

Notice of Meeting and Agenda

Infrastructure, Land and Environment Policy Board

Date	Time	Venue
Wednesday, 24 March 2021	13:00	Microsoft TEAMS Platform,

KENNETH GRAHAM
Head of Corporate Governance

Membership

Councillor Jennifer Marion Adam-McGregor: Councillor Stephen Burns: Councillor Jacqueline Cameron: Councillor Michelle Campbell: Councillor Eddie Devine: Councillor Audrey Doig: Councillor Neill Graham: Councillor John Hood: Councillor Karen Kennedy: Councillor Scott Kerr: Councillor James MacLaren: Councillor Will Mylet: Councillor Jim Sharkey:

Councillor Cathy McEwan (Convener): Councillor Natalie Don (Depute Convener):

Recording of Meeting

This meeting will be recorded for subsequent broadcast via the Council's internet site. If you have any queries regarding this please contact Committee Services on 07534 058160. To find the recording please follow the link which will be attached to this agenda once the meeting has concluded. https://youtu.be/gzIzHa_lcdU

Apologies

Apologies from members.

Declarations of Interest

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

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Joint report by Directors of Finance & Resources, Environment & Infrastructure and Communities & Housing Services.

Performance

2	Operational Performance Report	11 - 18
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Report by Director of Environment & Infrastructure.

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Report by Director of Environment & Infrastructure.

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Report by Director of Communities and Housing Services.

General

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Report by Director of Communities and Housing Services.

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Report by Director of Environment & Infrastructure.

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Report by Director of Environment & Infrastructure.

Consultations

7	Scottish Government Consultation: Protecting Scotland's Groundwater from Pollution	109 - 122
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Report by Director of Communities and Housing Services.

Land and Property

8	Community Asset Transfer- Request for Review Barnbrock Farm- Application by UP-2-US Ltd.	123 - 130
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Report by Director of Finance & Resources.

- 9 Lease of property - 24 Skye Crescent, Paisley 131 - 134**

Report by Director of Finance & Resources.

- 10 Disposal of Land at Albert Road, Renfrew 135 - 138**

Report by Director of Finance & Resources.

- 11 AMIDS District Heat Network - New Lease from Scottish Water 139 - 144**

Joint report by Chief Executive and Director of Finance & Resources.

- 12 Amendment to Lease for Aird Meadow, Lochwinnoch 145 - 148**

Report by Director of Finance & Resources.

EXCLUSION OF PRESS AND PUBLIC

The Board may by resolution exclude the press and public from the meeting during consideration of the following items of business as it is likely, in view of the nature of the business to be transacted, that if members of the press and public are present, there could be disclosure to them of exempt information as defined in paragraphs 6 and 9 of Part I of Schedule 7A of the Local Government (Scotland) Act, 1973.

Exempt Item

Exempt documents are no longer available in print format. You will require to log in to Infrastructure, Land & Environment Policy Board exempt Items to access this document. Please note that access to exempt documents is now restricted.

- 13 Option Agreement Field Adjacent to Neilston Substation, Glennifer Braes**

Exempt report by Director of Finance & Resources. (Available by logging in to Infrastructure, Land & Environment Policy Board exempt items on CMIS)



To: Infrastructure, Land and Environment Policy Board

On: 24 March 2021

Report by: Director of Finance & Resources, Director of Environment and Infrastructure & Director of Communities and Housing

Heading: Revenue and Capital Budget Monitoring as at 8 January 2021

1. Summary of Financial Position

- 1.1. The projected Revenue outturn as at 31 March 2021 for Infrastructure, Land and Environment is an overspend position of £2.698m (8.7%) against the revised budget for the year.
- 1.2. The projected Capital outturn as at 31 March 2021 for Infrastructure, Land and Environment is break even.
- 1.3. This is summarised over the relevant services in the table below and further analysis is provided in the Appendices.
- 1.4. For the financial year 2020/21, the projected outturn position is split into Core (or business as usual) and COVID-19 related variances to help readers understand the impact of the pandemic on service finances.

Table 1: Revenue						
Division	Revised Annual Budget £000	Projected Outturn Core £000	Projected Outturn COVID-19 £000	Total Projected Outturn £000	Budget Variance £000	Budget Variance %
Environment and Infrastructure	29,468	29,400	2,688	32,088	2,620	8.9
Communities and Housing (Regulatory Services)	1,621	1,597	102	1,699	78	4.8

Table 2: Capital						
Division	Revised Annual Budget £000	Projected Outturn Core £000	Projected Outturn COVID-19 £000	Total Projected Outturn £000	Budget Variance £000	Budget Variance %
Environment and Infrastructure	13,779	13,779	0	13,779	0	0%

2. Recommendations

Members are requested to:

- 2.1. Note the projected Revenue outturn position as detailed in Table 1 above, considering that the forecast position is based on best estimates and confirmed government support at this point in time; forecasts are likely to be subject to fluctuation as the full service implications and associated costs of the pandemic become clearer towards financial year end;
- 2.2. Note the projected Capital outturn position as detailed in Table 2 above; and
- 2.3. Note the Capital budget adjustments detailed in section 5.

3. Revenue

- 3.1. The Revenue Budget Monitoring report at Appendix 1 identifies a projected annual overspend of £2.698 million (8.7% of total budget) for Infrastructure, Land and Environment. Narrative is provided to provide context and explanation to the budget position for service areas.
- 3.2. The projected outturn is based on information currently available and assumptions made by service budget holders. Any changes to these projections will be detailed in future reports to this Board.
- 3.3. The main reasons for the projected outturn position are indicated below the tables showing both the subjective analysis (what the budget is spent on) and the objective analysis (which division is spending the budget).

4. Revenue Budget Adjustments

- 4.1. Since the last report, there have been no budget adjustments.

5. Capital

- 5.1. The Capital Investment Programme 2020/21 to 2024/25 was approved by the Council on 9th March 2020.

- 5.2. The Capital Monitoring report at Appendix 2 indicates adjustments in the approved capital programme of £0.633m. This mainly arises due to when payments are made for work done on various projects.
- 5.3. Further detail, including reasons for significant variances, can be found at Appendix 2.

6. Capital Budget Adjustments

- 6.1. Since the last report, budget changes of £0.633m have arisen which reflect the following:

Budget carried forward to 2021-22 from 2020-21 (£0.681m):

- Roads/Footways Upgrade Programme (£0.350m) due to timing of junction improvement works at Netherall/Renfrew Rd completing in early 2021-22;
- Bridge Assessment/Strengthening (£0.044m) for works at Plymuir Bridge not due to commence until 2021-22 to allow completion of consultancy work in the current financial year;
- Lighting Columns Replacement (£0.130m) for the timing of payments made for work at St Andrew's Drive, Bridge of Weir;
- Core Pathways & Cycle Network (£0.137m) as tender for planned works at Freeland Dr, Barrhill Rd and Park Mains will not be completed until late 2020-21 before the work can commence.
- Multi-Purpose Bins (£0.020m) as planned trial for large capacity bins was unable to take place due to the Covid-19 pandemic.

Budget Increases in 2021-22 (£0.048m):

- Vehicle Replacement Programme (£0.048m) for grant received for electric vehicle charging points in 2021-22.

Implications of this report

1. **Financial** – The projected budget outturn position for Infrastructure, Land and Environment Revenue budget is an overspend of £2.698m. Income and expenditure will continue to be monitored closely for the rest of the financial year and steps will be taken to mitigate any overspend as far as possible within existing budgets.

The projected outturn position for Infrastructure, Land and Environment Services' Capital budget is break even. The Capital programme will continue to be monitored closely for the rest of the financial year.

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 result in lifecycle improvements and replacements to Roads & footways network and vehicles.

6. Information Technology

None directly arising from this report.

7. Equality and Human Rights

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

8. Health 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 budgets 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.

List of Background Papers

Revenue Budget and Council Tax Policy Board report. Council 9th March 2020

Non-housing Capital Investment Programme, Prudential Framework and Treasury Management Strategy, and Capital Strategy 2020/21 – 24/25. Council, 9th March 2020.

