise has been undertaken to review the project timelines which were approved by Policy Board on 16 August 2022 and sections 4.4 to 4.11 of this report provide an update on progress to date, with information on the anticipated timeline for the investment, demolition, newbuild and rehousing initiatives where this is relevant for each individual area.
- 4.2 For each of the eight areas, an extract of the Milestones document reproduced in Appendix 1 shows the latest proposed timelines (the coloured arrows) and the previously-approved timelines (the grey bars). In all cases the Stakeholder Engagement and Benefits Realisation activities have been extended to last throughout the programme. There is no change or no significant change in five areas (Auchentorlie, Waverley Road, Ferguslie/Broomlands, the Howwood Road Area and Thrushcraigs), a minor change in one (the Howard Street Area, where the completion of demolition is a year later than previously proposed) and a larger change in two areas (Moorpark and Springbank/Mossvale, in both of which the completion of investment work is up to two years later than previously proposed).
- 4.3 Where newbuild housing is proposed, a key objective of the regeneration programme will be to deliver homes of a suitable type and size to meet current and future needs and to enable existing households to remain in the area where possible. All Council tenants affected by demolition will be offered suitable alternative accommodation in line with the Council's housing allocation policy and will be entitled to apply for home-loss and disturbance payments subject to qualification criteria where the move is in accordance with the phasing strategy that facilitates this regeneration initiative.

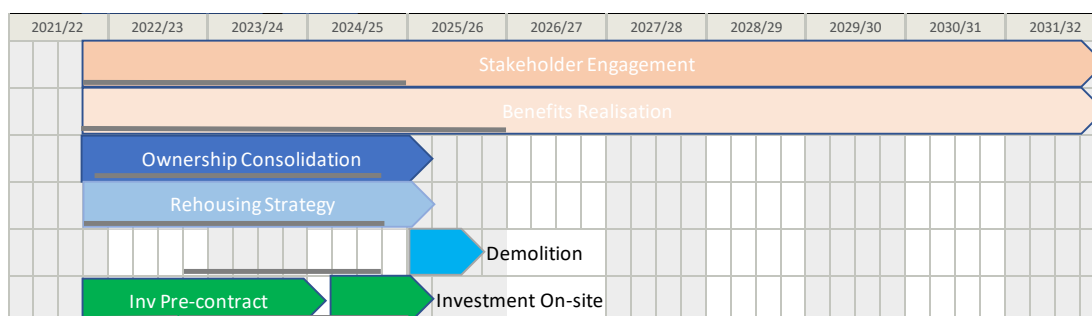
4.4 Howard Street Area, Paisley

- This is an area of three-storey tenemental housing in Paisley's East End, surrounded by older four-storey stone tenements which are generally managed by Williamsburgh Housing Association Ltd. Our proposals comprise the demolition of some blocks in order to reduce the density and investment in the blocks that remain.

Addresses	Council	Private	Total
Investment – on site target date Q2 2024–25 Clarence Street 19, 20, 21, 22 and 24 Howard Street 11, 13, 15 and 17 Ladyburn Street 10, 12 and 14 Lang Street 11, 13, 15 and 17 Violet Street 2 and 4	81	27	108
Demolition: McKerrell Street 35, 37, 39, 41 and 43 Ladyburn Street 9 Howard Street 8, 10, 12, 14 and 16	59	7	66

Total	140	34	174
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- Subject to owner participation, this regeneration area will see up to eighteen blocks receiving a package of enhanced capital investment to include improvements to the external environment and common areas, including closes, backcourts, bin stores and recycling facilities as well as the external fabric of the buildings. The Council has so far acquired two properties from owners who were looking to sell their properties in blocks identified for investment, increasing its majority or giving it full ownership in further blocks.
- The plans for the Howard Street Area will also see eleven blocks being demolished to provide a new area of amenity open space and to reduce the overall building density. The first Neighbourhood Renewal Group meeting took place for this area on 11 July 2023 and was attended by a number of Council tenants and representatives from the local community.
- Following liaison with tenants and residents regarding their housing options, Rehousing priority has been applied to several blocks in this area with twelve tenants successfully rehoused to date. Liaison with private owners has also been established and four properties have successfully been acquired by the Council with other owners at various stages of the voluntary acquisition process.
- In the latest proposed timelines completion of all activities is re-profiled. There is a minor change in this area in that the completion of demolition work is now scheduled to be at the end of 2025, a year later than previously proposed. This is because this work cannot be done in the eleven closes concerned until all tenants have been re-housed and all privately-owned flats acquired and, based on progress to date, this will take longer than originally anticipated, however, this will not delay the investment in the remaining stock or any newbuild. We will work with the Neighbourhood Renewal Group to improve the former footprint of the eleven closes but have no plans to build new housing there.

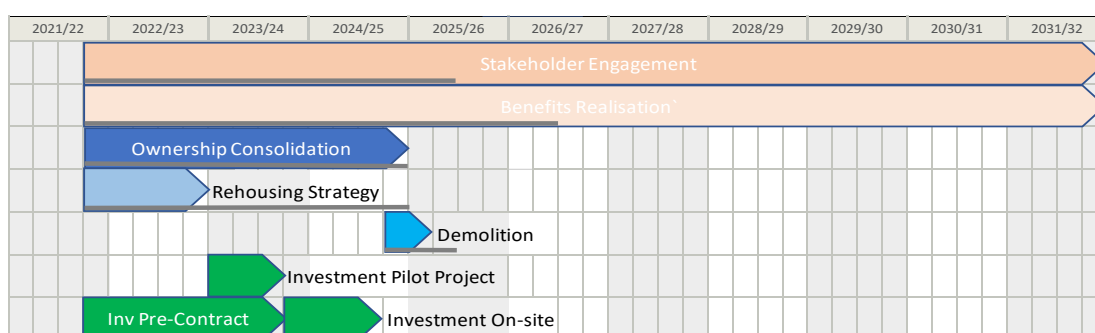


4.5 Auchentorlie, Paisley

- Like the Howard Street Area, this is an area of three-storey tenemental housing in Paisley's East End and our proposals comprise the demolition of some blocks in order to reduce the density and investment in the blocks that remain.

Addresses	Council	Private	Total
Investment – on site target date Q4 2023–24 Auchentorlie Quadrant 1, 2, 3, 4, 6, 8, 10, 11 and 13 Seedhill Road 74	44	16	60
Demolition: Auchentorlie Quadrant 5, 7 and 9	17	1	18
Total	61	17	78

- Subject to owner participation, this regeneration area will see up to ten blocks receiving a package of enhanced capital investment to include improvements to the external environment and common areas, including closes, backcourts, bin stores and recycling facilities as well as the external fabric of the buildings. Fabric works will be tailored to the buildings in each area and will adopt a whole house retrofit approach with measures to improve energy efficiency and help reduce energy costs for tenants and residents.
- This area has a pilot project block where investment work has commenced and, on completion, this block will be a showcase for tenants and owners to see the high specification of works being delivered.
- The first Neighbourhood Renewal meeting took place for this area on 27 June 2023 and was well received by those who attended. This event gave tenants and residents the opportunity to speak to Council officers and our appointed landscape architects about the developing plans for the area which includes the removal of three tenement blocks to reduce the overall density and improvements being made to the surrounding environment. Some suggested ideas for consideration from the event include possible opportunities for Growing Grounds/Allotments on the site being cleared and reconfiguration of garden space to make it more user-friendly.
- Rehousing of tenants from the properties identified for demolition in the Auchentorlie area is complete. There is no other significant re-profiling in the latest timelines.

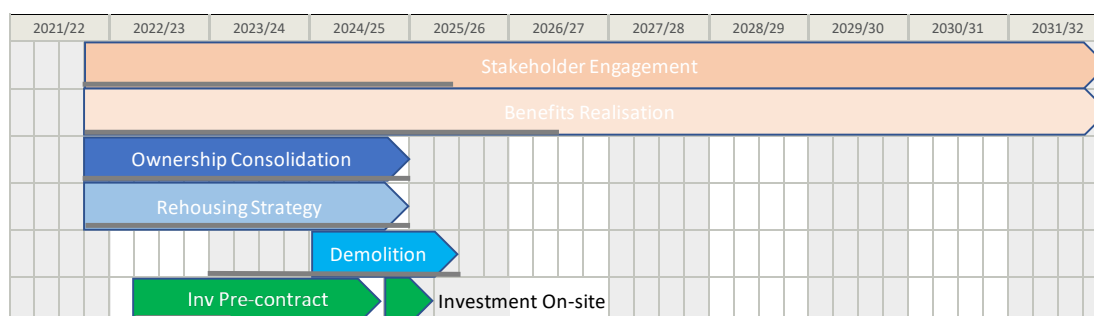


4.6 Waverley Road, Paisley

- This is an area of three-storey tenemental housing in Foxbar, Paisley, and our proposals comprise demolition of some blocks and investment in the blocks that remain, with separate re-provisioning at Foxbar Rivers.

Addresses	Council	Private	Total
Investment – on site target date Q4 2024–25 Waverley Road 18, 20, 22, 24, 26, 28, 30 and 32	47	1	48
Demolition: Waverley Road 34, 36, 38, 40, 42, 44, 46, 48, 50, 52, 54 and 56	70	2	72
Total	117	3	120

- This regeneration area will see eight blocks receiving a package of enhanced capital investment to include improvements to the external environment and common areas, including closes, back courts, bin stores and recycling facilities as well as the external fabric of the buildings. Fabric works will be tailored to adopt a whole house retrofit approach with measures to improve energy efficiency and help reduce energy costs for tenants and residents.
- The plans for the Waverley Road area will also see twelve blocks being demolished to reduce the overall density in the area and improvements made to the surrounding environment. To enable demolition, two of the four private properties have been acquired by the Council and negotiations for the voluntary acquisition of the remaining two private properties are ongoing.
- Officers have been liaising with tenants in the properties highlighted for demolition in line with the rehousing phasing strategy.
- As previously detailed to the Board, replacement housing will be built on nearby sites in the Foxbar Rivers area which were previously identified for housing in the Local Development Plan and Strategic Housing Investment Plan. Feasibility studies are underway and detailed proposals will be presented to the Board as matters progress.
- There is no re-profiling of completion dates in the latest timelines.

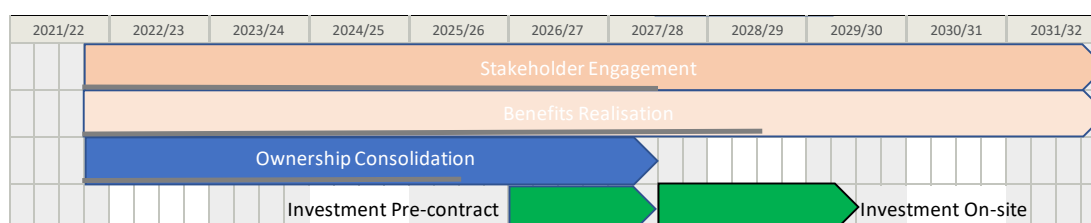


4.7 Moorpark, Renfrew

- This is an area of three-storey tenemental housing in Renfrew. Uniquely in this area our proposals comprise no demolition, only investment in the stock.

Addresses	Council	Private	Total
Investment – on site target date Q3 2027–28 Barclay Square Birmingham Road Jessiman Square Knockhill Road Mitchell Avenue Paisley Road 168–170, 200–208, 214, 220–224, 236, 242 and 248–254	170	147	317

- The Moorpark area has a high proportion of private owners and participation of owners will be essential to ensure the successful delivery of the investment programme. Given that investment work is not scheduled until well into this ten-year programme, officers are reviewing the Council's ownership and block make up to identify any ownership consolidation opportunities to assist in the future delivery of investment works.
- Subject to owner participation, this regeneration area will see blocks receiving a package of enhanced capital investment to include improvements to the external environment and common areas, including closes, backcourts, bin stores and recycling facilities as well as, where possible, the external fabric of the buildings. Fabric works will be tailored to the buildings in each area and will adopt a whole house retrofit approach with measures to improve energy efficiency and help reduce energy costs for tenants and residents.
- There is significant re-profiling in the latest proposed timelines in that the completion of Investment works is two years later than previously, due to the complexities presented in an area of such high level of private ownership.
- The Council will seek to maximise owners' opportunities to obtain grant funding and officers are continuing to explore opportunities for external funding support which may be available to assist in reducing the cost of participation for owners.



4.8 Ferguslie/Broomlands, Paisley

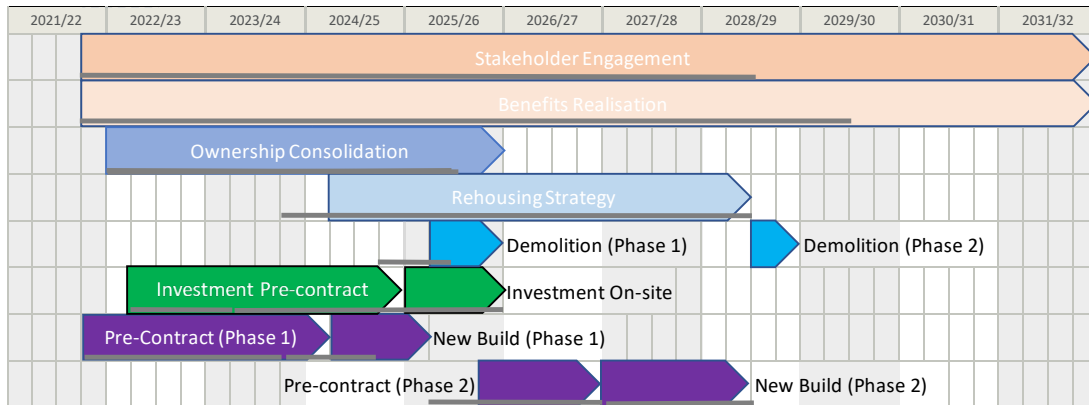
- This is an area mainly of three-storey housing and our proposals comprise the demolition of some blocks and investment in the blocks that remain, with reprovisioning firstly on an adjacent brownfield site and secondly on the former footprints of some of the blocks demolished. There is also an area of pre-1919 tenemental housing (Ferguslie Walk).