Authors: Director of Finance & Resources, Director of Environment & Infrastructure and Director of Communities & Housing

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2020/21
1st April 2020 to 8th January 2021

POLICY BOARD : INFRASTRUCTURE, LAND AND ENVIRONMENT

Objective Summary	Revised Annual Budget at Period 8	New Budget Adjustments	Revised Annual Budget	Projected Outturn Core Business	Projected Outturn COVID-19	Total Projected Outturn	Budget Variance (Adverse) or Favourable		Previous Projected Outturn Variance	Movement
	£000	£000	£000	£000	£000	£000	£000	%	£000	£000
Directorate and Service Co-ordination	1,589	0	1,589	1,561	12	1,573	16	1.0%	90	(74)
Refuse Collection	5,050	0	5,050	5,021	958	5,979	(929)	(18.4%)	(693)	(236)
Household Waste Recycling Centres	671	0	671	807	380	1,187	(516)	(76.9%)	(441)	(75)
Refuse Disposal	7,256	0	7,256	7,290	564	7,854	(598)	(8.2%)	(531)	(67)
Streetscene	5,116	0	5,116	4,826	210	5,036	80	1.6%	106	(26)
Sustainability and Place	521	0	521	383	8	391	130	25.0%	126	4
Fleet Services	(193)	0	(193)	(315)	0	(315)	122	63.1%	206	(84)
Social Transport	1,667	0	1,667	1,607	(439)	1,168	499	30.0%	413	86
Roads Operations	2,744	0	2,744	3,053	100	3,153	(409)	(14.9%)	(207)	(202)
Infrastructure and Assets	1,725	0	1,725	1,614	47	1,661	64	3.7%	91	(27)
Transportation & Development	1,252	0	1,252	1,117	8	1,125	127	10.1%	212	(85)
Parking of Vehicles	(1,098)	0	(1,098)	(732)	840	108	(1,206)	(109.8%)	(1,099)	(107)
Strathclyde Partnership for Transport										
Requisition	3,168	0	3,168	3,168	0	3,168	0	0.0%	0	0
Regulatory Services	1,621	0	1,621	1,597	102	1,699	(78)	(4.8%)	(98)	20
NET EXPENDITURE	31,089	0	31,089	30,997	2,790	33,787	(2,698)	(8.7%)	(1,824)	(874)

Objective Heading	Key Reasons for Projected Variance
Refuse Collection	Increased employee costs of shielding, absence due to the pandemic, PPE, and adherence to social distancing measures are partially offset by management controls to reduce non essential overtime for core service delivery. In order to adhere to social distancing measures, additional vehicle support is required for each collection vehicle, resulting in additional transport costs of approximately £0.340m for the year. There is also an under recovery of income from special uplifts and commercial waste contracts. It is forecast that these costs pressures will continue to the end fo the financial year.
Household Waste Recycling Centres	In order to ensure the public can adhere safely to social distancing measures when visiting HWRC sites increased staffing is required to direct and control the operations. It is expected that these additional measures and resultant costs will continue to the end of the financial year. A high level of traffic management was also required for the initial period of re opening.
Refuse Disposal	A significant increase in household waste for both residual and recycling tonnages, resulting in a forecast increase in the costs of disposal. There is also a small increase due to the further lockdown measures introduced since the last report to board. In addition there is an expected loss of income from both scrap metal and textile contracts. This is partially offset by a one off reduction in the tonnages processed through the HWRC's due to the closure at the start of the year.
Streetscene	Management controls and actions to mitigate the overall costs of the pandemic have resulted in projected underspends on supplies and services, overtime, and fuel costs.
Social Transport	Additional driver support is required to adhere to service social distancing measures mainly within refuse collection, resulting in increased income recovery.
Roads Operations	Significant adverse weather experienced since last policy board report has led to higher than anticipated costs of salt/grit useage. A one of cost pressure on materials cost and increased employee costs during reponse to the pandemic. Capital improvement works carried out by the servce have decreased since 2019/20, and work is underway to increase efficiencies with a view to reducing projected service delivery costs.
Transportation & Development	Management controls and actions to mitigate the overall costs of the pandemic have resulted in an underspend in employee costs due to vacancy management, and within supplies and services
Parking of Vehicles	Parking charges were suspended in March 2020, and although reintroduced in August, useage of spaces is significantly less than in previous years. Due to the pandemic it is forecast this will continue to the end of the financial year.

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2020/21
1st April 2020 to 8th January 2021

POLICY BOARD : INFRASTRUCTURE, LAND AND ENVIRONMENT

Subjective Summary	Revised Annual Budget at Period 8	New Budget Adjustments	Revised Annual Budget	Projected Outturn Core Business	Projected Outturn COVID-19	Total Projected Outturn	Budget Variance (Adverse) or Favourable		Previous Projected Outturn Variance	Movement
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	%	£000's	£000's
Employees	21,158	21	21,179	20,286	941	21,227	(48)	(0.2%)	(44)	(4)
Premises Related	1,094	0	1,094	1,225	15	1,240	(146)	(13.3%)	(88)	(57)
Transport Related	5,926	0	5,926	5,589	351	5,940	(14)	(0.2%)	132	(146)
Supplies and Services	12,359	(21)	12,338	12,988	856	13,844	(1,506)	(12.2%)	(636)	(870)
Third Party Payments	3,203	0	3,203	3,208	0	3,208	(5)	(0.1%)	(6)	1
Transfer Payments	60	0	60	105	0	105	(45)	(74.4%)	(54)	9
Support Services	228	0	228	216	0	216	12	5.4%	10	2
Depreciation and Impairment Losses	0	0	0	(1)	0	-1	1	0.0%	0	1
GROSS EXPENDITURE	44,028	0	44,028	43,615	2,163	45,778	(1,750)	(4.0%)	(686)	(1,064)
Income	(12,939)	0	(12,939)	(12,618)	627	(11,991)	(948)	(7.3%)	(1,138)	190
NET EXPENDITURE	31,089	0	31,089	30,997	2,790	33,787	(2,698)	(8.7%)	(1,824)	(874)

RENFREWSHIRE COUNCIL
CAPITAL INVESTMENT STRATEGY - NON-HOUSING SERVICES
1st April to 8th January 2021
POLICY BOARD: INFRASTRUCTURE, LAND & ENVIRONMENT

Project Title	Prior Years Expenditure to 31/03/2020*	Current Year 2020-21						Full Programme - All years			
		Approved Budget 2020-21	Budget Adjustments in 2020-21	Revised Budget 2020-21	Projected Outturn 2020-21	Budget Variance (Adverse) or Favourable		Total Approved Budget to 31-Mar-25	Projected Outturn to 31-Mar-25	Budget Variance (Adverse) or Favourable	
	£000	£000	£000	£000	£000			£000	£000		
ENVIRONMENT & INFRASTRUCTURE											
Cycling, Walking & Safer Streets (Funded by Specific	0	783	0	783	783	0	0%	1,533	1,533	0	0%
Roads/Footways Upgrade Programme	0	7,800	(789)	7,011	7,011	0	0%	30,861	30,861	0	0%
Vehicle Replacement Programme	0	1,800	638	2,438	2,438	0	0%	2,439	2,439	0	0%
Bridge Assessment/Strengthening	0	300	(7)	293	293	0	0%	562	562	0	0%
Lighting Columns Replacement	0	500	128	628	628	0	0%	758	758	0	0%
Traffic Management	0	1,000	0	1,000	1,000	0	0%	1,000	1,000	0	0%
Core pathways & cycle network	0	0	63	63	63	0	0%	200	200	0	0%
Waste Transfer Station Upgrade	397	0	3	3	3	0	0%	400	400	0	0%
Parks Improvement Programme	2,030	60	32	92	92	0	0%	2,350	2,350	0	0%
LED Street Lighting Strategy	9,370	0	0	0	0	0	0%	9,370	9,370	0	0%
Multi Purpose Bins	52	0	8	8	8	0	0%	80	80	0	0%
Improvements to Cemetery Estate	949	0	300	300	300	0	0%	1,441	1,441	0	0%
Underwood Depot - Workshop Improvements	40	209	(4)	205	205	0	0%	245	245	0	0%
ANPR Recognition Equipment Underwood Road Recy	0	0	80	80	80	0	0%	80	80	0	0%
Strathclyde Partnership Transport	0	0	875	875	875	0	0%	875	875	0	0%
TOTAL INFRASTRUCTURE, LAND & ENVIRONMENT BOARD	12,838	12,452	1,327	13,779	13,779	0	0%	52,194	52,194	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.

Objective Heading	Key Reasons for Potential Variance



To: Infrastructure, Land and Environment Policy Board

On: 24 March 2021

Report by: Director of Environment & Infrastructure and
Director of Communities and Housing

Heading: Operational Performance Report

1. Summary

- 1.1 Following on from the Service Update report presented to this board on 27 January 2021, this report provides a further operational performance update to the Infrastructure, Land and Environment Policy Board on key areas within the Board's remit. It also outlines the priorities through to Summer 2021, highlighting key areas of focus and plans for next steps to support the Council's recovery plans. Whilst developing these plans, the local and national position remains fluid and services will remain flexible and able to respond quickly in relation to changes in restrictions and local outbreaks as a result of the Covid-19 pandemic.
- 1.2 Operational Services continue as normal and are working within Covid-19 restrictions. All required safety measures are in place and are well established.
-

2. Recommendations

It is recommended that members of the Infrastructure, Land and Environment Board:

- 2.1 Approves the content of this report; and
- 2.2 Approves the suspension of car parking charges in the Council owned Car Parks of Paisley Town Centre until the end of May 2021 as set out in paragraph 4.4 of this report.
-

3. Background

- 3.1 In the previous service update reported to Infrastructure, Land and Environment Policy Board on 27 January 2021, the Council's response to the coronavirus pandemic from March 2020 to January 2021 was outlined – our partnership approach, our move to protect and support our employees and communities, particularly vulnerable people across the area. Across services, and with our partners, the Council continues to support our communities and develop our operational and policy response both now and as we continue to move through the recovery route map.
- 3.2 Operational Services continue to operate within Covid-19 restrictions, delivering services in most instances to levels similar to those experienced by services in a pre covid environment. All required safety measures are in place and well established. Employees across the Council continue to show great commitment and resilience during this time delivering essential services, volunteering to support frontline services and helping others to remain safe at home.
- 3.3 Council services continue to operate flexibly in order to respond to whatever challenges the pandemic brings for local communities but there is also a continuing focus on the recovery position and the opportunities to 'build back better'.
- 3.4 This report gives a broad overview of the key areas of service delivery, the particular areas of focus now and in the near future, and any specific risks and priorities of relevance to this Policy Board.

4. Updates for Infrastructure Land and Environment Policy Board

Refuse Collection Services

- 4.1. The service continues to deliver all essential frontline collection services including collections for residual waste, recycling, special uplifts, food and garden waste and commercial collections.

Household Waste Recycling Centres

- 4.2. The Welfare Unit at four of the Council's Household Waste Recycling Centres are being replaced with upgraded facilities. The works began on Monday 1st February at Linwood and continue through to the middle of June 2021. During the project, there is a requirement to close each site for a few days, the closures will be posted on Social Media and the Council Website and appropriate traffic management and signage displayed outside the sites to re-direct customers to another facility.

Roads, Fleet and Social Transport

- 4.3. The Roads Capital investment programme for 2021/22 is currently being developed. The programme will be shared with Elected Members once the programme is finalised and prior to commencement in April.

Town Centre Car Parking

- 4.4. In March 2020 when Scotland entered into lockdown, Council owned car parking charges were suspended to support key workers to undertake their duties. As the vast majority of Scotland is currently under further lockdown restrictions the Environment and Infrastructure Board of 27 January 2021 approved the suspension of car parking charges in the Council owned Car Parks of Paisley Town Centre until the end of March 2021. Due to the continued restrictions it is proposed to extend this to the end of May 2021. Normal traffic restrictions e.g. double yellow lines continue to apply.
- 4.5. The segregated shared cycle way project from Bishopton to Glasgow Airport is substantially complete with the section from M8 Junction 29A to the Red Smiddy Roundabout scheduled to be completed by end of March 2021. This is an important element in the Council's cycling strategy network and connection to the airport and investment area.
- 4.6. The refurbishment works of the White Cart footbridge at Abercorn Street in Paisley commenced in January and steelwork cleaning has been completed. The bridge is scheduled to reopen in May 2021. This will create an important connection to the cycle way between Paisley and Renfrew.
- 4.7. The reshaping of the signal junction at Renfrew Road and Netherhill Road Paisley to provide a right turn lane is due to start construction at the end of March with works expected to be completed by end of May.

SPT Capital Investment

- 4.8. Strathclyde Partnership for Transport's (SPT) capital programme for 2021/2022 has been approved by SPT and covers projects across the 12 local authorities in the Strathclyde Area. The range of Renfrewshire projects are designed to improve infrastructure and encourage more active travel:
- Design for a potential park and ride at Hawkhead Rail Station on existing land;
 - Linburn Road Erskine bus turning loop;
 - Pedestrian Crossing installations to address concerns of road safety, speeding and crossing locations at or around schools and key junctions in towns and villages;
 - Bus corridor improvements to existing infrastructure enabling access to buses and upgrading traffic signal; and
 - Traffic Management improvements for the continued development of the Councils Urban Traffic Control system and bus priority measures by upgrading key junctions with the SCOOT system which automatically adjusts the traffic signal timings to real time traffic conditions.

Spaces for People – Temporary Cycle Routes (Bridge of Weir to Gryffe High and Howwood to Paisley)

- 4.9. As a result of the feedback provided to the consultation, a staged approach to the Bridge of Weir to Gryffe High School cycle lane will be implemented from April 2021 with the route from Gryffe High School to the entrance of Houston Road Park in Bridge of Weir. This will allow officers to review usage of the cycle route prior to considering extending the route further into the residential area. The Howwood to Paisley route has been shaped by engagement with the local community and amendments to the design have been made to retain parking at Elderslie Post Office and two lanes eastbound on Main Road Elderslie. Officers are currently working on the implementation plan and timescales to share with the local Community and Elected Members.

4.10. Architectural Lighting Improvements

As part of the Scottish Government's Town Centre Capital Funding programme, Transportation and Infrastructure have been working in partnership with Council's regeneration team to deliver architectural lighting improvements in Renfrew, Johnstone and Paisley. The lighting works for Renfrew Town Hall, Thomas Shanks Park and Robertson Park have been completed in March 2021. Overhead canopy lighting will be installed in Shuttle Street Paisley during May and June 2021 to complement public realm improvements in the area.

4.11. On-Street Residential Electric Vehicle Chargepoints

Environment & Infrastructure were successful in their application to the UK Department of Transport On-street Residential Electric Chargepoint scheme. By installing chargepoints on-street, residents without off-street parking can enjoy the convenience of charging their plug-in electric vehicles near their home. As more residents use electric vehicles, communities will benefit from improved air quality and lower their carbon footprint. Grant funding of £48,460 will allow Electric Vehicle charging hubs to be installed in Glenburn Community Centre, Kirklandneuk Community Centre in Renfrew and Falcon Day Centre in Ferguslie during Summer 2021. During 2020, there were construction delays to four planned EV charging sites due to COVID restrictions, these works will be completed by July 2021 at Howwood Village Hall, Elderslie Village Hall, Johnstone Sports Centre, and ON-X Sports Centre Linwood.

StreetScene Services and Team Up to Clean Up

- 4.12. StreetScene Services has progressed the Headstones and Memorial Safety programme with the zoning of all Renfrewshire Cemeteries and working through the inspection of all zone 1 (high priority) headstones in Hawkhead cemetery and completed Lochwinnoch Cemetery. Those headstones inspected and found to be unsafe have been made safe and tagged for the lair owners to make contact with the cemetery office to arrange a more permanent repair made.
- 4.13. Following consultation with communities in August and September 2020, Environment & Infrastructure agreed to create 33 biodiversity areas over a 3-year period starting from 2021. Streetscene Services continue to deliver all essential services during the Covid pandemic, however, as the preparation works for these

biodiversity areas as well as wildflower and tree planting proposals are required over the winter period and fall into the category of non-essential works the service is required to delay the implementation of these biodiversity areas, wildflower and tree planting proposals by a year, these will now commence in 2022. Further site investigations and preparation works will be undertaken during 2021 to support the planned roll out in 2022.

- 4.14. StreetScene Services have completed the seasonal staff recruitment sessions to support the grass cutting programme across our communities. The Grass cutting season commences on 5th April. However, and similar to last year, StreetScene Services will be unable to undertake grass cutting in private gardens during 2021.
- 4.15. **COVID community testing for Underwood Road and Renfrewshire House staff**
As part of a proposal to the Scottish Government, via Greater Glasgow and Clyde Health Board, community testing of staff at Underwood Road and Renfrewshire House was agreed. The distribution and return of 1500 PCR Home Test swab Kits for staff working in Underwood Road Depot and Renfrewshire House started in February 2021. Staff working in either Underwood Road or Renfrewshire House were tested twice over a two-week period. This was a voluntary scheme and staff engagement sessions were conducted with the recommendation that staff take part to protect themselves, their colleagues, and their families.
- 4.16. Team Up to Clean Up has gifted almost 300 litter pickers to volunteers across Renfrewshire since March 2020. This has resulted in increased activity with over 60 litter picks being recorded each month in this last quarter. All volunteers receive a general risk assessment prior to activity and are further reminded to adhere to Covid restrictions and current guidelines.
- 4.17. From January 2021, volunteers have carried out 403 picks, removing 1473 bags of litter from our communities.
- 4.18. Volunteers are engaging well in the #winterwarriors campaign with 27 salt spreaders gifted to willing participants. Similar to the Team Up to Clean Up caddies, salt spreaders are gifts and volunteers are advised from the outset unlimited salt is not available. Due to the recent prolonged cold conditions, volunteers have been provided additional free resource.
- 4.19. Around 150 posters, declaring “Local volunteers have tidied this area for you”, have been issued to Team Up volunteers. There are displayed by litter pickers, in the spots they are maintaining. It is not yet clear of the posters impact however, volunteers are keen to spread the message increasing awareness of their work.
- 4.20. The Glasgow Science Centre launched the Curious About Our Planet, Digital Science Festival on 18th February. The Festival featured an interview from Renfrewshire Council’s Environmental Coordination officer who discussed the benefits and successes of the Team Up to Clean Up Campaign including local interest in the campaign, the difference it is making, and community empowerment.