Addresses	Council	Private	Total
Investment – on site target date Q2 2023–24 Broomlands Street 56–62 and 64–70 Carbrook Street 1–7 Ferguslie 1, 3, and 2–8 Ferguslie Walk 21–25 and 16–28 West Campbell Street 2–8	77	82	159
Demolition: Ferguslie 18–20 and 22–24 Knox Street 2–8 West Campbell Street 1–7 and 10–16	64	16	80
Total	141	98	239
Newbuild: Ph 1 – site at Carbrook St (18 units) – on site target date Q2 2024–25 Ph 2 – brownfield site (approx 25 units) – on site target date Q1 2027–28			

- The Ferguslie/Broomlands area has a large number of private owners and owner participation will be necessary if we are to deliver the investment required successfully.
- This regeneration area will see mixed tenure blocks (subject to owner participation) receiving a package of enhanced capital investment to include improvements to the external environment, bin storage and recycling facilities as well as the external fabric of the buildings. Fabric works will be tailored to adopt a whole house retrofit approach with measures to improve energy efficiency and help reduce energy costs for tenants and residents.
- Procurement is underway for a suitable contractor to provide ‘design and build’ services for the first newbuild housing phase in this area (the former Carbrook Nursery site).
- This area will be further transformed with the later removal of five deck-access blocks and the development of a further mix of newbuild Council homes on some of the cleared sites.
- The community will be invited to contribute to development plans for this area, including the future of the communal laundries and, possibly, a

proposed new entrance to Ferguslie Gardens as neighbourhood plans develop.

- There is no change in the latest timelines to the overall completion dates, however, the demolition works have now been split into two phases, to reflect the fact that two deck-access blocks at 18–20 and 22–24 Ferguslie can be left in situ until completion of the newbuild on the footprints of 2–8 Knox Street and 1–7 and 10–16 West Campbell Street.



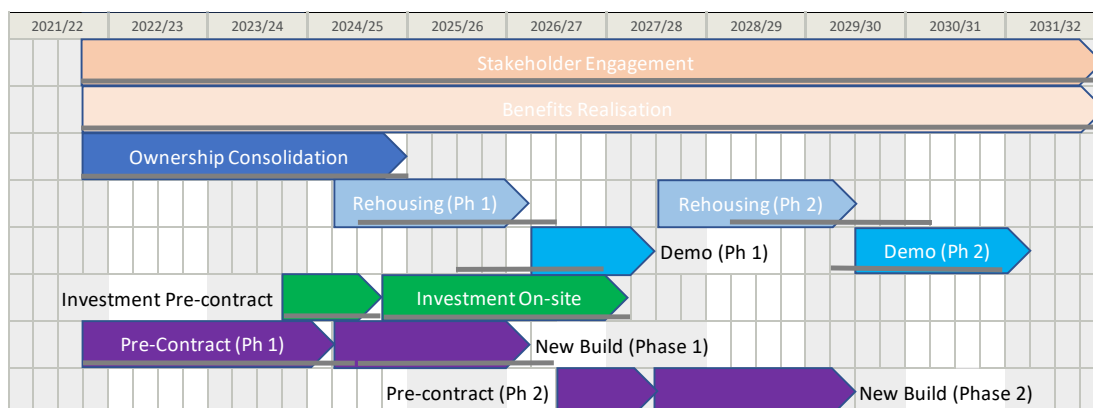
4.9 Howwood Road Area, Johnstone

- This is an area of four-in-a-block housing in Johnstone. Our proposals comprise demolition of most blocks and investment in those that remain, with reprovisioning firstly on the site of a former primary school and later on the former footprints of some of the blocks demolished.

Addresses	Council	Private	Total
Investment – on site target date Q4 2024–25 Craigbog Avenue Craigview Avenue Craigview Terrace Duncraig Crescent Dundonald Avenue Greenend Avenue Highcraig Avenue	122	73	195
Demolition: Craigenfeoch Avenue 1–47 Dundonald Road 52–122 Greenend Avenue 34–64, 121–199, 211–289 Highcraig Avenue 1–23, 2–24 and 41 & 47 <i>Plus 4no commercial properties in Highcraig Avenue (2no Council, 2no Private)</i>	167	11	178
Total	289	84	373
Newbuild: Ph 1 – former school (70 units) – on site target date Q2 2024–25			

Ph 2 – brownfield site (approx 75 units) – on site target date Q3 2027–28

- A technical assessment has been carried out to assess the viability and potential costs of newbuild homes on the site of the former Cochrane Castle Primary School and the central area across from the shops on Highcraig Avenue. Early indications show that around 70 newbuild Council homes of varying sizes could be delivered across both sites in this first phase of development.
- As plans are developing for this area, community events will take place to gather the views, needs and preferences of people who currently live in the area and are affected by the regeneration plans.
- As originally reported to Board, rehousing of tenants displaced in this area will take place on a phased basis following completion of the first set of newbuild homes, with two phases of demolition and at least one phase of newbuild thereafter. The first phase of demolition comprises properties between Craigbog and Highcraig Avenue; and the second demolition phase will be properties between Highcraig Avenue and Craigenfeoch Avenue.
- To date, four of the fifteen privately-owned properties identified for demolition in the Howwood Road area have been successfully acquired by the Council. Officers continue discussions with the remaining private owners to identify any re-housing needs and coordinate the voluntary acquisition of the remaining properties.
- Subject to owner participation, this regeneration area will also see significant investment in existing stock with a package of enhanced capital investment including improvements to the external environment, garden areas, bin storage and recycling facilities as well as the external fabric of the buildings. Fabric works will be tailored to adopt a whole house retrofit approach with measures to improve energy efficiency and help reduce energy costs for tenants and residents.
- Procurement is underway for a suitable contractor to provide ‘design and build’ services for the first newbuild housing phase in this area (the former Cochrane Castle Primary School site). In the latest proposed timelines it is proposed that both phases of newbuild (and rehousing) will be delivered slightly earlier than previously reported. There is no change to the investment timeline.



4.10 Springbank/Mossvale, Paisley

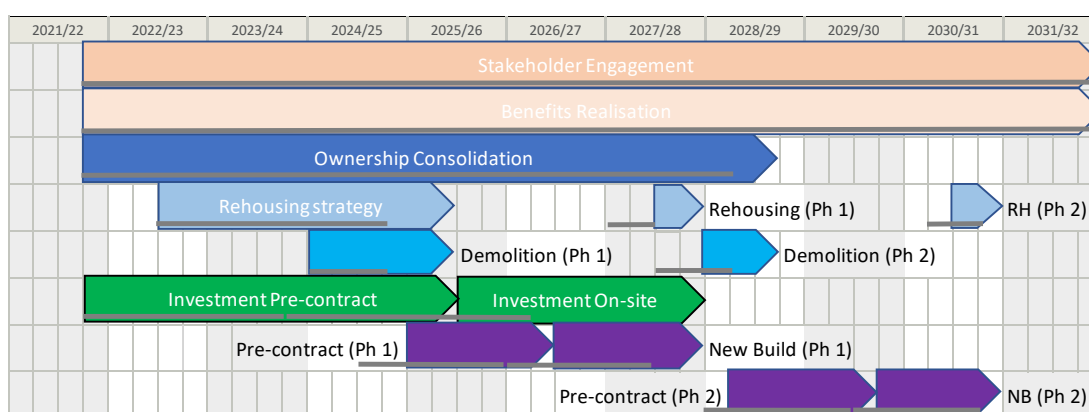
- This is an area of three-storey deck-access housing and our proposals comprise the demolition of some blocks and investment in the blocks that remain, with reprovisioning in phases on the former footprints of the blocks demolished.

Addresses	Council	Private	Total
Investment – on site target date Q3 2025–26 Russell Street 1–19 Mossvale Street 24–38, 40–52, 54–66, 31–35 and 37–55	31	66	97
Demolition: Springbank Road 47–53, 55–61, 63–69 and 71–77 Russell Street 6–20 Mossvale Square 1–19, 2–20 and 22–48 Mossvale Street 2–22 (Plus 16no lockups at 1-16 Russell St)	126	28	154
Total	157	94	251
Newbuild: Ph 1 – brownfield site (approx 65 units) – on site target date Q3 2026–27 Ph 2 – brownfield site (approx 35 units) – on site target date Q4 2029–30			

- The Springbank/Mossvale area has the largest number of private owners where acquisition is required to facilitate demolition. To date, eight of the 36 privately-owned properties identified for demolition in the Springbank area have been successfully acquired by the Council. Officers continue discussions with the remaining private owners to identify any re-housing needs and coordinate the voluntary acquisition of the remaining properties.
- Due to the size and scale of development for the Springbank area, rehousing of tenants and private acquisitions have been phased to allow the clearance of land for each phase of newbuild development. This area currently has three blocks with rehousing priority and to date 25 tenants have moved.
- Housing options advice is offered to tenants and residents of demolition properties in line with the rehousing strategy for the area. Displaced tenants will be provided with a permanent tenancy elsewhere while reserving their rights to be considered for the newbuild homes following their completion if desired. This process is necessary to enable the

Council to clear the sites for the development of the newbuild homes on the footprint of the flats being demolished.

- This area will be further transformed with the investment in the remaining stock (subject to owner participation in mixed tenure blocks) including surrounding environmental improvements which will be discussed with the community as the Neighbourhood Renewal Groups are established for this area.
- The latest proposed timelines include re-profiling of the completion of ownership consolidation, newbuild, rehousing and demolition. It is also proposed that the completion of investment be re-profiled, again due to the high level of private ownership and the fact that the Council will seek to maximise owners' opportunities to obtain grant funding. Officers are continuing to explore opportunities for external funding support which may be available to assist in reducing the cost of participation for owners. The later completion of investment will not delay any of the demolition and newbuild.



4.11 Thrushcraigs, Paisley

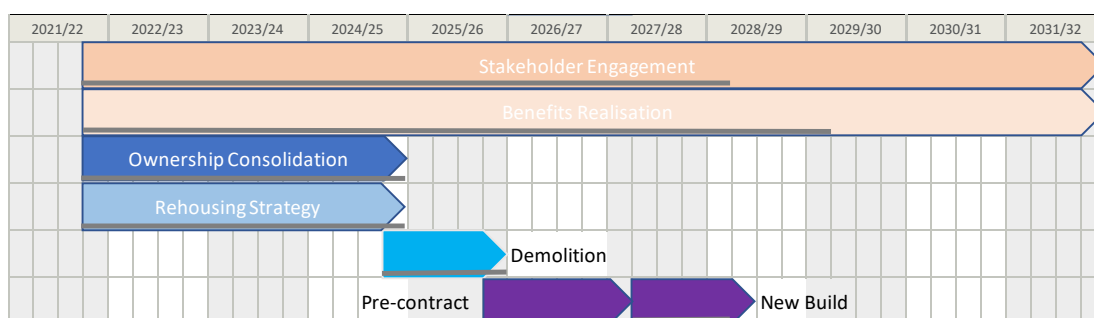
- This is an area of three-storey tenemental housing and uniquely in this case our proposals comprise the demolition of all blocks and reprovisioning of new housing on the former footprints of the blocks demolished.

Addresses	Council	Private	Total
Demolition: Thrushcraig Crescent 12, 14, 16, 18, 20, 22, 24, 26, 28, 30, 32, 34, 51 and 53 Rowan Street 101 and 103	91	5	96
Newbuild – brownfield site (approx 50 units) – on site target date Q2 2027–28			

- The plans for the Thrushcraigs area involve the demolition of sixteen blocks to make way for new affordable housing on the cleared sites. The

newbuild housing to be delivered will be planned taking account of the views, needs and preferences of people affected by the regeneration of this area.

- Rehousing priority has been given to several blocks within this area and liaison with private owners continues where voluntary acquisition is being sought. To date, the Council have successfully acquired one of the six private properties in this area.
- No significant change to the timelines is proposed.



Implications of the Report

1. **Financial** – the financial background to this investment programme was detailed in the report to Council on 17 December 2020 by the Chief Executive, Director of Communities and Housing and Director of Finance and Resources highlighting that it will be funded through financial sustainable borrowing on the HRA. A strategic review of the 30-year HRA business plan model confirmed there was sufficient headroom to support this investment programme. The review identified £100 million of additional investment capacity which can be relied upon for long term planning and investment purposes and this is subject to ongoing review as part of the annual update of the HRA 30-year business plan.
2. **HR & Organisational Development** – none.
3. **Community/Council Planning**
 - Our Renfrewshire is well – this investment programme is contributing to improved wellbeing and quality of life for residents.
 - Our Renfrewshire is thriving – this investment programme will deliver a diverse range of economic and community benefit packages over the lifetime of the project
 - Our Renfrewshire is safe – ensuring our neighbourhoods are safe and attractive
4. **Legal** – work will be required with respect to acquisitions, disposals, conveyancing and title changes as necessary.
5. **Property/Assets** – as we progress through the phases of the investment programme, there is an element of property acquisitions and disposals and demolition of some existing properties as approved by the Board.