COVID Vaccination Centres

- 4.21. On Monday 1st February, three vaccination centres at The Lagoon in Paisley, Johnstone Town Hall and Renfrew Leisure Centre opened. Environment and Infrastructure were heavily involved in supporting the process within the vaccination centres and in the traffic, street cleansing and waste management requirements. Fleet and Social Transport Services are supporting people on the shielding list, who have no means of transport, taking them from their home to the Vaccination Centres as they require to avoid public transport and taxis. Two drivers and two hygienically prepared and socially distanced vehicles on emergency call out between 07:30 and 20:00, 7 days a week to support members of the public by providing transportation in emergencies when all other options have been exhausted. The severe weather in February saw resources deployed to winter gritting, with significant activity around the 3 vaccination centres covering car parks, pathways, centre approaches and access routes back to key arterial roads.
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Implications of the Report

1. **Financial** –The proposed suspension of car parking charges until the end of May 2021 would result in a loss of income to the Council and this will be captured as part of the ongoing work to identify costs and income losses as part of COVID 19 pandemic through the financial management.
2. **HR & Organisational Development** – None.
3. **Community & Council Planning** –

Our Renfrewshire is thriving / Reshaping our place, our economy and our future - the service is actively involved in the Invest in Renfrewshire scheme and investing in road network to support and facilitate economic growth.

Creating a sustainable Renfrewshire for all to enjoy - working in partnership with the community to deliver a cleaner Renfrewshire. Promoting and encouraging waste minimisation through reducing, reusing and recycling. Reducing carbon emissions, through LED streetlights and electric and low emission vehicles within the Council fleet.

Our Renfrewshire is well - the services encourages use of our parks and open spaces to promote a healthy and active lifestyle.

4. **Legal** – None.
5. **Property/Assets** – The Council's roads, fleet and open space infrastructure is maintained and enhanced.
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** – CRMG are continuing to review the Council's risk profile in light of the coronavirus pandemic.
11. **Privacy Impact** – None.
12. **CoSLA Policy Position** – none
13. **Climate Risk** – The Council continues to explore opportunities to secure external funding to deliver sustainable, green infrastructure projects.

List of Background Papers: none

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To: Infrastructure, Land and Environment Policy Board

On: 24 March 2021

Report by: Director of Environment & Infrastructure

Heading: Environment & Infrastructure Service Delivery Plan 2021- 22

1. Summary

- 1.1 This Service Delivery Plan for Environment & Infrastructure covers the year 2021/22. Typically, services report on their performance and intended improvement actions through Service Improvement Plans. However, the pandemic has had a significant impact on how services are delivered and on the needs of the community. Consequently, services have produced Service Delivery Plans for 2021/22 which will outline the actions they will take to assist in recovery. However, the Council remains aspirational and this plan also reflects a commitment to continuous improvement.
- 1.2 The Service Delivery Plan sits beneath the Council Plan, Community Plan, Risk Management Plan and the Workforce Plan to form a suite of documents which provide the strategic direction for the service. This plan is also intended to complement the council-wide Economic Recovery Plan and Social Renewal Plan.
- 1.3 The plan sets out the priorities being addressed; the key tasks to be implemented; the implementation timetable and our measures of success.
- 1.4 The Service Delivery Plan is one of the key mechanisms by which elected members scrutinise service performance across the Council. The first progress update on relevant actions and progress on the Service Delivery Plan 2021/22 will be submitted to the Infrastructure, Land and Environment Policy Board Policy Board on 3 November 2021.
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2. Recommendations

It is recommended that the Environment & Infrastructure Policy Board:

- 2.1 Approves the 2021/22 Service Delivery Plan for Environment & Infrastructure attached as Appendix 1 and as specific to the areas of activity delegated to this Policy Board;
 - 2.2 Agrees that progress in respect of areas of activity delegated to this Policy Board be reported to the Infrastructure, Land and Environment Policy Board on 3 November 2021;
 - 2.3 Notes that the attached Service Improvement Plan for Environment & Infrastructure is also being presented to the Finance, Resources and Customer Services Policy Board to approve elements covered within that Board's remit.
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3. Role of Environment & Infrastructure and Key Service Activities

- 3.1 The principal role and purpose of Environment & Infrastructure is to provide:
 - Operations and Infrastructure - Waste, StreetScene, Roads, Infrastructure & Transportation, Fleet & Social Transportation.
 - Facilities Management (Hard & Soft Services) – including PPP & Compliance and Building Services.
- 3.2 Services are provided directly to the public of Renfrewshire, to other services within the Council and to community partners. Services are delivered by approximately 1,500 employees employed on a full-time or part-time basis, with a gross expenditure budget of approximately £72.890 million.
- 3.3 These wide ranging and highly visible services are delivered at 270 Council premises, to over 92,000 households and businesses with more than 849km of roads and transport structure being maintained across Renfrewshire.

4. Key Achievements 2020/21

- 4.1 The service's main focus over the last year was tackling and adapting to the challenges of COVID-19 and being able to continue to support our communities and businesses. Despite this challenging operating environment, the service was able, with some exceptions, to deliver its services on a 'business as usual' basis and deliver a wide range of achievements across the service. Further detail on each achievement can be found in the Plan attached at Appendix 1. An out-turn report covering Environment & Infrastructure's performance during 2020/21 will be reported to this Policy Board in May.

- 4.2 A more detailed picture of achievements is included in the Service Delivery Plan appended to this report. They include:

Strategic Outcome 1: Reshaping our place, our economy and our future.

Roads Investment Programme - The roads capital investment programme for 2020/21 commenced in July following the COVID-19 lockdown. Given the loss of the first three and a half months of the 7 month programme, there have been 52 carriageways resurfaced, 16 carriageways surface dressed, 5 carriageways micro-surfaced and pre-patching in advance of next year's surface dressing carried out on 15 carriageways and 23 footways resurfaced.

Reduced traffic volumes during lockdown allowed for emergency works to be carried out on our network which would have been difficult to complete under normal conditions. This include new bus bays and riverside core paths providing greater access links for pedestrians.

Cycle Paths - Phase 2 of the £300,000 segregated shared cycle way project from Bishopton to Glasgow Airport, with all works completed by March 2021. This is an important element in the Council's cycling strategy network and will connect to City Deal's proposals for around the airport.

Strategic Outcome 4: Creating a sustainable Renfrewshire for all to enjoy

Waste Operations - Despite the significant challenges that COVID-19 presented, Waste Operations continued to deliver all essential frontline bin collection services throughout the pandemic. The team operated with a reduced workforce and was supported by staff from other services to ensure a consistent collection service was delivered throughout.

StreetScene - Following easing of restrictions after the first lockdown, StreetScene commenced the grass cutting seasons in mid-summer, cutting grass across all open spaces in our communities.

In May 2020, work began to secure Renfrewshire's most prolific fly tipping hotspots with gates installed at the entry points to these hotspots to prevent access.

Environment & Place - Community activity in Team Up to Clean has increased despite the challenges of COVID-19. The Spotless September campaign was adapted due to COVID-19 pandemic restrictions and delivered via solo, family or friends picks.

Electric Vehicle & Charging Infrastructure - Funding was secured from Transport Scotland for 24 electric vehicles to replace diesel vehicles. In addition, grant funding for Non-Public Workplace Charging has been secured following a successful application process with Energy Savings Trust.

Strategic Outcome 5: Working together to improve outcomes.

Social Transport - In the early period of lockdown, the Social Transport team delivered around 900 food parcels a day from Castlehead and Gleniffer High Schools, supporting colleagues in Soft FM with the planning and distribution of the Community Meals Service to vulnerable people across Renfrewshire. The duties further expanded when they supported the HSCP in the collection and delivery of hand sanitiser and PPE, on a daily basis to Dykebar, Royal Alexandra and Queen Elizabeth hospitals as well as to our front-line staff in social care teams throughout Renfrewshire.

The Social Transport Team has also provided support vehicles and drivers to those services who are affected by physical distancing requirements. This provided assistance to colleagues in Waste and StreetScene to ensure they were safely transported around Renfrewshire and continued to deliver vital frontline services.

5. Key Service Priorities 2021/21

- 5.1 A priority for all Council services is the recovery from the pandemic. For Environment & Infrastructure this means a particular focus on delivering a wide ranging and highly visible services to Renfrewshire's communities and businesses
- 5.2 The service continues to contribute to the priorities set out in the Council Plan 2017-2022, which was approved by Council in September 2017. Environment & Infrastructure also contributes to outcomes set out in Renfrewshire's new Community Plan, 'Our Renfrewshire' (2017-2027). The service will support the key corporate high-level priorities of the Alcohol and Drugs Commission and the Economic Recovery Plan and Social Renewal Plan.
- 5.3 The service's key overarching priorities will be:
 - COVID-19 recovery planning;
 - Redesign of key business processes; and
 - Digitalisation of processes and service delivery.
- 5.4 Implementing an effective process redesign programme, supported by modern digital service delivery, will allow Environment & Infrastructure to realise productivity improvements and support the Council's in its COVID-19 recovery process.
- 5.5 The current strategic priorities identified for Environment & Infrastructure reflect the key challenges and opportunities identified by the service and are summarised as:

Supporting the Council's Right for Renfrewshire Transformational Programme

– On February 2020 the next phase of the Council's change and transformation programme, 'Right for Renfrewshire' was approved. Environment and Infrastructure will support the implementation of tranche 2 of RforR following confirmation of service

redesigns which are likely to include some Operations & Infrastructure service areas with scope to be determined during 2021/22.

Climate Emergency - On 27 June 2019, the Council declared a climate emergency and has pledged to make Renfrewshire carbon neutral by 2030. The service will continue to support the Climate Change sub-committee of the Leadership Board to develop a range of plans to reduce the Council's own carbon emissions and support partners, businesses and citizens in Renfrewshire to reduce theirs.

External Funding Opportunities – Taking forward potential projects that fit within the Transport Scotland Bus Partnership fund, the Levelling Up fund and any other recovery funding that becomes available during 2021/22. These will improve transport connectivity infrastructure and contribute to the 'green' recovery.

Electrification and Sustainable Travel - the Council will further expand the electric vehicle fleet and further develop the electric charging infrastructure in Renfrewshire. This will support sustainable travel planning to create modal change encourage greater use of electric vehicles and bikes.

People Strategy – Implement the Council's "Our People, Our Future", a new People Strategy. This five year plan will focus on supporting staff through service transformation, changing culture norms, embedding our values within decision making and improving staff and service user experiences of the Council.

Use of Data and Digital Technology – The service will continue to work with the Chief Executive's data analytics team to develop existing data and the roll of digitalisation of service delivery to improve the efficiency and performance of the service and support the roll out of the digitalisation of front-line services.

Communication and Staff engagement – Embedding the new approach to staff engagement at all levels across the service, with a particular focus on listening, involving, and supporting front line employees in the context of COVID-19 restrictions and guidelines.

- 5.6 Priority actions and performance indicators are core elements of the Service Delivery Plan. The priority actions in the Plan at appendix1, set out how each of the key priority outcomes will be addressed, the key tasks to be implemented, an implementation timetable, and the measures of success. A range of performance indicators are provided to monitor progress over the period of the plan.

6. Monitoring progress

- 6.1 Implementation of the Service Delivery Plan will be monitored, and relevant activities and progress will be reported to the Infrastructure, Land & Environment Policy Board on a six-monthly basis. A review of progress will be brought to this Board on 3 November 2021.

- 6.2 Greater detail of the specific actions the service will progress can be found in Section 6 of our Service Delivery Plan, included as an appendix to this report.
-

Implications of the Report

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

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Environment & Infrastructure

Service Delivery Plan 2021-2022

Environment & Infrastructure

Service Delivery Plan 2021-2022

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1. Introduction

- 1.1 Services have, on an annual basis, produced a Service Improvement Plan (SIP) which sets out the strategic direction and outlines key programmes, actions and improvements which we intend to deliver over the following three years based on the resources likely to be available.
- 1.2 During the initial phases of the pandemic, planned meetings of full Council and all policy boards were paused, with the Emergencies Board put into place in order to support decision making and cross-party scrutiny during this critical period. Due to the cancellation of many policy boards, the Service Improvement Plan was approved by the Infrastructure, Land and Environment Policy Board but not by the Finance, Resources and Customer Services Policy Board. Interim reporting on service performance was re-established after summer 2020 with Service Update reports being presented at each board cycle between August 2020 and January 2021.
- 1.3 The pandemic has had a significant impact on the operation of the Council and on how services are delivered. Whilst there have been periods where national policy required some services to be paused, most council services have continued throughout the year and have had to adapt to new ways of working. At the same time, the council has taken on additional tasks directly related to supporting residents through the pandemic, whether as a single agency or more often, as a key partner with other public and third sector organisations. The operating environment has changed frequently and often at short notice and the council has had to be flexible and adaptable to manage this change and adjust services accordingly. This 'response' phase is likely to continue for some time and will have a major impact on service delivery over the lifetime of this plan.
- 1.4 As a result of the pandemic, actions, performance indicators and targets across some areas of service are no longer relevant or have been heavily disrupted, and there has been a significant shift in the priorities of services. To reflect this, performance reporting arrangements for 2021/22 will take the form of this Service Delivery Plan.
- 1.5 The Service Delivery Plan will have a focus on ongoing COVID-19 response activities with the stabilisation of services and initial elements of recovery work where available and will concentrate on the next 12 months, as opposed to a three year period which the SIP's covered.
- 1.6 A six monthly update on progress of the Service Delivery Plan will be presented to the Infrastructure, Land and Environment and the Finance, Resources and Customer Services Policy Boards in November 2021. An outturn report will be presented to the same board in May 2022.

2. Impact of COVID-19

- 2.1 The impact of the pandemic on Renfrewshire's communities, residents and businesses has been unprecedented and no Council service was untouched by the lockdown and associated restrictions at that time. The Council worked with partners to continue to deliver vital frontline services throughout the period, as well as create new services (such as the Local Assistance Team) to respond to immediate, critical needs. The workforce demonstrated its resilience and flexibility by adapting to new ways of working. Finding new ways to support our most vulnerable by taking on entirely new duties, as part of an existing role, through redeployment or adapting to full-time home-based working. Staff continue to respond to an ever-changing set of circumstances and demands.
- 2.2 During Summer 2020, services worked to restart impacted services in line with Scottish Government guidance. In parallel to this work, the Council also commenced work with partners to develop local recovery plans for Renfrewshire, which set out the

key actions that will be taken jointly to support communities and businesses to recover from the impact of the pandemic going forward.

- 2.3 Unfortunately, Renfrewshire has been subject to several different levels of severe restriction since October 2020 and currently remains in Level 4. The situation is rapidly changing, and the Council remains very much in response mode in terms of supporting local people, businesses and communities impacted by COVID-19 and associated current restrictions. There is a continued focus on supporting both mass testing and mass vaccinations, and practical support for those self-isolating is still being offered.
- 2.4 As with other areas of the Council, since March 2020, the coronavirus pandemic has significantly changed the way in which Environment & Infrastructure has provided services and for many service areas the actual services which they deliver.
- 2.5 There have been periods where national policy required some services to be paused, however, most services delivered by Environment & Infrastructure continued throughout the year. Even during subsequent lockdown periods, services continued to operate on a 'business as usual' footing and adapted to new ways of working.
- 2.6 The operating environment has changed frequently and often at short notice and the service has had to be flexible and adaptable to manage this change and adjust services accordingly. This 'response' phase is likely to continue for some time and will have a major impact on service delivery over the lifetime of this plan.
- 2.7 Given the constricted timelines and staff concentrating on responding to COVID-19 it was not possible to involve staff as widely in the process of contributing to the SDP as happens during the normal course of producing the SIPs. However, staff will be included more widely in the development of the next plan and are currently engaged in the renewal and recovery plans.

3. What We Do

- 3.1 Environment & Infrastructure provides every day essential services, directly to the public of Renfrewshire, to other services within the Council and to community planning partners. These services are delivered by approximately 1,500 employees, employed on a full-time or part-time basis, with a gross expenditure budget of approximately £72.890 million. Frontline services are delivered at around 270 Council premises, to over 92,000 households and businesses, and support more than 849 km of roads and transport infrastructure.

- 3.2 Environment & Infrastructure has two main service areas/groupings. These are:

Facilities Management:

Hard & Soft Services: includes janitorial, cleaning, catering, school crossing patrollers, repairs, maintenance and compliance in schools and public buildings, Building Services operations

Operations and Infrastructure:

Waste, StreetScene, Roads, Infrastructure & Transportation, Fleet and Social Transport and Sustainability & Place.

4. Achievements 2020-21

- 4.1 The service's main focus over the last year was tackling and adapting to the challenges of COVID-19 and being able to continue to support our communities and businesses. Despite this challenging operating environment the service was able, with some exceptions, to deliver its services on 'business as usual' basis and deliver a wide range of achievements across the service. These include:

Strategic Outcome 1: Reshaping our place, our economy and our future.

- The roads capital investment programme for 2020/21 commenced in July following the COVID-19 lockdown. Given the loss of the first three and a half months of the 7 month programme, there have been 52 carriageways resurfaced, 16 carriageways surface dressed, 5 carriageways micro-surfaced and pre-patching in advance of next year's surface dressing carried out on 15 carriageways and 23 footways resurfaced.
- The service took the opportunity of the reduced traffic volumes during lockdown to carry out emergency works on our network which would have been difficult to complete under normal conditions. Examples of this include new bus bays and repairs to riverside core paths which required to be closed to the public due to instability. The repaired paths provided greater access links for pedestrians.
- Phase 2 of the £300,000 segregated shared cycle way project from Bishopton to Glasgow Airport, with all works completed by March 2021. This is an important element in the Council's cycling strategy network and will connect to City Deal's proposals for around the airport.
- Throughout lockdown the street lighting maintenance service has continued to provide a 24-hour maintenance service of the street lighting network for Renfrewshire residents.

Strategic Outcome 3: Tackling inequality, ensuring opportunities for all.