6. **Information Technology** – N/A
 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** – N/A
 9. **Procurement** – a Procurement Strategy has been developed to ensure the delivery of the investment, demolition and newbuild programmes include locally deliverable community benefits from each contract.
 10. **Risk** – a risk register has been developed to consider various risks including those relating to financial and procurement as referred to in the implications section of this report. This risk register will be monitored and maintained throughout the delivery of the Housing led Regeneration and Renewal programme.
 11. **Privacy Impact** – N/A
 12. **COSLA Policy Position** – N/A
 13. **Climate Risk** – the investment programme will contribute towards meeting the Council's targets on climate change.
-

List of Background Papers

Report to the Communities, Housing and Planning Policy Board, 15 August 2022, 'Housing-led Regeneration and Renewal Programme for Renfrewshire – Year 1 Update'

Report to the Communities, Housing and Planning Policy Board, 15 March 2022, 'Housing-led Regeneration and Renewal Programme for Renfrewshire'

Report to the Communities, Housing and Planning Policy Board, 18 January 2022, 'Housing-led Regeneration and Renewal Programme for Renfrewshire'

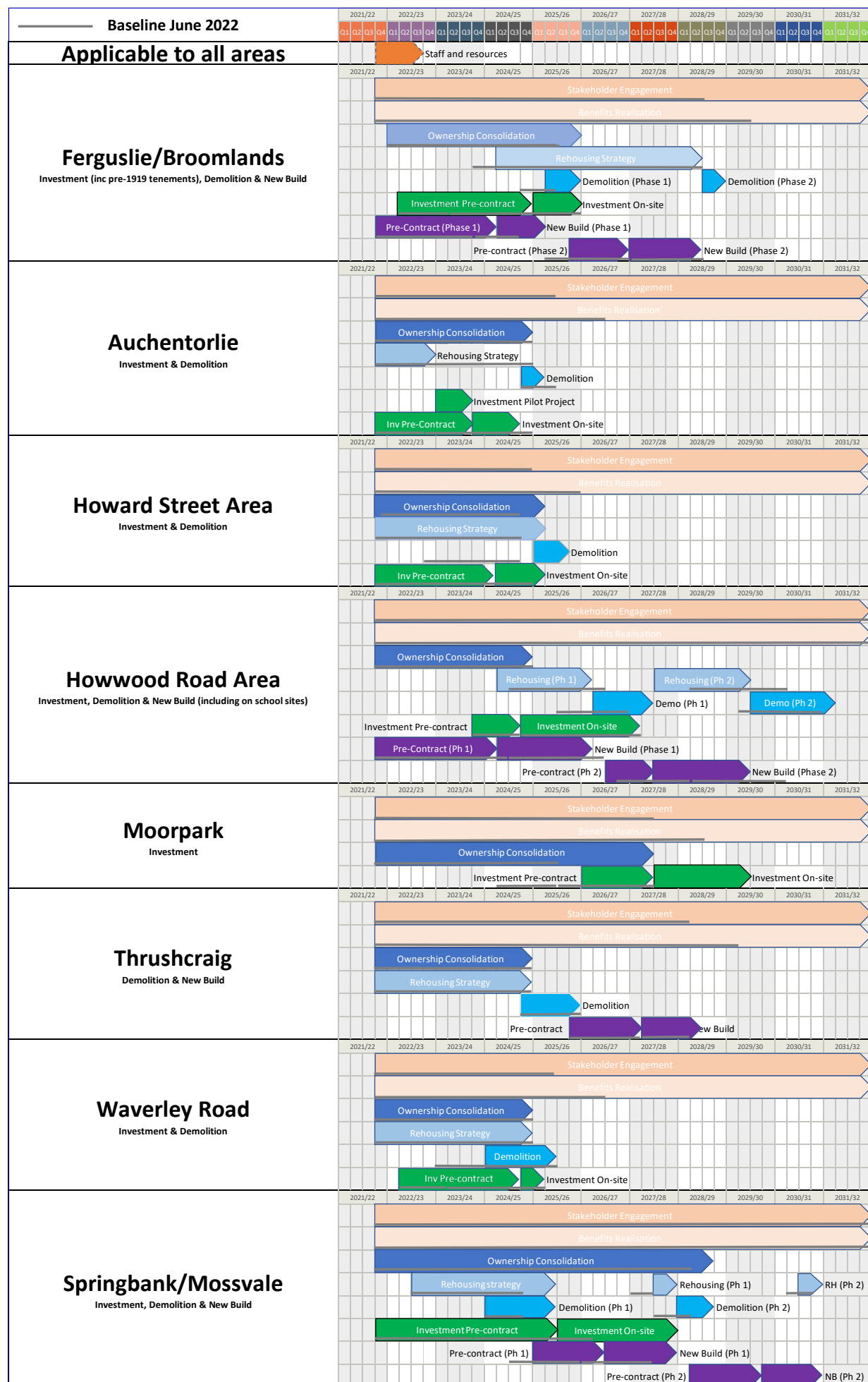
Report to the Communities, Housing and Planning Policy Board, 18 May 2021, 'Housing-led Regeneration and Renewal Programme for Renfrewshire'

Report to Council, 17 December 2020, 'Housing-led Regeneration and Renewal Programme for Renfrewshire'

Report to Communities, Housing and Planning Policy Board, 20 August 2019, 'Acquisition of Private Housing'

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Appendix 1 – Implementation Timeline





To: Communities and Housing Policy Board

On: 22 August 2023

Report by: Director of Environment, Housing and Infrastructure

**Heading: Housing Energy Efficiency and Carbon Reduction Programmes:
2023/24 Award of Funding**

1. Summary

- 1.1 Renfrewshire Council has been awarded up to £2,061,138 for qualifying projects under the Scottish Government's Energy Efficient Scotland Area Based Schemes (EES: ABS) programme for 2023/24.
 - 1.2 The report updates members on the funding process that has secured this investment and the projects which will be supported.
-

2. Recommendations

It is recommended that the Communities and Housing Policy Board:

- 2.1 Homologates the action taken by the Head of Housing Services in accepting the funding of up to £2,061,138 that has been awarded for qualifying projects within the Renfrewshire Council area for 2023/24 under the Scottish Government's EES: ABS programme; and
 - 2.2 Authorises the Head of Housing Services to oversee the delivery and operational management of the programme and notes an update on the outcomes delivered from the programme will be provided to a future meeting of the Policy Board
-

3. Energy Efficient Scotland: Area Based Schemes (EES:ABS) 2023/24

- 3.1 The Scottish Government's EES: ABS programme was formerly known as the Home Energy Efficiency Programme Scotland: Area Based Schemes (HEEPS: ABS) which was introduced in 2013/14. The programme is targeted at private sector homeowners 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 EES: ABS 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) and local authorities act as coordinating agents for all EES: ABS programmes for their area.
- 3.3 The Council applied for funding of up to £2,061,138 for 2023/24 and was awarded the full amount. Details of the projects included within the bid are set out below:

Project	Value of HEEPS:ABS
Renfrewshire Council Mixed Tenure Blocks External Wall Insulation and Solar PV	£1,472,238
Managing Agent for Wholly Privately Owned Properties	£502,800
Linstone Housing Association Project	£86,100
Total	£2,061,138

- 3.4 As in previous years, the projects within the bid focussed on mixed tenure blocks of solid wall construction type to support social landlords in meeting the requirements of the Energy Efficiency Standard for Social Housing (EESH), as well as an allocation of funding to support private homeowners in houses or wholly private blocks which will be delivered through a Managing Agent.
- 3.5 The Council has again secured the services of a Managing Agent with the intention of offering this support to private homeowners in areas where the Council has previously carried out investment programmes, where houses and/or blocks were not included in our programme due to them being wholly privately owned. The costs of the Managing Agent role will be met by the EES: ABS funding.

4. EES: ABS Programme 2022/23

- 4.1 In 2022/23 the Council was awarded £1,675,500 in EES:ABS grant funding. The delivery of the 2022/23 EES:ABS programme was impacted by a range of issues which continue to affect the construction industry, including material supply delays, increased costs, and fluctuating labour supply, as the demand for construction work is exceeding the availability of labour resource.

- 4.2 Notwithstanding the complexity of these challenges, the Council successfully drew down £1,259,033 of EES:ABS funding to support the delivery of energy efficiency works to eligible private owners.
- 4.3 The Council's mixed tenure blocks investment project delivered external improvement works including, external wall insulation and associated measures to 115 flatted properties in the areas of Howwood, Kilbarchan, Bridge of Weir, Inchinnan, Kilbarchan, Bishopton, Johnstone, Elderslie, Gallowhill and Blackstoun Oval. The EES:ABS funding allowed 57 private owners to benefit from these works, whilst the works to a further 58 Council homes were funded by the Council through the Housing Revenue Account (HRA) capital programme.
- 4.4 In addition, in 2022/23 the Council appointed the Wise Group to act as a managing agent to offer EES:ABS funded energy efficiency improvement works to residents in fully privately owned blocks and individual houses. Targeting eligible residents in the Lochfield and Whitehaugh areas of Paisley, where the Council has previously carried out investment programmes, measures including external wall Insulation and solar PV panels were installed to 34 fully private houses and flats and funded by EES:ABS.
- 4.5 Whilst a notable recovery has been made in 2022/23 compared to the previous two years, with a significant amount of work being complete, there has been the need to reprofile the timetable for the EES:ABS investment programme with some works being rescheduled into 2023/24.

5. EES:ABS Programme 2023/24

- 5.1 Members should note there continues to be complexity and a degree of uncertainty around the programming schedule due to the ongoing issues being faced by the construction industry. This may impact on the scheduling of works for 2023/24 and the timetable for drawing down EES:ABS funding, which may result in works being rescheduled over the course of 2023/24 and into 2024/25, however, this will be managed by the Head of Housing Services in line with the Scottish Government's funding criteria timescales.
- 5.2 An update on the outcomes of the 2023/24 programme will be provided to the Policy Board on completion of the programme.

Implications of the Report

- 1. **Financial** – EES:ABS allocation of £2,061,138 for 2023/24 to support owner participation in a range of energy efficiency projects within the Renfrewshire area
- 2. **HR & Organisational Development** - None

3. **Community/Council Planning –**

- **Our Renfrewshire is thriving** – assisting private owners to participate in programmes to improve housing conditions, making Renfrewshire a great place to live
- **Our Renfrewshire is well** – improving housing conditions benefitting tenants and private owners. Addressing fuel poverty.
- **Reshaping our place, our economy, and our future** – investment in the refurbishment of social rented and private dwellings will create jobs and contribute to the economy.

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**

- (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** – Procurement of suppliers to deliver some elements of this programme of work.

10. **Risk - None**

11. **Privacy Impact - None**

12. **COSLA Policy Position – None**

13. **Climate Risk** – Projects will contribute to reducing carbon emissions and improving energy efficiency of both social rented and private dwellings.

List of Background Papers

- (a) Report to Communities, Housing and Planning Policy Board on 16 August 2022 – Home Energy Efficiency and Carbon Reduction Programmes: 2022/23 Award of Funding

- (b) Report to Communities, Housing and Planning Policy Board on 17 August 2021 – Home Energy Efficiency and Carbon Reduction Programmes: 2020/21 Award of Funding
 - (c) Report to Communities, Housing and Planning Policy Board on 20 August 2020 – Home Energy Efficiency and Carbon Reduction Programmes: 2020/21 Award of Funding
 - (d) Report to Communities, Housing and Planning Policy Board on 20 August 2019 – Home Energy Efficiency and Carbon Reduction Programmes: 2019/20
 - (e) Report to Communities, Housing and Planning Policy Board on 12 March 2019 – Home Energy Efficiency and Carbon Reduction Programmes: 2019/20
-

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To: Communities and Housing Policy Board

On: 22 August 2023

Report by: Director of Environment, Housing and Infrastructure

Heading: Business Regulation Service Plan 2023/2024

1. Summary

- 1.1 Renfrewshire Council is required by Food Standards Scotland (FSS) to produce a Service Plan to provide detail on the work being undertaken in Food Law across Renfrewshire Council.
 - 1.2 The team who cover this for Renfrewshire Council (Business Regulation Team within Environment, Housing and Infrastructure) also lead on workplace health and safety and other areas of Environmental Health work which are included within the plan.
 - 1.3 The Service Plan sets out the objectives, what work is undertaken, service delivery, resources and quality assurance.
 - 1.4 The Business Regulation Service Plan 2023/24 is attached to this report as an appendix.
-

2. Recommendations

It is recommended that the Communities and Housing Policy Board:

- 2.1 Approves the Business Regulation Service Plan 2023/24.
-

3. Background

- 3.1 Business Regulation forms part of the Climate, Public Protection and Roads Service within Environment, Housing and Infrastructure.