- The Council established its response to the pandemic with a programme of support packages being delivered to vulnerable families. Building Services and Soft FM had significant involvement with the support hubs during the pandemic, helping with support packages, delivering meals on wheels; meals to care homes; and delivering pack lunches for the support hubs staff. This provision included freshly prepared meals for 7 days per week together with a weekly package of essential items. These were delivered to around 2,200 households across Renfrewshire and reached the milestone of providing more than 500,000 meals to these vulnerable families.
- The provision of school catering has continued to be monitored to ensure that the school meals' service is delivered safely and in accordance with COVID-19 guidance. A revised interim menu was delivered to ensure there was hot food options available daily. This service continues to be provided to vulnerable children and children of key workers who are attending school during lockdown.

Strategic Outcome 4: Creating a sustainable Renfrewshire for all to enjoy.

- Despite the significant challenges, Waste Operations continued to deliver all essential frontline bin collection services throughout the COVID-19 pandemic. The team operated with a reduced workforce and was supported by staff from other services, both from within the department and from other departments, to ensure a consistent collection service was delivered throughout - including collections for residual waste, recycling, food and garden waste.
- Following easing of restrictions after the first lockdown, StreetScene commenced the grass cutting seasons in mid-summer, cutting grass across all open spaces in our communities.
- In May 2020, work began to secure Renfrewshire's most prolific fly tipping hotspots with gates installed at the entry points to the old Craigielea sports field, a high fence erected preventing access to the gorge on Gleniffer Braes, and gates

preventing vehicle access to Brownside Farm in Paisley.

- Community activity in Team Up to Clean Up has increased despite the challenges of COVID-19. The Spotless September campaign was adapted due to COVID-19 pandemic restrictions and delivered via solo, family or friends picks. Volunteers litter picked 255 times throughout the month removing 1,233 bags of litter from Renfrewshire communities and waterways. A few groups, including supermarkets, church groups and scouts got involved as well as local schools, however group activity was notably reduced.
- Funding was secured from Transport Scotland for 24 electric vehicles. This mix of cars, light vans and 3.5 tonne vans will replace diesel vehicles. In addition, grant funding for Non-Public Workplace Charging has been secured following a successful application process with Energy Saving Trust. Two electric minibuses have started road trials and will play an important role in supporting Social Transport services as well as increasing the percentage of the vehicle fleet which uses alternative fuels.

Strategic Outcome 5: Working together to improve outcomes.

- Soft FM recruited additional cleaning staff to ensure day-cleaners coverage was available in all educational establishments. This measure has ensured that enhanced cleaning and hygiene measures were in place to minimise the spread of COVID-19. The service has continued to provide a reactive decontamination service in those locations where positive cases of COVID-19 are identified to minimise the disruption to the school day.
- At the start of lockdown, due to the pressure on HSCP to deliver other critical services, Soft FM staff took on the operation of the Community Meals Service, which delivers to the communities throughout Renfrewshire. During lockdown this service was supported by officers from janitorial, Building Services operatives and drivers from Social Transport. Soft FM continues to deliver this vital service.
- Building Services built and supplied infrastructure for the asymptomatic test site at Johnstone Town Hall and have provided similar support for the mass vaccination centres within Renfrewshire.
- In the early period of lockdown, the Social Transport team delivered around 900 food parcels a day from Castlehead and Gleniffer High Schools, supporting colleagues in Soft FM with the planning and distribution of the Community Meals Service to vulnerable people across Renfrewshire. The duties further expanded when they supported the HSCP in the daily collection and delivery of hand sanitiser and PPE to Dykebar, Royal Alexandra and Queen Elizabeth hospitals as well as to our front-line staff in social care teams throughout Renfrewshire.
- The Social Transport Team has also provided support vehicles and drivers to those services who are affected by physical distancing requirements. This provided assistance to colleagues in Waste and StreetScene to ensure they were safely transported around Renfrewshire and continued to deliver vital frontline services.

5. Our Strategic Context

National policy context

- 5.1 The Scottish Government's Programme for Government 2020/21 focuses on dealing with the economic, health and social crisis caused by COVID-19. It also takes steps to ensure, that in responding to the pandemic, Scotland also delivers on the government's commitments to tackle child poverty and to reach net-zero emissions of

all greenhouse gases by 2045. The commitment to a Green recovery includes creating a Green Jobs Fund to boost opportunities in this area, as well as a fund to improve local authority refuse collection infrastructure. This also develops a new route map to reduce waste and meet Scotland's waste and recycling targets for 2025.

- 5.2 Scotland's climate change legislation (The Climate Change (Emissions Reduction Targets) (Scotland) Act 2019) sets a target of net-zero emissions of all greenhouse gases by 2045. The act makes provision about advice, plans and reports in relation to those targets. The objective is to contribute appropriately to the world's efforts to deliver on the Paris Agreement reached at the 21st Conference of the Parties of the United Nations Framework Convention on Climate Change. In November 2021, Glasgow will host the 26th Conference of the Parties, known as COP26, which is designed to produce an international response to the climate emergency. This was originally planned for November 2020 but was postponed due to the pandemic.
- 5.3 Following the referendum in 2016, the UK left the European Union on the 31st of January 2020 and entered a 'transition period' which ended on the 31st of December 2020. The UK-EU Trade Cooperation Agreement was ratified by the UK Parliament on the 30th of December 2020, covering the key areas of the new trading relationship between the UK and the EU. Further supporting legislation including the UK Internal Market Act 2020 and the Scottish Government's EU (Legal Continuity) (Scotland) Act 2020 have also recently been passed. Further details on other provisions of relevance to local government (such as procurement, 'state aid', the UK Shared Prosperity Fund) are in development.
- 5.4 The Scottish Government set up a Social Renewal Advisory Board to look at how to deliver a fairer society while Scotland recovers from the effects of the pandemic. A report was published in January setting out 20 Calls to Action around the themes of Money and Work; People, Rights and Advancing Equality; and Communities and Collective Endeavour.
- 5.5 The Community Empowerment (Scotland) Act 2015 and Review of Community Planning aims to empower community bodies through supporting them in taking ownership or control of land and buildings, and by strengthening their voices in decisions about public services. Communities of place or interest also have new rights under the Community Empowerment (Scotland) Act 2015 to request participation in the planning and delivery of services, which has implications for the Council and other public services.

Local policy context

- 5.6 The Council's financial outlook over the relatively short period of the next two years is subject to significant uncertainty. There are resource pressures in relation to COVID-19 response and recovery, including the impact of loss of income, alongside additional cost pressures. The Council is actively managing these pressures on an in-year basis and is remobilising the Right for Renfrewshire transformation programme, which will be critical to supporting the Council's medium-term financial sustainability.
- 5.7 Although COVID-19 response and recovery will be the major focus over the next twelve months, the Council still has huge ambition for Renfrewshire, and many activities to support our high-level priority areas will continue to be channelled through our recovery approach. Alongside the Council's own financial recovery planning, two major strategic recovery plans – Renfrewshire's Economic Recovery Plan and Social Renewal Plan – will sit alongside the Council and Community Plans, to set a clear strategic direction for the organisation in these unprecedented and rapidly changing times.

- 5.8 In December 2020, Council approved an Economic Recovery Plan for Renfrewshire, developed in conjunction with Renfrewshire's Economic Leadership Panel and building on the strong foundation of Renfrewshire's Economic Strategy. The Plan sets out the direction of travel to support Renfrewshire's economy as we move out of the response and into the recovery phase of the pandemic, recognising the significant impact on the local and national economy and what this means at a local level for Renfrewshire's businesses, communities and people. Environment & Infrastructure will work to support the plan over the next year.
- 5.9 A Social Renewal Plan for Renfrewshire is currently being finalised, recognising the inequalities that exist in Renfrewshire, significantly deepened by the COVID-19 pandemic, and setting out joint plans to work with our partners, communities and other stakeholders to address these. Supporting this work, a community impact assessment was undertaken, examining the existing data around the impact of COVID-19 in tandem with understanding people's experiences of the pandemic, through listening events and Public Services Panel survey to Renfrewshire citizens. Environment & Infrastructure will work to support the plan over the next year.
- 5.10 Following the Council's declaration of a climate emergency in June 2019, we will continue to support the Climate Change sub-committee of the Leadership Board to develop a range of plans to reduce the Council's own carbon emissions and support partners, businesses and citizens in Renfrewshire to reduce theirs.
- 5.11 Environment & Infrastructure activities will make a critical contribution towards Renfrewshire being carbon neutral by 2030. Environment & Infrastructure will play an active role in this process and already delivers a number of programmes to help mitigate climate change. It leads on the Environment and Place agenda, a £2.5million investment across five years which is making a difference to the cleanliness of streets in Renfrewshire and improving the local environment.

Environment & Infrastructure has a key role in promoting and encouraging waste minimisation through reducing, reusing and recycling. The recent waste service change has delivered positive outcomes with Renfrewshire's households helping to reduce their residual waste and presenting more recyclable waste. The Clyde Valley Waste Management Project, Treatment & Disposal of Residual Waste commenced operation on 7th January 2020. This will assist the Council in meeting its landfill diversion targets, with over 90% of waste becoming refuse derived fuel which will be used to generate renewable energy.

It works closely with SEPA on matters relating to flooding and the development of the Clyde and Loch Lomond Flood Risk Management Strategy has set a framework for action for the Council to address flooding in areas at most risk. This assists communities to become more resilient to the impacts of global warming and climate change.