- 3.2 The team provide an effective regulatory service for food law, and occupational health and safety at work on behalf of Renfrewshire Council, ensuring the Council's statutory responsibilities are met. The objective of the service is to improve the quality and effectiveness of these regulatory activities, and in doing so ensure public health and safety are maintained.
- 3.3 In terms of food law enforcement, Renfrewshire Council is a statutory food authority under the Food Safety Act 1990 for all food businesses within Renfrewshire. The Council is also an enforcing authority in terms of Section 18 of the Health & Safety at Work etc. Act 1974, the Service is the enforcing authority for health & safety legislation in certain types of premises within Renfrewshire. This is determined by the main activity being undertaken at the premises as laid down in the Health and Safety (Enforcing Authority) Regulations 1998.
- 3.4 Section 18 of the Health and Safety at Work etc Act 1974 puts a duty on the HSE and Local Authorities (LAs), as Enforcing Authorities, to make adequate arrangements for enforcement. The Section 18 Standard sets out the arrangements that LAs and HSE's Field Operation Directorate should put in place to meet this duty.
- 3.5 The Business Plan 2023/24 highlights the work undertaken by the Business Regulation Team, the current position with regards to premises (as of 1 April 2023) and the planned work for the coming 12 months.
- 3.6 Due to the Covid-19 pandemic, the Minister for Public Health and Sport granted local authorities a deviation from the Food Law Code of Practice (Scotland) The deviation was reviewed and extended several times throughout 2020 and 2021 and ended on 1 September 2021.
- 3.7 As a result, and in agreement with Food Standards Scotland, all local authorities were required to produce and submit an updated Service Plan detailing how they were going to inspect premises and recover from the Covid pandemic in the coming years.
- 3.8 The Board should note that whilst some programmed interventions at lower risk groups ceased over the 18 months from 1 September 2021 to 31 March 2023, a risk-based approach was taken to ensure higher risk premises such as approved premises, those in Group 1 and newly registered businesses, maintained a high standard.
- 3.9 In addition, intelligence driven interventions at all food business establishments continued where possible. Intelligence included information that suggested fraudulent activity or risk to public health, e.g. consumer complaints, or credible allegations of food poisoning.
-

Implications of the Report

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

3. **Community Planning**
Renfrewshire is safe – By implementing the attached Service Plan, Environment, Housing and Infrastructure will ensure that food that is prepared and consumed in Renfrewshire is safe and that workplace Health & Safety is regulated.
 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
 8. **Health & Safety** – where staff are required to visit premises, all risk assessments and safe working procedures have been developed.
 9. **Procurement** - none
 10. **Risk** - none
 11. **Privacy Impact** - none
 12. **CoSLA Policy Position** - None
 13. **Climate Risk** - None
-

List of Background Papers

None

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Business Regulation Service Plan 2023-2024

Environment, Housing and Infrastructure

www.renfrewshire.gov.uk



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Appendix: Climate, Public Protection and Roads Staff Structure

1. Service Aims and Objectives

1.1. Aims and Objectives

The Food and Health & Safety Service is provided by Environment, Housing and Infrastructure, Climate, Public Protection and Roads. This function is delivered by the Environmental Health, Business Regulation Team. Which is based within the Climate, Public Protection and Roads area of the Service. The aim is to provide an effective regulatory service for food law, and occupational health and safety at work on behalf of Renfrewshire Council, ensuring the Council's statutory responsibilities are met. The objective of the service is to improve the quality and effectiveness of these regulatory activities, and in doing so ensure public health and safety are maintained.

In order to achieve this aim, Environment, Housing and Infrastructure will:

- Apply the relevant legislation at premises regulated by the Local Authority in line with the Scottish regulators' strategic code of practice.
- Work in partnership with agencies such as Food Standards Scotland (FSS) and the Health and Safety Executive (HSE) to achieve nationally agreed strategic aims,
- Ensure that all staff undertaking enforcement activity are properly qualified and competent to undertake their duties,
- Operate a risk based approach to inspection and regulation,
- Carry out a programme of specific, targeted and appropriate interventions in order to improve food safety, quality and health & safety standards,
- Work with local businesses in an open and transparent manner,
- Investigate and take appropriate action upon receipt of accident notifications, service requests, food borne infection notifications and complaints.

1.2. Links to Corporate Objectives and Plans

The Environmental Health, Business Regulation Service Plan 2023-24 contributes to Climate, Public Protection and Roads outcomes as well as Renfrewshire Council's Corporate Objectives and Plans. In particular, the service has a critical role to play in supporting sustainable economic development, ensuring the health and safety of the public, addressing the impact of poverty and the protection of both the public and legitimate businesses from criminal activities.

1.3. Overview

In terms of food law enforcement, Renfrewshire Council is a statutory food authority under the Food Safety Act 1990 for all food businesses within Renfrewshire. The Council is also an enforcing authority in terms of Section 18 of the Health & Safety at Work etc. Act 1974, the Service is the enforcing authority for health & safety legislation in certain types of premises within Renfrewshire. This is determined by the main activity being undertaken at the premises as laid down in the Health and Safety (Enforcing Authority) Regulations 1998.

Section 18 of the Health and Safety at Work etc Act 1974 puts a duty on the HSE and Local Authorities (LAs), as Enforcing Authorities, to make adequate arrangements for enforcement. The Section 18 Standard sets out the arrangements that LAs and HSE's Field Operation Directorate should put in place to meet this duty.

2. Background

2.1. Organisational Structure

The Food Safety and Health & Safety service is delivered by suitably qualified officers within the Business Regulation Team operating in Environment, Housing and Infrastructure as part of the Climate, Public Protection and Roads service. (Appendix 2)

Role of Public Protection within Climate, Public Protection and Roads

Public Protection within Climate, Public Protection and Roads, consists of the Business Regulation, Community Safety, Public Health and Trading Standards teams. Their combined role is to protect the health, safety and welfare of the local community and to safeguard public health, the quality of the local environment and to enhance economic, social and environmental welfare by improving and maintaining standards of fair trading in terms of safety, quality, quantity and price.

Environment, Housing and Infrastructure

The Service is based at:

Climate, Public Protection and Roads
Renfrewshire House
Cotton Street
Paisley
PA1 1BR

The Service can be contacted by:

email: b-serv.es@renfrewshire.gov.uk, or phone: 0300 300 0380

2.2. Scope of the Service

The main role of Environmental Health, Business Regulation is to undertake regulatory functions of relevant legislation in terms of Food Law and Occupational Health and Safety at Work on behalf of Renfrewshire Council. The aim is to secure compliance with the standards laid down in primary legislation, associated regulations and codes of practice. The key activities of Environmental Health Business Regulation are based on the implementation of inspection/intervention, survey and sampling programmes and other appropriate monitoring and investigative activities, including responding to, and learning from food complaints, accidents and incidents at work.

Under Section 5 of the Food Safety Act 1990, Renfrewshire Council is a statutory Food Authority, responsible for delivery of official controls under the Act and associated Regulations. Statutory appointments of Head of Food Service and Lead Officer for Food Safety are detailed in the Council's Scheme of Delegated Functions.

Enforcement of the legislation, under Section 6 of the Food Safety Act 1990, includes food hygiene and food standards covering the safety, quality, presentation and labelling of food. To this end, a programme of food business inspections and the surveillance of food is carried out by co-ordinated food sampling and a food standards inspection programme.

Food and premises hygiene complaints are investigated where required. The investigation and control of food-borne infections within food premises is carried out in conjunction with NHS Greater Glasgow and Clyde. The Service acts as the originating authority to those large-scale food manufacturers within the area, co-ordinating and assisting in complaints and enquiries from other Food Authorities within the UK and third Countries.

As an Enforcing Authority, the Service also has responsibility for the provision of health & safety enforcement services in a range of business activities covering approximately 2500 premises and an estimated 10,000 employees. The enforcement of health & safety legislation is split between the Local Authority (Renfrewshire Council) and the Health & Safety Executive (HSE), depending on the main activity being undertaken at the premises as laid down in the Health & Safety (Enforcing Authority) Regulations 1998. The HSE are responsible for the more traditional “factory” or industrial premises. The premises within the remit of the Council include: offices, shops, warehouses, leisure, hotel and catering premises.

The principal activities of the service, outlined above, have relevance to the Planning, Building Standards, Civic Licensing and Alcohol Licensing services of the Council. The service also delivers official controls in relation to food law in all Renfrewshire Council food operations.

The Service provides advice and guidance to all businesses to ensure compliance with statutory requirements.

2.3. Local Authority Covid-19 Recovery Project

The measures taken by UK and Scottish Governments in March 2020 in response to the Covid-19 pandemic resulted in the closure of a large proportion of food establishments. Additionally, physical distancing requirements meant that Local Authority Authorised Officers were prevented from conducting routine, programmed interventions/Official Controls at most of those businesses who continued trading.

Food Standards Scotland (FSS) secured Ministerial agreement to allow a relaxation from the Food Law Code of Practice and the Interventions Code of Practice. This relaxation ended on 31 August 2021.

Food Standards Scotland acknowledged that Local Authorities intervention programmes would be adversely affected as numerous interventions would not be undertaken when due and create a backlog of ‘missed’ interventions. In Renfrewshire this figure was around 1012 missed inspections at the time the programme re-started.

It was, consequently, agreed that measures to address this situation should be considered and a project should be delivered in order to enable all Local Authorities to rectify the position. This had the principle aim of delivering a clear and accurate Local Authority and national view of the food establishment profile – including the Food Law Rating System (FLRS) risk-rating of all establishments and the Local Authority capacity to undertake the necessary Official Controls therein.

The backlog of inspections in all but the lower risk Group 3B category have been completed. These will be done within the 48-month period (end September 2025) as agreed with Food Standards Scotland and will be incorporated into the annual inspection programmes going forward from April 2023.

The 2023/24 Business Regulation Service plan provides data and information for the period 1 September 2021 to 31 March 2023.

2.4. Demands on the Service

Table 1: Profile of food businesses in Renfrewshire

Premises	Number
Caring Establishment	179
Hotels and Guest Houses	26
Mobile Traders	54
Primary Food Producers	10
Pubs/Clubs	154
Restaurant/ Caterer	407
Takeaway Premises	219
Retail	357
Schools and Colleges	82
Manufacturers and Packers	46
Importers/Exporters	8
Distributors/Transporters	23
TOTAL	1563

Table 2: Profile of Businesses for Health & Safety Enforcement

Premises	Number
Retail	757
Wholesale	119
Offices	323
Catering	565
Hotels etc	26
Residential Care	19
Leisure	195
Consumer Services	424
Others	64
Total	2429

The Food law and Health & Safety Services provided by Renfrewshire Council operate solely from Renfrewshire House, Cotton Street, Paisley, PA1 1BR. The Service's standard working day is 8.45am - 4.45pm Monday to Thursday, and 8.45am - 3.55pm on Friday, with an out of hour's service also being provided in cases of emergency. Officers operate a hybrid model where they are operating from home, in the office and in the field e.g. inspecting premises and investigating incidents.

The Service works in a number of complex areas, which include:

Glasgow International Airport

As Glasgow International Airport lies within the Authority, this adds further elements of work to the Environmental Health, Business Regulation Team. Consignments of food, particularly fruit and vegetables come through Glasgow Airport from third Countries. These foods are subject to controls administered by Environmental Health, Business Regulation. The Service is also involved in the surveillance of exports from the Airport and provides export certificates to those businesses exporting foodstuffs from Renfrewshire.

The Business Regulation Team provides a port health role at the airport. Renfrewshire Port Health Authority was originally set up with the primary objective of preventing dangerous epidemic diseases entering the country. Although this can still occur, if a person is patently unwell, this function is now more realistically aimed at contacting and monitoring persons who may be carrying a communicable disease and preventing further cases arising from environmental contamination of aircraft.

There are also currently 2 businesses which operate flight catering within the airport estate and these are subject to inspection by the service.

EHOs operate on a rota basis, with one officer allocated for each day of the working week. The officer carries out all imported food functions at the airport on his/her allocated day. In addition, on weekends and public holidays an emergency call out service is in place to deal with port health incidents and any other Environmental Health related emergencies.

Communication and Language

The Council area has several food businesses operating for whom English is not a first language. This can introduce communication challenges during the course of inspection and enforcement visits. In order to address this issue, information leaflets translated into other languages have been produced. A translation service is available to officers if required during inspections and other meetings.

Council Operated Food Businesses

The control of food enforcement in Local Authority catering operations provided by Facilities and Property Services is a complex and sensitive area of work. These premises include catering in residential establishments such as those run by the Council's Social Work Services as well as schools and nurseries. The service employs the same approach to enforcement in these premises.

Approved/Authorised Premises

There are 9 approved/Authorised Businesses operating within Renfrewshire, all of which are approved/authorised under Regulation (EC) 853/2004.

These are:

DNATA Airline Catering	Arran Avenue, Paisley, PA3 2AY
Gate Gourmet Airline catering	Campsie Drive, Paisley, PA2 8DP
Gormack Foods	Sandyford Road, Paisley, PA3 3HP
CFPU RAH Hospital	Corsebar Road, Paisley, PA2 9PJ
Scottish Leather Group	Seedhil Road, Paisley, PA1 1JL
Scottish Leather Group	Baltic Works, Bridge of Weir
Gleddoch Family Butchers	Glasgow Road, Paisley, PA1 3PW
Lomond Cold Store	Blackstoun Road, Paisley, PA3 3AF
Rice and Spicy	Eddison street, Hillington, G524JW

Events

A significant number of events are held throughout Renfrewshire on an annual basis, particularly, but not exclusively, during the summer months. These events require a food law enforcement presence in response to the level of external food retailers and caterers providing food for the large number of visitors and this can result in a minor short-term impact on the food service.

The Service also works closely with Renfrewshire Councils Events Team.

Health & Safety Enforcement

The review of Health & Safety enforcement activities by the UK Government has influenced the approach in this area. HSE priority planning guidance directs the work of Local Authorities in relation to Health & Safety, with an emphasis on targeting resources on higher risk activities and reducing the number of routine inspections.

An Intervention Plan based on this guidance has been developed which takes into account local conditions and priorities.

Enforcement within Arm's Length Organisations – OneRen

Health & Safety enforcement in arm's length organisations connected with Renfrewshire Council presents a challenge to the Local Authority.

In 2019, the Health & Safety Executive (HSE) advised Renfrewshire Council that enforcement within Council owned leisure facilities operated by arm's length organisations, are: in accordance with The Health and Safety at Work Act 1974, the enforcement responsibility of the Local Authority.

This presents significant challenges and burdens as there are close relationships between the Council and One Ren including the corporate control as the Council is the sole shareholder of the Company. The Council does not have outright control of One Ren, as the charity has an independent board of directors, but it does have the right to appoint and remove some of the directors. As a result, strategic decisions affecting the operation of One Ren are at the very least influenced, and could (in some instances) be directed, by the Council.

Further to this, staff from Renfrewshire Council Facilities and Property Services may be involved in the maintenance of buildings and installations. The buildings and assets themselves are still within the ownership of the Council and although the liabilities reside with One Ren, should an incident/accident occur this could cause a further conflict of interest.

In addition, the transfer of enforcement responsibility has the potential to add a significant burden to the workload of the Environmental Health Business Regulation Team.

2.5. Performance Management

Elected Members receive quarterly reports on performance in key areas including Food Safety/Health & Safety enforcement and Managers provide an operational update at a bi-monthly Management Meeting. Certificates of Compliance and formal notices are reported to elected members via the Regulatory Functions Board and Information Bulletin reports.

Performance reviews are carried out on a six-monthly basis with staff involved in Food Safety and Health & Safety enforcement, to maintain performance.

2.6. Enforcement Policy & Procedures

An Integrated Enforcement Policy is in place to ensure the consistency of enforcement across all areas of Environment, Housing and Infrastructure. The Policy sets standards clearly outlining the level of service which the public and businesses can expect to receive. It encourages fair and open regulation and commits the Service to ensuring our enforcement service works with businesses to assist them in complying with the law. Information Systems

Premises records are held on the Authority Public Protection (APP) system, which is used to manage the inspection programme and record details of inspections, accidents, complaints and enquiries. The database is regularly reviewed and updated to facilitate the planning of inspection programmes and production of management reports.

Progress towards local, regional and national outcomes is monitored on a monthly basis using the reporting functions of the system. Statutory returns are made using data from the APP system.

3. Service Delivery

3.1. Food and Health & Safety Premises Inspections

In accordance with the Food Law Code of Practice (Scotland), all food premises are risk-assessed for food law. Risk assessments are entered in the Services database, which generates a target inspection date. A report is generated from the database of visits due for each officer. The Service undertakes a full inspection programme based on the risk category of premises. Regulatory activity in relation to Health and Safety at Work is determined in accordance with the HSE priority planning guidance.

The tables below illustrate the number of premises in Renfrewshire in each risk category for Food Law and Health & Safety.

Table 3 - Total premises (Food Law) with Group & Rating

GROUP	RATING	NUMBER
1	A	7
1	B	11
1	C	6
1	D	0
1	E	0
	TOTAL	24
GROUP	RATING	NUMBER
2	A	27
2	B	532
2	C	292
2	D	24
2	E	0
	TOTAL	875
GROUP	RATING	NUMBER
3	A	38
3	B	432
3	C	139
3	D	1
3	E	0
	TOTAL	610

Table 4: Premises per group Rating Category

Group	Number of Premises
1	24
2	875
3	610
Food Standards Only	3
Approved	9
Farms	8
Sub Total	1529
Unrated	45
Total	1574

The food Law risk rating of a food business is based on a number of elements. Hygiene, structure, food safety management and food standards are assessed to determine the risk posed by an establishment and the frequency of intervention by the local authority. These are numerically scored and used to derive the rating that is presented as the 'score', A-E; Category E posing the highest risk. Where a business have registered with the service but are awaiting inspection, these are listed as “unrated”.

Table 5: Profile by Health & Safety risk category

Risk Category	Total number in category
A	1
B1	33
B2	764
C	1565
Unrated	465
Total	2828

The tables below illustrate the number of inspections programmed for 2023/24 in each risk category for Food Law.

A total of 903 food law programmed interventions are projected for the 12 months commencing 1 April 2023.

Table 6: Food Law Programmed Interventions for 2023/2024

GROUP	RATING	NUMBER
1	A	3
1	B	10
1	C	6
1	D	0
1	E	0
	TOTAL	19
GROUP	RATING	NUMBER
2	A	9
2	B	399
2	C	284
2	D	19
2	E	0
	TOTAL	711
GROUP	RATING	NUMBER
3	A	1
3	B	105
3	C	66
3	D	1
3	E	0
	TOTAL	173

The inspection programme for 2023/24 has been developed to comply fully with the Food Law Code of Practice (Scotland) and LAC Circular 67/2 (Rev 7) Health & Safety priority planning.

So far as the inspection of premises outwith normal working hours is concerned, our policy is to ensure that, where premises are only open outwith normal hours, then appropriate provision is made for them to be visited in accordance with at least the minimum number of visits determined by their risk rating.

7.0 full time equivalent officers carry out the work of the Business Regulation team, including the Business Regulation Manager. The staffing allocation to food law enforcement is 75% of 7.0 FTE's, with the other 25% allocated to Health & Safety enforcement. Officers are allocated premises within specific geographical areas.

It is considered that the Service has adequate expertise to provide a competent and full portfolio of enforcement and educational roles in relation to Food Law and Health & Safety. However, where necessary, we are able to draw on expertise from Food Standards Scotland, Glasgow Scientific Services – the Public Analyst, Health Protection Scotland, the Director of Public Health, Animal and Plant Health Authority (APHA), The Health & Safety Executive and other local authorities.

3.2. Food and Health and Safety Service Requests

Complaints and Service Requests are dealt either by the duty Business Regulation Officer or by the officer responsible for the premises which are the subject of the complaint/request. All service requests are logged in the APP database against the premises concerned. The Service has documented policies relating to the investigation and handling of complaints and service requests which ensure that all complaints are investigated in accordance with the appropriate Code of Practice. All complaints are recorded and their risk evaluated to distinguish between those which require an on-site investigation and others which may be resolved by telephone or written advice. The numbers of complaints and service requests, detailed by category, estimated for the year 2023/24 are shown in the table below:

Table 7 - Estimated Complaints and Service Requests 2023/2024

Service Request Category	Requests Sept.01 /21 - March 31 /2023	Estimated Requests 2023/2024
Advice to Consumer	14	40
Advice to Business	81	100
Food Hygiene Complaint	65	60
Food premises Complaint	51	50
Food Standards	29	30
Section 50 Certificates/ Building warrant	8	10
Licensing Consultation	75	250
Imported Food	2	2
H&S Enquiries	32	
other	3	
Total	329	540

The number of service requests received in the period Sept.1/2021 to March 31/2023 appear lower than predicted. It is likely that service requests remain an area where there is under reporting by officers, and this has been addressed at team meetings.

3.3. Investigation of Accidents

A procedure is in place for the investigation of notified accidents designed to ensure consistency and quality of the accident investigation service. It is not possible or appropriate to investigate all incidents and a systematic approach has been adopted to ensure that the more serious incidents are investigated.

3.4. Enforcement Management Model (EMM)

The Guidance in the LAC22/18 along with detailed guidance that was issued for use by EHOs is used to promote consistency of enforcement between individual officers, LAs and with HSE.

All officers in the team have been trained in the use of the Enforcement Management Model. The model is used by officers when considering the most appropriate action to take in more complex situations which are occasionally encountered, including serious accident investigations. It is also used as a monitoring tool by management.

3.5. Home Authority Principle & Primary Authority Scheme

For companies operating under two or more local council jurisdictions, Primary Authority provides reliable and consistent regulatory advice from a single source when dealing with key aspects of environmental health, trading standards, health & safety, and licensing services. Renfrewshire Council currently has no partnerships in relation to health & safety advice and enforcement.

The Primary/Home authority principle is applied when dealing with food complaint investigations and also routinely in relation to food standards and labelling issues. It is considered to be an aid to good enforcement practice.

The Council has no formal agreements in place to act as a Home Authority with any specific business, but has listed the following significant establishments as ones which are considered as home authority/originating authority premises:

Table 8- - Originating Authority Businesses

A&A Bakers	Moss Road	Linwood	PA3 3HR
DNATA	Arran Avenue	Paisley	PA3 2AY
AP Jess	Sandyford Road	Paisley	PA3 4HP
Aulds Delicious Desserts	Barnsford Avenue	Inchinnan	PA4 9RG
Big Bear Bakery	15 Edison Street	Hillington Park	G52 4JW
Buon Giorno	11A Queen Street	Renfrew	PA4 8TR
Davidson Butcher	Mossedge	Paisley	PA3 3HR
Diageo Global Supply	1 Argyll Avenue	Renfrew	PA4 9EA
Diageo Global Supply	500 Renfrew Road	Renfrew	G51 4SP
Faodail Foods	Westway	Renfrew	PA4 8DJ
G Porrelli & Co Ltd	25 Lacy Street	Paisley	PA1 1QN
G&A McHarg	Dalziel Road	Hillington Park	G52 4NN
Gate Gourmet	Glasgow Airport	Paisley	PA2 8DP
Gleddoch Family Butchers	60 Glasgow Road	Paisley	PA1 13W
Hannah's of Johnstone	18-20 Walkinshaw Street	Johnstone	PA5 8AB
Henderson Meats	Hillington	Glasgow	PA8 6BS
Ingram Brothers	15 East Lane	Paisley	PA1 1QA
Jenier Limited	Earl Haig Road	Hillington	G52 4JU
John Scott Meats	Sandyford	Paisley	PA3 3HR
Kismet	Lyon Road	Linwood	PA3 3BQ
Kerry Foods (UK) Ltd)	55-59 Kelvin Avenue	Hillington Park	G52 4LT
MacSpice/McAusland Crawford	79/81 Abercorn Street	Paisley	PA3 4AS
Linburn Farm	Linburn	Erskine	PA8 6AW
Scottish Leather Ltd	Kilbarchan Road	Bridge Of Weir	PA11 3RL
Rice 'n' Spicy	15 Edison Street	Hillington Park	G52 4JW
Sutherland Cakes	15-17 Earl Haig Road	Hillington	G52 5JU
Glasgow Distillery Company	Deanside Road	Renfrew	G52 4XB
The Elderslie Scottish Tablet Co	37 Glenpatrick Road	Elderslie	PA5 9AE
W P Tulloch	22a Skye Crescent	Paisley	PA2 8EL
Dargavel Brewery	West Glen Farm	Langbank	PA146YL
Rise and Grind Roastery	104 Abercorn Street	Paisley	PA34AY

3.6. Advice to Business

The Environmental Health, Business Regulation Team undertakes an on-going advisory role to all businesses in Renfrewshire. A range of information and promotional material is made available for businesses by Environmental Health Officers during visits.

3.7. FHIS & EatSafe

The Food Hygiene Information Scheme continues to operate in Renfrewshire with around 1500 food premises who sell food to the public being included.

Currently 98% of premises within Renfrewshire have a pass certificate.

The scheme is currently under review by Food Standards Scotland. The review will take account of the changes to the food law code of practice and the introduction of the risk rating scheme for food law.

There are 12 premises with Eat Safe Awards within Renfrewshire. This is the highest award in the scheme. These are:

Table 7 -Eat Safe Award Recipients

Premises Name	Premises Address
Accord Hospice	Morton Avenue, Paisley, PA2 7BW
Mosswood Care Home	Moss Road, Linwood, PA3 3FA
Capability Scotland	Wallace Court, 191 Main Road, Elderslie, PA5 9EJ
Erskine mains Care Home	Meadow drive, Erskine, PA8 7ED
Hanover(Scotland) Housing Association Newton Court	23 Maree Road, Paisley, PA2 9DH
Hanover(Scotland) Housing Association, Ailsa Court	1 Ailsa Drive, Paisley, PA2 8HE
Hanover(Scotland) Housing Association Orchard Court	"Orchard Court", Orchard Street, Renfrew, PA4 8RZ
Hanover(Scotland) Housing Association, Walikinshaw Court	Walkinshaw street, Johnstone, PA5 8AF
Kibble Education & Care Centre	Goudie Street, Paisley, PA3 2LG
Holiday Inn	Caledonia Way, Glasgow Airport PA3 2TE
Leaps and Bounds Nursery	23 Clarence Street, Paisley, PA1 1PU
Rashilee Care Home	Little Inch, 8 Rashilee Avenue, Erskine, PA8 6HA

3.8. Sampling

Renfrewshire Council, along with 9 other local authorities have a Service Level Agreement with Glasgow City Council for the provision of analytical services. The analyst service is provided by Glasgow Scientific Services, Colston Laboratory, 64 Everard Drive, Glasgow G21 1XG. Glasgow Scientific Services are this Authority's appointed Public Analyst for chemical analyses of all food samples, Food Examiner for all microbiological examination of food samples and Agricultural Analyst for all feeding stuffs samples taken.

The sampling programme for 2023/24 is attached as Appendix 1 to this Service Plan. The programme will focus on high-risk premises in Renfrewshire, whilst reflecting national priorities recommended by FSS and the Scottish Food enforcement Liaison Committee (SFELC).

Food sampling will also be undertaken at Glasgow International Airport to monitor the quality, composition and labelling of foods imported through the airport as part of the Service's imported food controls. It is not possible to estimate sample numbers or types for this sampling at present.

The Health and Safety programme for 2023/24 has been drawn up with reference to Local Authority Circular, LAC 67/2 (Rev 12) Health & Safety priority planning. (See Table 8) The LAC provides LAs with guidance and tools for priority planning and targeting of interventions taking a proportionate and consistent risk-based approach to, enable Renfrewshire Council to meet the requirements of the National Local Enforcement Authority Code ([hse.gov.uk](https://www.hse.gov.uk)) (the Code). Planned regulatory activity is focussed on improved outcomes and reduced injuries to employees or members of the public. The Code provides flexibility for LAs to address local priorities alongside the national priorities set by HSE.