The service has also embedded sustainable travel planning across the Council. This has encouraged more efficient and effective methods of sustainable travel and increased the use of electric vehicles while improving our fleet utilisation. Increasing our use of alternative fuel will also have a positive impact on levels of CO₂ being emitted by the public vehicle fleet. In recent years the service has made a significant impact on reducing CO₂ emissions from our public space lighting as a result of the implementation of the LED replacement programme.

- 5.12 Local authorities across Scotland were already facing significant financial challenges prior to the pandemic and many have experienced loss of income as a result of restrictions, as well as incurring additional expenditure in order to support communities and residents. Some elements of Renfrewshire Council's transformation programme, Right for Renfrewshire, were paused to allow scope to respond to the pandemic. It is likely that the programme will be reprofiled to reflect the changing circumstances.

- 5.13 A new Digital Strategy for Renfrewshire was approved by the Leadership Board in September 2020. It outlines our approach to embedding digital services across all that we do in a way that closely aligns with our ambitions for Renfrewshire. The Strategy ensures that we work collaboratively to maximise the opportunities from emerging digital technologies and new ways of working and doing business. The Strategy also reflects the learning and experience of the COVID-19 pandemic, showing the increasing importance of digital in how we work, deliver services, support our staff and workforce.
- 5.14 In the Council's positive Best Value Audit inspection in 2017, Audit Scotland provided direction on areas for improvement, with seven key recommendations forming an improvement plan. Overall progress against the Council's Best Value Audit actions are monitored annually by the Leadership Board. All actions from the improvement plan are also embedded within the Council and Community Plans and the service improvement planning process.
- 5.15 The Council's risk management arrangements are well established with all strategic, corporate and service risks being reported to the Audit, Risk and Scrutiny Board. Strategic risks are more outward in nature, whereas corporate ones are more inward and often affect more than one service directorate. Actions related to corporate and strategic risks, where Environment & Infrastructure are owner or joint owners of the risks are shown below. Other risks, which may occur only for or within Environment & Infrastructure, will be contained in the service risk register which is reported to the Audit, Risk and Scrutiny Board. The top strategic, corporate and service specific risks are shown below for information.

Risks	Evaluations
Top strategic risks	
Economy	Evaluation: Very High
Unemployment	Evaluation: Very High
Reducing inequalities	Evaluation: Very High
Top corporate & service risks	
Financial sustainability	Evaluation: Very High
Financial stability	Evaluation: Very High
Organisational Resilience	Evaluation: High
Asset management	Evaluation: High
Information handling	Evaluation: High
Administration of Elections	Evaluation: High
Commercial Vehicle & Operator's Licence	Evaluation: High
Protecting internal resources from crime	Evaluation: Moderate
Employee wellbeing	Evaluation: Moderate
Expansion of Early Years Provision	Evaluation: Moderate

Equalities

- 5.16 Every area of work within the Council has a role to play in promoting equality and diversity. While this is the right thing to do and has clear advantages for the Council, there are also legal requirements. Equality law (The Equality Act 2010) protects people from unfair treatment and asks public bodies (including Renfrewshire Council) to show how they make a positive difference to equality groups.
- 5.17 The Council recognises that equality needs to be both mainstreamed fully into policies and procedures as well as ensuring that equality outcomes are given high priority, by being part of mainstream progress reporting. Environment & Infrastructure will continue to actively promote equality and diversity mainstreaming through the work of the main service areas.

People Strategy

- 5.18 The council will launch “Our People, Our Future”, a new People Strategy. This five year plan will have an immediate focus on supporting staff and services within the context of the pandemic and the recovery phase. It will thereafter be realigned with the new Council Plan and focus on supporting staff through service transformation, changing culture norms, embedding our values within decision making and improving staff and service user experiences of the council.
- 5.19 The strategy will be focused on high-level outcomes and with a flexible approach which will be bespoke for each service, reflecting the particular requirements of each service and group of staff. The actions arising from the strategy will be embedded in each service improvement plan and reported on therein. It is intended that the new approach focuses not on only processes and planning, but on skills development and cultural change. Environment & Infrastructure will work with HR colleagues throughout 2021 to develop actions which fit the needs and duties of its staff.

6. Action Plan 2021/22

6.1 Actions and Performance Indicators - 2021/22

Section 6 of the report provides an overview of how the service will contribute to the Council's strategic outcomes over the next year and have been developed against the backdrop of the continuing pandemic. The focus for the plan's actions and performance indicators will be on the 12-month period from April 2021 to March 2022. The immediate focus will remain on Renfrewshire's response to, and recovery from, the COVID-19 pandemic.

Under each outcome, the Plan shall:

- Outline the key priorities the service aims to achieve during 2021/22.
- Identify the key actions to be undertaken to meet the priorities.
- Set out the performance indicators to be used to monitor progress.

To provide context for this year's Plan each strategic outcome section is preceded with a brief overview of how COVID-19 has impacted on service delivery over the last year.

Due to the changing national and local position, it is difficult to accurately establish milestones for longer-term service actions and challenging to assess what suitable long-term targets are appropriate for performance indicators. This is the main reason why the focus for the plan's actions and performance indicators will be on the 12-month period from April 2021 to March 2022.

6.2 Strategic Outcome 1

Reshaping our place, our economy and our future

Environment & Infrastructure has a key role to play in maintaining and improving strategic road, rail and transport connections developing the public realm, creating transport strategies, supporting major events and developing the evening and night-time economy in our town centres.

COVID-19 Impact 2020/21

Within the **Infrastructure and Transportation** area the COVID-19 pandemic has had a significant effect in a number of areas:

- **Roads Infrastructure** - The roads capital investment programme for 2020/21 commenced in July following the covid-19 lockdown. Given the loss of the first three and a half months of the 7-month programme, a number of schemes have carried into financial year 2021/22.
- During the first lockdown period, all **non-essential maintenance** and all planned works were cancelled. This resulted in our Roads Operations team only being able to address emergency potholes with resurfacing, gulley cleaning and kerbing/drainage works all being postponed. This has led to a delay in attending to these works.
- Our **white lining programme** was badly affected during this time. This work was not considered essential and as the lockdown period was over the best of the weather during the summer months this has led to a considerable backlog of work to be addressed as this work is entirely weather dependant.
- **Car Parking** – At the start of the first lockdown in March 2020, Council owned car parking charges were suspended to support key workers to undertake their duties. As the vast majority of Scotland is currently under further lockdown restrictions street car parking charges have been suspended until the end of March 2021.
- A number of projects have seen delays to programmes or programmes having to be extended to allow for additional time for contractors to adjust work methods for social distancing measures

Housing repairs - the volume of non-emergency repairs undertaken by Building Services was restricted due to the Scottish Government Guidelines which halted all non-emergency work for the majority of the 2020. The service has continued to carry out statutory gas compliance tasks throughout the financial year. However, due to self-isolating and COVID-19 positive notifications from tenants, during the servicing period, a higher number than normal have gone beyond their anniversary date. There is a catch-up programme in place and it is anticipated that over the next 6 months all services will be completed.

Compliance Tasks - compliance tasks were affected by the COVID-19 pandemic during 2020 as a result of restrictions relating to access to buildings and on the availability of specialist contractors utilising the furlough scheme. Compliance tasks did continue but were focused on those Council and public buildings that remained open or re-opened during this period. It is likely compliance tasks will continue to lag during 2021/2022. A managed approach on a site by site basis is being undertaken and triaged accordingly. It is anticipated that performance will not recover to the target levels of 90% until 2022/2023.








Building Services operatives continued to provide emergency repairs, gas inspections and other essential maintenance as well as the Out of Hours service to residents of Renfrewshire.

Service Priorities 2021/22

The key priorities the service aims to achieve over the next financial year are:

- **Roads Infrastructure** – Maintaining and improving strategic road, transport and pedestrian connections and maintain the road network based on the most efficient whole life costs and delivery of the 2020/21 roads and footways increased capital investment programme - £9 million. This is the third year of an overall investment of over £40m over five years, as agreed at Council on 2 February 2019.
- **Renfrewshire's Economic Strategy** – Supporting the work being carried out to address the economic challenges outlined in the strategy with particular focus on: Improving the economic infrastructure – Implementing measures to influence behaviours and modal shifts including, improved road network; walking and cycling provision; and the development of an enhanced transport infrastructure.
- **The Paisley Town Centre Vision** – Investing in the public realm with a focus on walking, cycling, car parking, traffic flow and civic space.
- **Glasgow City Region/City Deal** – Continuing support for the infrastructure associated with the City Deal investment projects including strategic roads, transport and cycling schemes.
- **External Funding Opportunities** – Taking forward potential projects that fit within the Transport Scotland Bus Partnership fund, the Levelling Up fund and any other recovery funding that becomes available during 2021/22. These will improve transport connectivity infrastructure and contribute to the 'green' recovery.
- **Community Investment Fund** – take forward the Community Investment Fund and will seek to involve communities to put forward proposals and make decisions on investments in infrastructure and assets within their local areas through participatory budgeting.