Table 8 Health and Safety Priorities 2023/24

Special Interventions
Carry out special interventions at animal visitor attractions in an effort to reduce the risk of contamination especially to children.
Carry out special interventions for safety in swimming pools and spas where Health & Safety is enforced by the Local Authority to reduce the risk to employees and the public from Health & Safety and Public Health incidents.
Carry out special interventions at children's indoor soft play visitor attractions in an effort to reduce the risk of accidents to children.
Carry out special interventions at commercial catering establishments to assess gas safety and where the risk of carbon monoxide may be present.
Carry out special interventions at premises, especially licensed premises that use stored gas to minimise the risk of explosion.
Proactive inspection of industrial retail/wholesale premises to ensure adequate control of work at height, workplace transport and loading and unloading of vehicles.
Intervention to ensure that Cellar Safety is being adhered to in licensed premises.
Intervention to ensure Legionella controls are in place.
Carry out special interventions in relation to Crowd management at large scale events.

3.9. Control and Investigation of Outbreaks and Food Related Infectious Diseases

Environment, Housing and Infrastructure works closely with NHS Greater Glasgow and Clyde Health Board Consultants in Public Health Medicine in outbreak control situations and the routine investigation of infectious disease. In addition, the Health Board has produced an outbreak control plan for dealing with major outbreaks of food related illness to which this authority has had a major input.

The Business Regulation Team work in partnership with the Public Health Protection Unit at NHS Greater Glasgow and Clyde Health Board to ensure the plan is adhered to. In addition, an outbreak control and investigation of notifications of food borne disease procedure is in place.

Present resources within Environment, Housing and Infrastructure are adequate to meet current levels of notification; however, in the event of a major outbreak, any required additional resources would be made available by seconding Environmental Health Officers from other service areas.

3.10. Food Incidents

Food incidents are dealt with in accordance with the relevant codes of practice the Food Law Code of Practice (Scotland) Notifications of incidents are received from Food Standards Scotland (FSS) by e-mail or telephone. In case of emergencies, an Officer is on stand-by and has contact details for all relevant members of staff. Procedures for food safety incidents are in place and are available to all staff. This allows for alerts to be appropriately actioned, investigations set in motion and warnings issued if necessary. Any enforcement activity which is required in support of an incident is carried out within the terms of the relevant legislation and the Council's enforcement policy for assuring the safety of food.

In addition to responding to notified incidents, Renfrewshire Council will, where necessary, initiate Food Alerts in accordance with Code of Practice Guidance and will liaise with Food Standards Scotland in such situations.

3.11. Liaison with Other Organisations

To ensure enforcement and other activities carried out by the Service are consistent with neighbouring Authorities and to ensure best practice, Renfrewshire Council actively participates in the West of Scotland Food and Health & Safety Liaison Groups. The groups meet regularly throughout the year and comprise representatives from the 14 authorities, which previously made up Strathclyde Regional Council, together with representatives from Glasgow Scientific Services, Food Standards Scotland and the Health & Safety Executive. The groups are attended by the Business Regulation Manager or a suitable deputy.

The Service also has formal and informal links to a range of other organisations and agencies. These Include:

- NHS Greater Glasgow and Clyde Health Board
- Association of Port Health Authorities
- Royal Environmental Health Institute for Scotland
- Society of Chief Officers of Environmental Health in Scotland
- Society of Chief Officers of Trading Standards in Scotland
- Scottish Food Enforcement Liaison Committee
- Health Protection Scotland
- Food Standards Scotland
- Health & Safety Executive
- Glasgow Scientific Services

- Animal and Plant Health Agency
- Marine Scotland
- Border Force
- H.M. Revenue and Customs
- APP Scottish Users Group

4. Resources

4.1. Financial Allocation

The budget detailed below indicates the level of resources available 2023/24 to deliver the necessary services. As highlighted at 3.1 above the resource allocation within the Business Regulation Team is 75% of Food Law enforcement and 25% on Health & Safety enforcement. This split is at the discretion of the Environmental Health - Business Regulation Manager and can be amended where there is a service demand.

Budget	2023/24
Employee Costs	£520,140
Supplies and Services	£173,347
Travel and Subsistence	£0
Training	£1600
Total	£695,087

Projected Income Source	2023/24
Export Health Certificates	£300
Sales, Fees and Charges	£0
Miscellaneous Income	£5000
Total	£5,300

4.2. Staffing Allocation

Within the context of this plan, the allocation of staff is designed to provide an effective enforcement service for food law and occupational health and safety at work on behalf of Renfrewshire Council.

All food enforcement officers are authorised in accordance with the Food Law Code of Practice (Scotland) commensurate with their training and experience. A range of additional relevant qualifications are held including: the REHIS Advanced Food Hygiene Diploma, the REHIS Certificate in the Inspection of Meat and Other Foods, Certificate in Nutrition & Health and the RIPHH Certificate in HACCP Principles. Three officers have completed the ISO 9000 Lead Assessors course and All current Food Law officers have attended and passed the Official Controls verification Course.

The Service secures administrative support from a pool of administrative and support staff in the Council's Business Support Service.

4.3. Employee Development Plan

The Service is committed to ensuring all officers are suitably qualified, trained and remain competent in terms of the Food Law Code of Practice (Scotland) and in terms of Section 18 of the Health & Safety at Work Act 1974.

This is facilitated by the provision of in-house training, and all employees have the opportunity on a rotation basis to attend relevant external training events. Any employee attending such a course is required to “cascade” the relevant information accrued as a result of their attendance to other officers.

Business Regulation Team meetings are held weekly, where performance, enforcement and other relevant issues are discussed. Matters arising from the quality assessment model for inspections, consistency issues and interpretation issues are discussed.

Liaison Group minutes are stored in the staff manual for all officers to use. Relevant points from the Liaison Groups are also discussed at Team meetings.

In addition, all staff have full access to, and are trained in the application of, policies and procedures, which are a requirement of the framework agreement on local authority food law enforcement. Training records are maintained for each officer.

All officers have completed a training needs analysis and will have individual development plans prepared for 2023/24.

5. Quality Assessment

5.1. Quality Assessment & Internal Monitoring

The Service has a documented “Internal Monitoring Procedure – Internal Checks” quality assessment model for inspections. The Business Regulation Manager has primary responsibility for carrying out quality assessments within the Service. The Head of Climate, Public Protection and Roads has a secondary responsibility to oversee the performance of the Business Regulation Manager and to ensure that quality assessments are being carried out consistently throughout the Service.

The Internal checks include file checks, one-to-one discussions, team discussions and accompanied inspections. Records of these are retained by the Business Regulation Manager and the Head of Climate, Public Protection and Roads.

This quality assessment model facilitates the Service’s requirement in accordance with annex 2 of the Food Law Code of Practice (Scotland) and the Section 18 guidance issued by the HSE to ensure that all staff engaged in enforcement activities retain their competence.

The Business Regulation Manager reviews a monthly report on the performance indicators to ensure that the targets are met. The monthly report also details performance information relating to inspection deadlines, complaints and service requests received and food sampling activity are also monitored.

6. Review 2021-23

6.1. Review of Food Law Activity

Group	Band	Estimated Total Interventions	Actual Interventions
1	A	1	5
1	B	12	23
1	C	6	9
1	D	4	2
1	E	0	0
Total		23	39

Group	Band	Estimated Total Interventions	Actual Interventions
2	A	7	23
2	B	420	400
2	C	370	402
2	D	102	69
2	E	0	0
Total		899	894
Group	Band	Estimated Total Interventions	Actual Interventions
3	A	6	25
3	B	350	156
3	C	164	45
3	D	32	2
3	E	0	0
Total		552	228

	Group	Estimated Total Interventions	Actual Interventions
Food Standards Only	N/A	5	0
Farms	N/A	11	5
Approved Premises	N/A	9	5
New Business Inspections	Group1-3 Group2-167 Group3-44		214
Businesses Ceased Trading	Group1-3 Group2-123 Group3-39		165
REVISITS		~254	194

Table 9 - Estimated Formal Enforcement Notices

Type of Notice	Estimated Number	Actual
Remedial Action Notice	6	16
Hygiene Improvement Notice	11	24
Voluntary Closure	12	5
H&S Improvement Notice	8	28
H&S Prohibition Notice	4	21

Programmed Food Hygiene Inspections:

The Food Law Code of Practice (Scotland) states that "Intervention programmes should be planned so that establishments receive an intervention no later than 28 days after the scheduled date as detailed in Annex 5".

During the period 1/9/21 to 31.3.23 1171 Food Law interventions were carried out. **92%** (1081) interventions were completed within the 28 days specified in the code of practice. **8%** (90) Interventions were not completed within the 28 and this was mainly due to access difficulties brought about by the pandemic where businesses changed their operating model such as, operating only at weekends or temporary closure. In addition some seasonal businesses were included within this grouping. A total of 12 visits are outstanding from this grouping however, it is likely that some of this number have permanently closed and officers are attempting to contact the business operators.

Sampling: The review against sampling is included in the Sampling Programme attached at Appendix 1.

6.2. Review of Health and safety activity.

In the year 1 September 2021 to 31 March 2023, the following Health and Safety interventions were undertaken:

Intervention Category	1 September 2021 to 31 March 2023	Estimated work to be undertaken 2023/24
Accident / incident/Complaint investigations	16	10
New Premises Interventions	149	100
Advice visits to Businesses	10	10
Interventions	85	60
Revisits	25	25
Licensing Visits	51	30
RIDDOR reportable notifications received	111	100
Total	336	235

Specific Health and Safety Projects/Interventions carried out 1 September 2021 to 31 March 2023:

Gas Safety Interventions

Special interventions at commercial catering establishments to assess gas safety and where the risk of explosion or carbon monoxide may be present were carried out. As well as being a National priority theme, this was an important local intervention due an incident where on call Environmental Health Officers were called by the gas provider following a gas leak into a tenemental property. Investigations established that the owner of a takeaway beneath the residential properties had previously been disconnected and had his meter removed. He had then by-passed the system from the emergency cut off

valve with garden hose and adhesive tape and reconnected his gas equipment. A report was prepared for the procurator fiscal but the owner disappeared before the case could be progressed. As can be seen from the results of the interventions, this is an area of concern.

A total of **37** interventions were carried out with **22** businesses being found non-compliant. 10 Prohibition, 13 Improvement Notices and 9 written warnings were issued as a result. 2 of the businesses were found to have forged gas safety certificates. The businesses concerned received follow up checks to ensure compliance.

Animal visitor attractions Intervention

An intervention was carried out at an animal visitor attraction to reduce the risk of contamination especially to children. Some recommendations were made to the management and these were put in to place.

Golf Course Intervention

11 interventions were carried out at all private Golf courses within Renfrewshire to ensure safety in golf course operations. 1 prohibition notice was issued to one business and no other formal warnings were issued. Recommendations and advice were issued to all of the businesses.

Legionella Intervention

The interventions focused on premises providing hot tubs or spa baths within a hotel setting or those with multiple lodge style accommodation and individual hot tub. A total of 5 businesses were visited.

One business received a written warning for structural defects and 2 for inappropriate cleaning regimes and use of chemicals. Recommendations and advice were given to all businesses and follow up checks where defects were noted, were carried out.

Health & Safety in Care Homes

Three interventions were carried out at care homes, triggered by RIDDOR reports where service users had sustained fractures from falling. Although the interventions concentrated on moving and handling of service users, all aspects of Health and Safety were examined during the visits. No issues were found and no warning letters were issued as a result.

6.3. Areas for Improvement

Further development of the APP electronic database will take place during 2023/24. In addition, the power BI system will be used to assist in performance monitoring and review. An electronic filing system for Business Regulation premises files has been initiated and this is expected to be complete by year ending 2023/24

7. Emerging Issues 2023/24

Food Crime

This continues to be a focus for FSS and Food Authorities. It is expected that due to the challenges post pandemic, Brexit and the cost-of-living crisis that there will be an increase in Food Fraudulent activity. This in turn will have resource implications for the service. Food Crime erodes confidence and disempowers consumers. This leads in turn to financial losses, negative economic impact and poses a threat to jobs and exports. Tackling food crime is so Nationally/Internationally important that The Scottish Food Crime and Incidents Unit (SFCIU) was established and the Business Regulation Team already work closely with this team and will continue to build on the established working relationships with them and other partner Agencies.

Brexit

The challenges and uncertainties relating to the UK exit from the EU remain. Officers regularly attend meetings in relation to port issues and discussions continue into inland import checks and the impacts that this may have on the service.



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Climate, Public Protection and Roads

**BUSINESS REGULATION
FOOD SAMPLING PROGRAMME**

2023/24

1. Introduction

- 1.1** The annual sampling programme for 2023-24 is designed to fulfil aims and objectives in line with the Services Food Sampling Policy. The programme outlines the sampling priorities for the year, however it is recognised that circumstances and priorities may change, which require the programme to be flexible in order to respond to these changing circumstances.
- 1.2** Most samples are taken informally for the purpose of monitoring, surveillance and information gathering however; formal samples will be taken where enforcement action is anticipated. Environmental Health Officers, Food Safety Officers and other authorised officers are responsible for undertaking the food sampling functions of the Council.
- 1.3** At present there is a Service Level Agreement in place with Glasgow City Council to provide analytical services to Renfrewshire Council. The analyst is: Glasgow Scientific Services, Colston Laboratory, 64 Everard Drive, Glasgow, G21 1XG.

2. Approach to Sampling

Renfrewshire Council complies with the requirements of the Food Safety (Sampling and Qualifications) Regulations 1990 and the Food Law Code of Practice. The sampling programme for 2023/24 is designed to be more focused on high risk/high value products which are manufactured in Renfrewshire. Focussing on these items will ensure that those which pose the greatest risk to the public of Renfrewshire are adequately controlled.

2.1 Informal Samples

An informal sample may be taken covertly, however; the food business operator will always be informed of the results of the sample where this fails. For enforcement purposes formal sampling must be undertaken overtly.

2.2 Formal Samples

In accordance with the Renfrewshire Council Integrated Enforcement Policy, which promotes action which is consistent, fair and proportionate, formal samples will generally be taken after routine samples have been found to fail statutory requirements and no satisfactory remedial action has been taken.

2.3 Sampling Priorities

Food Standards Scotland and The Scottish Food Enforcement Liaison Committee have identified, through intelligence, the areas deemed to be priorities in terms of sampling. The priority plan considers the Scottish perspective but also takes account of the UK. FSA. priorities. In addition to National priorities, Renfrewshire Council will focus on areas of particular interest to the authority.

2.4 Manufacturing/Approved Premises

Renfrewshire Council will continue to concentrate on sampling from manufacturers and approved premises in our area. These premises will be sampled at least annually. Where possible, samples will be taken in advance of Food Hygiene/Food Standards inspections in order to discuss sample results with the food business operator.

2.5 Sampling Plan 2023/24

The sampling plan for 2023/24 outlines the project work to be undertaken by Renfrewshire Council in high-risk areas. The sampling plan is outlined at point 4.0.

3. Complaints and Food Borne Disease Investigations

In response to complaints and notifications of food borne disease received the service may opt to take samples in order to resolve any issues arising as a result of any investigations.

3.1 Co-ordinated Sampling

Where appropriate, the Service will participate in food surveillance programmes arranged by regional and national bodies such as Food Standards Scotland, SFELC and the West of Scotland Food Liaison Group.

3.2 Imported Food

In order to monitor the quality, composition and labelling of imported foods, samples of foods imported through Glasgow Airport will be submitted to the Public analyst for examination.

3.3 Special Investigations

There may be circumstances whereby an incident will require special investigation and resources may have to be directed towards dealing with the investigation. In addition, this may involve liaison with other partners including Health Protection Scotland and Greater Glasgow & Clyde Health Board.

4. Priority Actions

The following topics have been identified as priority actions by FSS and will be the subject of sampling activity during 2023/24, along with other local surveillance activities.

Food Type	Premises Type	Testing parameters	Number of Samples
Dry spices and spice mixes	Retailers	Salmonella	3
Cultivated 'exotic', fresh mushrooms (e.g. Enoki mushrooms)	Retailers	Listeria monocytogenes detection and enumeration, generic E.coli	3
Cooked and cured sliced meats and smoked fish	Retailer	Listeria monocytogenes detection and enumeration, generic E.coli,	3
Blue veined and mould-ripened cheese	Retailers	Listeria monocytogenes detection and enumeration, generic E.coli,	3
Cooked shellfish	Retailers	Listeria monocytogenes detection and enumeration, generic E.coli,	3
Pate	Retailers	Listeria monocytogenes detection and enumeration, generic E.coli	3
Flour	Manufacturers Retailers Bake houses	STEC, generic E. coli	3
Rice and noodle dishes	Catering	Bacillus cereus	3
Dried figs	Retailers	Aflatoxins, Ochratoxin A	3
Domestic, fresh fin-fish, cephalopods and crustacean	Manufacturers Processors Retailers	Heavy metals, PFAS, iAs	3
Spinach	Retailers	Heavy metals (lead, cadmium, mercury)	3
Pre-packed beef mince	Retail	Fat & Connective tissue	3

Naan bread and other flat breads	Retail	Propionic acid	3
Frozen processed pork products	Retailers	Meat Speciation	3
Frozen processed beef products	Retailers	Meat Speciation	3
Coffee (drink)	Caterers	Milk	3
Egg-free take away meals	Caterers	Egg	3

4.1 Routine Sampling

The project sampling initiatives listed above will be the focus of sampling activities however, in the course of routine work, officers will take samples as appropriate.

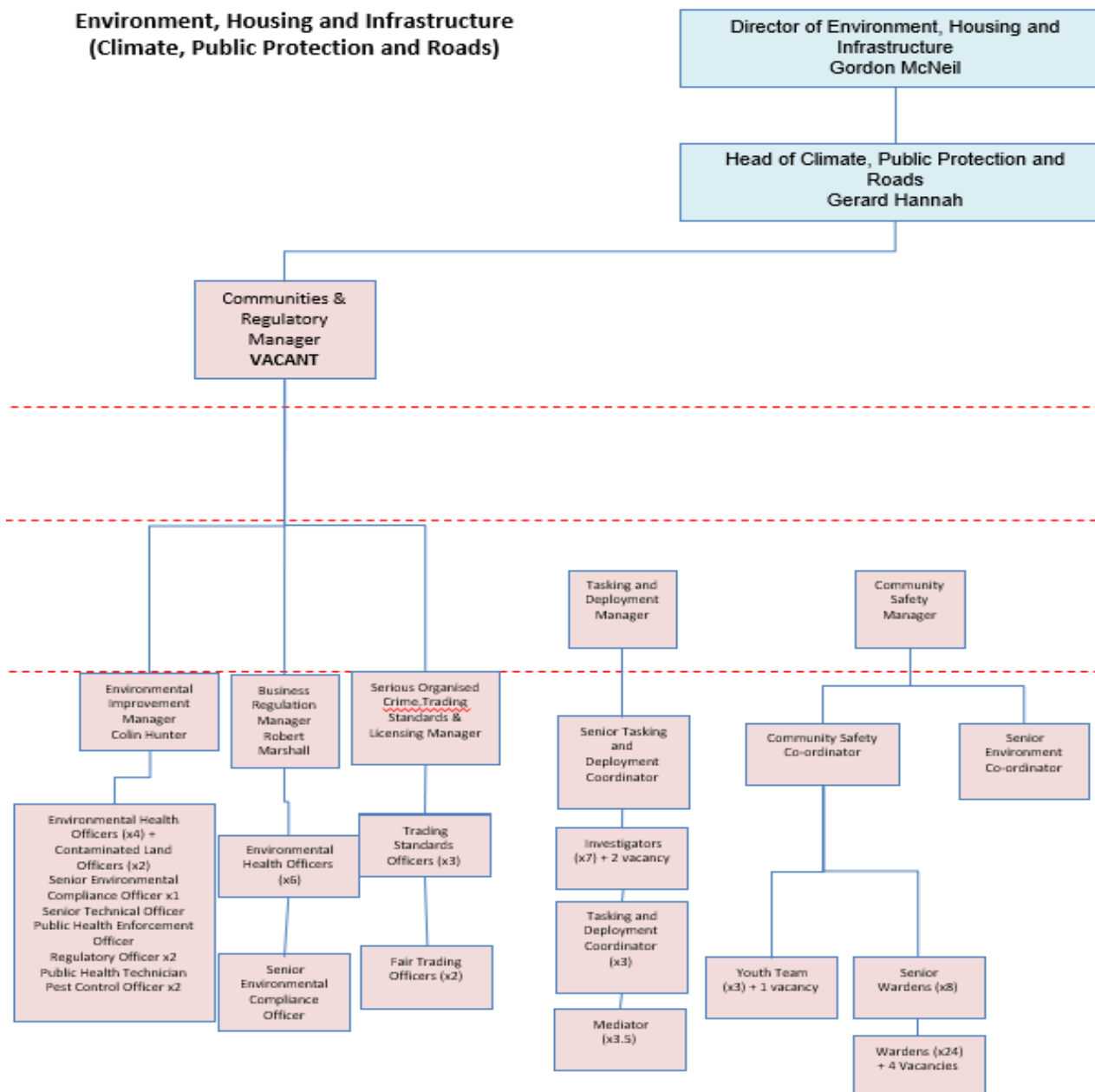
Review

A total of 187 samples were taken during the period of 1st September 2021 – 31st March 2023: 63 for microbiological examination of which, 13 failed for high numbers of bacteria including pathogens such as E.coli and 124 for chemical/ compositional analysis of which 6 failed to meet compositional standards including; undeclared allergens, low meat content, substitution and additive levels above legal maximum.

Where samples were found to be unsatisfactory, visits to the businesses concerned were undertaken by officers, the results discussed, and advice given in respect of how the sample may have failed and how to ensure compliance in future. Where available, resamples were taken.

Appendix 2

Environment, Housing and Infrastructure (Climate, Public Protection and Roads)





To: Communities and Housing Policy Board

On: 22 August 2023

Report by: Director of Environment, Housing & Infrastructure

Heading: Housing (Scotland) Act 1987- Representation in Respect of a House Failing to Meet the Tolerable Standard

1. Summary

- 1.1 Following approval by the Housing and Community Safety Policy Board in 2014 for properties to be demolished as part of the Johnstone Castle Housing Regeneration programme, one property within the approved area at 26E Cedar Avenue, Johnstone remains under private ownership with no voluntary agreement in place to purchase, with the late owner's estate.
 - 1.2 It has been determined that the property, 26E Cedar Avenue fails to meet the Tolerable Standard, as defined within the Housing (Scotland) Act 1987, as amended and approval is being sought from the Board to issue a Demolition Order in terms of Section 115 of the Housing (Scotland) Act 1987 for the whole blocks at 24 and 26 Cedar Avenue, Johnstone, including 26E.
 - 1.3 Authorisation is also sought to promote a Compulsory Purchase Order to complement the Demolition Order process and bring the remaining privately owned property into Council ownership once the block, including 26E has been demolished.
-

2. Recommendations

It is recommended that the Communities and Housing Policy Board:

- 2.1 approves a Demolition Order being issued for the properties at 24A – 24F and 26A – 26F Cedar Avenue, Johnstone, PA5 9TH.
 - 2.2 approves the Council carrying out the demolition of the blocks at 24A – 24F and 26A – 26F Cedar Avenue, Johnstone, PA5 9TH in the event that, subject to their right to appeal, the owners fail to demolish the block with the prescribed period.
 - 2.3 authorises the Director of Environment, Housing & Infrastructure to promote a Compulsory Purchase Order to compulsorily acquire the property at 26E Cedar Avenue, Johnstone.
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3. **Background**

- 3.1 The Housing and Community Safety Policy Board at its meeting on 26 August 2014 approved the demolition of properties within the Johnstone Castle Regeneration Area including the properties at 67 – 109 and 155-157 Elm Drive, 2 – 26 Cedar Avenue, 45 Sycamore Avenue, 18 – 22 Tower Road and 1 – 13 Maple Drive.
- 3.2 The blocks at 24 and 26 Cedar Avenue are, apart from 26E, under full ownership of the Council (all are vacant), however the death of the owner of 26E Cedar Avenue, Johnstone in 2015 has resulted in the voluntary purchase of this property stalling, with the outcome that the demolition of these blocks has also stalled.
- 3.3 The Housing Regeneration team have repeatedly attempted to engage with the family of the deceased, without being able to secure agreement to purchase the property. Accordingly, authorisation is sought to promote a Compulsory Purchase Order to compulsorily acquire the property at 26E Cedar Avenue, Johnstone to complement the promotion and service of the Demolition Order and, subject to the rights of appeal, subsequent demolition of the blocks at 24 and 26 Cedar Avenue, Johnstone.
- 3.4 The Housing (Scotland) Act 1987 places a duty on local authorities to secure that all houses within their district are closed, demolished or brought up to the Tolerable Standard within a period which is reasonable in the circumstances.
- 3.5 Section 115 of the Housing (Scotland) Act 1987, as amended makes provision for a local authority to issue a Demolition Order where it is satisfied that a house, or houses, do not meet the Tolerable Standard and ought to be demolished, further requiring that the building shall be demolished within six weeks after the expiration of a 28 day period (which is to allow for the properties to be vacated). The owner of any property has a period of 21 days to appeal to the Sheriff Court against the Demolition Order.
- 3.6 All properties within the building are vacant and there is no requirement to specify within the Demolition Order any period for the properties to be vacated.
- 3.7 The Tolerable Standard, as defined within Section 86 of the Housing (Scotland) Act 1987 is a basic minimum standard which all properties are required to meet and is reproduced for information within Appendix 1. As this is a condemnatory standard a property only requires failing to meet one element of it to fail the Tolerable Standard overall.
- 3.8 The flats within 24 and 26 Cedar Avenue generally are in a very poor condition and in respect of 26E it is noted that the roof is failing to prevent water ingress (ceilings can be seen to have fallen in), there is no supply of electricity or water to the building and Officers are therefore satisfied that the property 26E Cedar Avenue fails the Tolerable Standard on the following grounds:
- It is not substantially free from penetrating damp;
 - It does not have satisfactory provision for artificial lighting and heating (due to there being no electricity supply);
 - It does not have an adequate supply of wholesome water available within the house;
 - It does not have a sink provided with a satisfactory supply of both hot and cold water;
 - It does not have a satisfactory supply of hot and cold water at any fixed bath, shower and wash hand basin;

- It does not have satisfactory facilities for the cooking of food (due to there being no electricity supply)
 - It does not have satisfactory equipment installed for detecting, and for giving warning of, fire or suspected fire.
- 3.9 Authorisation is therefore sought to issue a Demolition Order in respect of numbers 24A – 24F and 26A – 26F Cedar Avenue, Johnstone and to demolish the block. Demolition of this block is in accordance with the approved Johnstone Castle Regeneration strategy.
- 3.10 The Council would seek to recover the expenses of demolition via the statutory powers available to it.

Implications of the Report

1. **Financial** These recommendations will be funded within the Housing Capital Investment Plan 2023/24 to 2027/28 as approved by Council on 2 March 2023
2. **HR & Organisational Development** - None
3. **Community/Council Planning –**
Creating a sustainable Renfrewshire for all to enjoy- Improving and maintaining neighbourhoods and homes.
4. **Legal** – The Demolition Order may require input from Legal Services in relation to valid service and promotion of the Order and any appeal. There will be a requirement for Legal Services to carry out conveyancing work to voluntarily or compulsorily acquire the property at 26E Cedar Avenue.
5. **Property/Assets** – Eleven of the twelve flats in the blocks at 24 and 26 Cedar Avenue are Council owned.
6. **Information Technology** - None
7. **Equality & Human Rights**
(a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because 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 owner of the property 26E has a right of appeal against the Demolition Order which, if exercised, could delay the works for a significant period.
11. **Privacy Impact** - None
12. **Cosla Policy Position** – not applicable.
13. **Climate Risk** - None

List of Background Papers

- (a) Background Paper 1 Report to the Housing and Community Safety Policy Board entitled, Housing Regeneration: Johnstone Castle, on 26 August 2014
-

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Appendix 1 – Tolerable Standard Definition

Tolerable Standard as Defined in S86 of the Housing (Scotland) Act 1987, as amended.

(1) Subject to subsection (2), a house meets the tolerable standard for the purposes of this Act if the house—

- (a) is structurally stable;
- (b) is substantially free from rising or penetrating damp;
- (c) has satisfactory provision for natural and artificial lighting, for ventilation and for heating;
- (ca) has satisfactory thermal insulation;
- (d) has an adequate piped supply of wholesome water available within the house;
- (e) has a sink provided with a satisfactory supply of both hot and cold water within the house;
- (f) has a water closet, or waterless closet available for the exclusive use of the occupants of the house and suitably located within the house;
- (fa) has a fixed bath or shower and a wash-hand basin, each provided with a satisfactory supply of both hot and cold water and suitably located within the house;
- (g) has an effective system for the drainage and disposal of foul and surface water;
- (ga) in the case of a house having a supply of electricity, complies with the relevant requirements in relation to the electrical installation for the purposes of that supply;

“the electrical installation” is the electrical wiring and associated components and fittings, but excludes equipment and appliances;

“the relevant requirements” are that the electrical installation is adequate and safe to use;

- (h) has satisfactory facilities for the cooking of food within the house;
 - (i) has satisfactory access to all external doors and outbuildings;
 - (j) has satisfactory equipment installed for detecting, and for giving warning of, fire or suspected fire;
 - (k) has satisfactory equipment installed for detecting, and for giving warning of, carbon monoxide present in a concentration that is hazardous to health,
- and any reference to a house not meeting the tolerable standard or being brought up to the tolerable standard shall be construed accordingly.



To: Communities and Housing Policy Board

On: 22 August 2023

Report by: Director of Environment, Housing, and Infrastructure

Heading: Renfrewshire Anti-Social Behaviour Strategy 2022 – 2025
Progress report

1 Summary

- 1.1 The Communities, Housing & Planning Policy Board on 15 March 2022, approved the Renfrewshire Antisocial Behaviour (ASB) Strategy 2022-2025 and the associated Action plan.
 - 1.2 The board also agreed that an update on the progress of the Antisocial Behaviour Strategy and delivery of the Action Plan would be reported to the Communities, Housing and Planning Policy Board.
 - 1.2 This paper also addresses the council motion of 28 April 2022 in relation to Community Warden Powers and Anti-Social Behaviour where it was agreed the results be brought to the most appropriate board.
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2 Recommendations

It is recommended that members of the Communities and Housing Policy Board:

- 2.1 Note the progress on the implementation of the ASB Strategy and delivery of the Action Plan to date,
 - 2.2 Note that each area of the action plan will be taken forward through the existing Community Safety Partnership forum's which involve key partners, including Police Scotland and local housing providers, and
 - 2.3 Note the update in relation to the Council Motion in relation to ASB.
-

3 Background

- 3.1 Dealing with anti-social behaviour is a collective effort and is delivered through a multi-agency approach, including the Council, Police Scotland, Scottish Fire and Rescue and other partners.
- 3.2 The Renfrewshire ASB Strategy 2022-2025 was developed with a range of statutory, voluntary and community partners whilst taking account of the legislative requirements set out in the Antisocial Behaviour etc (Scotland) Act 2004. The outcomes / priorities detailed in the Strategy were developed drawing on evidence reported through various channels including the Renfrewshire Public Services Panel as well as consultation workshops with elected members.
- 3.4 The Action Plan reflects improvements that were identified during the review and will be used as the basis for continuous improvement across the partnership.
- 3.5 The statistical comparison over the preceding year has shown a reduction in the number of serious or persistent cases escalated to Anti-Social Behaviour Investigations with an increase in the Mediation referrals. This represents the pattern which the partnership had hoped to see where mediation is being utilised at the early stages of dispute.

Referrals	2020/21	2021/22	2022/23
Mediation	206	131	164
Investigation	159	182	141

In terms of the wider ASB categories a reduction is evident across most areas other than abandoned vehicles and reported disturbances to the wardens service.

Complaint Category	2018/19	2019/20	2020/21	2021/22	2022/23
Noise-Domestic	1285	1058	576	548	408
Fly Tipping	433	441	437	366	232
Abandoned Vehicle complaint	364	341	447	409	466
Illegal Parking	252	337	4	0	3
Parking Disputes	72	29	105	19	4
Youths Congregating	39	89	45	43	42
Youths Rowdy Behaviour	51	86	35	67	50
Disturbance (Wardens)	41	63	22	17	64
Underage Drinking	26	26	24	32	12
TOTAL	2563	2470	1695	1501	1281

The action plan for the ASB Strategy is attached at Appendix 1 and provides an update on each of the actions detailed in the plan. There has been positive progress with 13 of the 16 actions being completed so far. The other 3 actions are ongoing with progress being made in each area, albeit 2 of the actions are longer term IT based solutions.

4. Council Motion

- 4.1 Council agreed to examine best practice in other local authorities, in terms of increasing the powers of community wardens to eradicate anti-social behaviour, including looking at closer co-operation with Police Scotland and developing the authority and powers of community wardens to deal with anti-social behaviour, and resolved to report back and make a recommendation to the appropriate policy board.
- 4.2 Consultation has taken place with the Scottish Community Safety Network and the Antisocial Behaviour Officers Forum (ASBOF) neither of which have identified additional powers available to Community Safety Wardens nationally other than those held currently in Renfrewshire.
- 4.3 Renfrewshire Wardens have the powers available to them under many different pieces of legislation including parking enforcement, environmental crime and animal control and are trained to support conflict resolution. In Scotland, some Anti-Social Behaviour offences/powers fall solely to Police. While Wardens do have some powers when it comes to issuing fixed penalty notices these relate primarily to environmental anti-social behaviour. Powers for Wardens to intervene in relation to community or neighbour disputes are limited.

Implications of the Report

- 1. **Financial** - none
- 2. **HR & Organisational Development** – none
- 3. **Community/Council Planning** – A range of statutory, voluntary and community partners were consulted to develop Renfrewshire's Antisocial Behaviour Strategy 2022-2025
- 4. **Legal** – Renfrewshire Antisocial Behaviour Strategy 2022-2025 has been seen to meet the requirements of the Antisocial Behaviour etc. (Scotland) Act 2004
- 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

12. COSLA Policy Position – none

13. Climate Risk - none

List of Background Papers:

Communities, Planning and Housing Policy Board report 15 March 2022: Renfrewshire
Anti-Social Behaviour Strategy 2022 – 2025

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Appendix 1

What will we do?	What difference will this make?	Who is leading on this?	UPDATE July 23	STATUS
Continue the review of operational procedures including housing landlords and create a generic process reflecting the links and referral pathways between all members of the community safety partnership	Provide a consistent referral process for the community regardless of tenure	Environment, Housing and Infrastructure Services / RSLs	Operational Procedures in relation to ASB have been reviewed and updated taking account of the ASB strategy. RSL's remain part of the Community Safety Partnership and there is consistency with the Council's ASB procedures. Agreed RSL's will comply with Generic ASB procedures and publish when review due. The review of the procedures will be ongoing to reflect any new legislation or government direction for investigating ASB.	Complete
Maximise the use of all digital technology available to assist those reporting ASB – eg Noise App and video images	Ensure communities have access to new and emerging technology to challenge ASB	Environment, Housing and Infrastructure Services / Digital First Team	Review ongoing re Noise App with National Antisocial Behaviour Officers Forum (ASBOF) to establish other council areas experience with App. Local neighbourhood office in process of arranging a trial of the 'ASB app' which differs from the 'Noise App' but allows for wider reporting of ASB issues as well as noise issues. Liaison with partnership RSL who are doing a trial of the 'noise app' and whilst it could not be relied upon in its entirety for court proceedings has thus far been useful in <u>understanding the extent of the noise disturbance being experienced by tenants.</u>	Ongoing
Explore enhanced reporting tools through online channels	Provide clear reporting procedures	Environment, Housing and Infrastructure Services / Finance and Resources Service	Review completed of Renfrewshire Council external webpages to provide clear direction and links for members of the public to report ASB to the appropriate service which includes RSL's, area housing offices, Noise enforcement team and Police Scotland where appropriate. Engagement with Police Scotland to access and contribute to the 'Partnership Intelligence Portal' ensuring residents uncorroborated complaints contribute to the Intelligence Profile of a particular person or address.	Complete
Update website/comms with reporting information to provide clarity on who to contact in relation to Anti-social Behaviour.	Provide pathways for reporting	Environment, Housing and Infrastructure Services	Review of website / comms completed and referral pathways updated on website.	Complete
Produce a FAQ to assist customer understanding of what is and is NOT ASB – the Truths and myths	Provide a clear understanding of available actions	Environment, Housing and Infrastructure Services	Renfrewshire council web page updated to reflect FAQ in relation to ASB and co located on page with link to referral pathways	Complete
Improve communications on the supports available through mediation / victim support etc.	Impact on early resolution	Environment, Housing and Infrastructure Services	<ul style="list-style-type: none"> Police, Housing officer and RSL inputs completed by Investigation and Mediation Officers to encourage referrals at the earliest stages. Increased referrals to Mediation to encourage early intervention. Mediation / Victim Support explanation and benefits added to website. 	Complete
Continue to liaise with other Council areas and RSL's in relation to the use of professional witnesses.	Ensure procedures adhere to best practice	Environment, Housing and Infrastructure Services.	Experience of professional witnesses continues to be investigated.	Ongoing

Review opportunities and resources available to tackle neighbour disputes and ASB	Improve potential available resources to tackle ASB	Environment, Housing and Infrastructure Services	New Environmental Task Force established to impact on public space litter and flytipping. Joint action plans developed with Police Scotland, youth Officers, Wardens to utilise the 2 x Quad Bikes to impact on harder to reach areas of disorder and reports of illegal Quad bike usage	Complete
Invest in officers across the partnership through joint training and development including Trauma Informed Practice	Increase knowledge to promote reduction of ASB	Environment, Housing and Infrastructure Services	Trauma Informed Training undertaken by all housing officers and Senior manager trained in Scottish Trauma Informed Leadership Training (STILT). Ongoing training for new officers	Complete
Make available guidance and information in different languages to engage with our multilingual community.	Ensure equality and access for the wider community	Environment, Housing and Infrastructure Services	Engagement with IT to implement a Renfrewshire wide language translator to the website.	Ongoing
Continue to engage with professionals who can contribute expertise to addressing ASB.	Continuous improvement for partnership working	Environment, Housing and Infrastructure Services	The Harm reduction team attend areas at identified times and locations to offer harm reduction advice and divert ASB from the communal areas.	Complete
Improve mediation referrals as an initial resolution	Encourage early resolutions	Environment, Housing and Infrastructure Services / RSL's	<ul style="list-style-type: none"> Police, Housing officer and RSL inputs completed by Mediation Officers to share and encourage referrals at the earliest stages to reduce the potential for escalation. Mediation explanation and benefits added to website 	Complete
Ensure opportunities within the partnership hub are explored to support the Business Community and night time economy as it returns to pre covid levels	Improve public safety	Environment, Housing and Infrastructure Services	<ul style="list-style-type: none"> New Environmental Task Force established to impact on public space litter and flytipping. Public Space CCTV operators briefed and engaged to report and provide early intervention for potential ASB utilising the town centre radiolink as well as Police Scotland Community Policing officers. 	Complete
Engage with neighbouring local authorities to improve joint responses to transient ASB	Continuous improvement and reduction of ASB	Environment, Housing and Infrastructure Services	Intelligence arrangements agreed through National Anti Social Behaviour Officers Forum (ASBOF) as well as higher level issues through the Community Protection PREVENT steering group and Contest SAOC group.	Complete
Develop improved links with Community Learning and Development and Youth Officers	Improve diversionary response for youth ASB	Environment, Housing and Infrastructure Services	Youth ASB officers now embedded within CLAD and providing conduit between CLAD and Community Safety Partnership.	Complete
Deliver Elected Members workshops which inform on Antisocial Behaviour practices	Provide a clear understanding of procedures	Environment, Housing and Infrastructure Services	Workshops delivered	Complete