Priority Actions - Reshaping our place, our economy and our future				
Action Code	What we will do?	What difference we will make?	Lead Officer(s)	Target Date
01	Deliver the 2021/22 roads and footways capital investment programme - £9 million	Improvements to the condition of roads and footways infrastructure	Infrastructure & Assets Manager	31-Mar-2022
02	Continue to invest in infrastructure to support growth – from road and rail links to bridges, cycle and pedestrian routes (Council Plan Action)	Improvements to accessibility and connectivity of the town centre and transport networks prioritising modal transport changes	Transportation & Development Manager	31-Mar-2022
03	Support the delivery of City Deal initiatives, combining roads and active travel projects into a coherent network for all road users	Improve transport infrastructure in Renfrewshire, offering more diverse employment opportunities through improved connectivity	Transportation & Development Manager	31-Mar-2022
04	Lead on the works to improve the transport infrastructure in Paisley Town Centre	Create a well-connected more accessible Paisley Town Centre for all	Strategic Change Manager, Services	31-Mar-2022
05	Support economic regeneration and job creation through the regeneration and revitalisation of town centres and the creation of a town centres action plan	Strategic regeneration projects and improved transport networks and public transport infrastructure are delivered in town centres	Head of Operations & Infrastructure	31-Mar-2022
06	Deliver an increase in cycling infrastructure across Renfrewshire	Improve active travel routes across Renfrewshire	Transportation & Development Manager	31-Mar-2022
07	Implement the transfer of the Council's traffic light infrastructure from analogue to digital	Ensure that the Council's traffic light infrastructure is digitally compliant and supportive of an urban traffic control system	Transportation & Development Manager	30 -June 2022
08	Continuing to deliver repairs and emergency out of hours repair service to 12,200 Council housing properties within Renfrewshire	Housing properties within Renfrewshire will be maintained to ensure safety and compliance for residents	Senior Facilities Manager (Hard Services)	31-March 2022
09	Continuing to deliver repairs and compliance services to all public buildings in Renfrewshire including schools	Ensure compliance legislation is met within the 270 public buildings in Renfrewshire	Senior Facilities Manager (Support Services)	31-March 2022
10	Deliver externally funded transportation and connectivity infrastructure projects	Improve access to public transport across Renfrewshire to support connectivity to employment, leisure and retail.	Infrastructure, Transportation & Change Manager	31-March 2022

Performance Indicators - Reshaping our place, our economy and our future							
(PI Status:  Alert,  Warning,  OK, 							
Data Only)							
Performance Indicator	Frequency	Last update	Current Value	Current Target	Status	2021/22	COVID-19-Impact
01 (Maintenance) Carriageway Condition: % of road network considered for treatment							
(i) A Class Roads	Years	2019/20	19.97%	22.5%		22%	These are annual LGBF Indicators and relate to financial year 2019/20 and therefore was before the COVID-19 pandemic. The 2021/22 data will not be published until February 2022.
(ii) B Class Roads	Years	2019/20	24.09%	24.5%		24%	
(iii) C Class Roads	Years	2019/20	34.19%	36.5%		36%	
(iv) Unclassified Roads	Years	2019/20	35.39%	36.5%		36%	
02(Maintenance) Carriageway Condition: % of road network considered for treatment Overall	Years	2019/20	32.9%	32.5%		32%	This is an annual indicator and relates to financial year 2019/20 and therefore was before the COVID-19 pandemic.
03 % of Statutory road inspections categories completed on target:							
Category A	Years	2019/20	100%	100%		100 %	This is an annual indicator and relates to financial year 19/20 which was before the COVID-19 pandemic.
Category B	Years	2019/20	100%	100%		100 %	
Category C	Years	2019/20	100%	100%		100%	
04 % of pothole repairs completed within timescales	Quarters	Q3 2020/21	80%	75%		78%	During lockdown the service was only able to address emergency potholes.
05 % of reported street lighting faults which were attended within the 7-day timescale	Quarters	Q3 2020/21	98.8%	95%		95%	The service continued to deliver external repairs allowed under COVID-19 guidelines
06 % of Overall repairs completed within time by building services	Quarters	Q3 2020/21	94.9%	94%		95.5 %	Building Services has operated a reduced service as all routine and non-emergency repairs were suspended at the start of the lockdown and subsequent lockdowns when only statutory and emergency repairs were carried out.
07 % of reactive repairs carried out in the last year completed right first time	Years	2019/20	82.6%	93%		93%	
08 average length of time taken to complete non-emergency repairs	Quarters	Q3 2020/21	8.0	15		15	The volume of non-emergency repairs has been restricted due to guidelines halting all non- emergency work for the majority of 2020.
09 % of compliance tasks undertaken per year	Quarters	Q3 2020/21	76.3%	90%		90%	Compliance tasks were affected during 2020 due to the restrictions regarding access to buildings and the availability of specialist contractors. Tasks were prioritised on those properties which remained. opened or re-opened during the pandemic. It is anticipated that performance will not recover to the target levels until 2022/2023.

6.3 Strategic Outcome 2

Building strong, safe and resilient communities.

Environment & Infrastructure deliver frontline, every day essential services to Renfrewshire's communities. The service will support the delivery of a range of activities and work with local communities and organisations to support local engagement, empowerment and participatory budgeting.

Service Priorities 2021/22

The key priorities the service aims to achieve are:

- **Delivering Services in Local Communities** - Working with key partners in local areas to empower people to develop and deliver services, assets and facilities in their local communities.
- **Participatory Budgeting** – carrying out a framework Participatory Budgeting.

Priority Actions - Tackling inequality, ensuring opportunities for all				
Code	What we will do?	The difference we will make?	Lead Officer(s)	Target Date
01	Carry out a participatory budget programme for infrastructure and transportation	Local communities will feel empowered and involved	Infrastructure, Transportation & Change Manager	31-Mar-2022

6.4 Strategic Outcome 3

Tackling inequality, ensuring opportunities for all

Environment & Infrastructure delivers a range of services and frontline projects that tackle inequality in our communities including: Healthy meals; free sanitary products and employment opportunities to assist young people with positive destinations.

The service also promotes and supports equality and diversity through all of its service provision. It has a strong track record in providing frontline services that target inequalities and support vulnerable people.

COVID-19 Impact 2020/21

Cleaning and enhanced hygiene measures – Soft Facilities Management has supported schools and other Council buildings in the safe return of pupils and staff following lockdown periods. The service has also played a critical role in minimising the risk of transmission by delivering enhanced cleaning regimes to enable the safe reopening of schools and ensuring high levels of cleanliness were maintained across all HSCP premises. Hygiene measures remain critical to minimise the spread of COVID-19 and the service continues to participate in the HAZID process for the safe re-opening of other Council premises, in line with lockdown guidance.

Provision of school catering – school catering was amended to ensure that numbers within dining halls were limited. This was monitored between Facilities Management and Children's Services staff to determine the best means of providing hot food safely within schools and centres. Lockdown periods and continued transmission of COVID-19 in the pupil population impacted on the uptake in school meals particularly in the primary sector.

Service Priorities 2021/22

The key priorities the service aims to achieve over the next financial year are:

Food & Nutrition







- **Early Learning and Childcare Entitlement - 1140 Expansion** – Facilities Management are supporting the delivery of the Scottish Government's strategy to provide additional childcare to all 3 and 4 year olds and eligible 2 year olds. FM services will deliver free meals for all children in early years establishments. Due to the impact of COVID-19, full implementation is now scheduled to be completed by the revised date of August 2021.
- **Improving School Meal Uptake** – Delivering a programme of engagement with schools, parents and pupils to better understand pupil choice, leading to improvements in school meal uptake in both primary and secondary schools. This will assist the delivery of the new Nutritional Requirements for Food and Drink in Schools (Scotland) Regulations 2020 due to be introduced on 6 April 2021. This will be delayed in Renfrewshire due to the current COVID-19 arrangements relating to the extension of mealtimes required to limit the number of pupils attending dining halls.
- **Expansion of Free School Meals in Primary Schools** – Supporting the Scottish Government's recently announced phased introduction of free school meals to all primary school children by August 2022. This expansion will be phased in on a timetable agreed with local councils and will ensure, that those currently eligible, will get free meals throughout the school holidays. Currently all children in P1 to P3 receive free school meals and this will be expanded to P4 in August 2021.

Employment & Training

- **Employment & Training** – Providing employment, training, apprenticeships, foundation apprenticeships, and internships for young people and people with vulnerabilities to enhance their employment prospects and prepare them for the world of work.
- **Creating Employment Opportunities** – Creating job opportunities for Renfrewshire's young people and vulnerable people and actively preparing them for the world of work. The service will deliver modern apprenticeships and graduate apprenticeships

Period Poverty - The service continues to work with CoSLA to ensure the provision of free sanitary products within education premises across Renfrewshire as part of the programme to prevent period poverty outlined in the Period Products (Free Provision) (Scotland) Bill, November 2020.

Priority Actions - Tackling inequality, ensuring opportunities for all				
Code	What we will do?	The difference we will make?	Lead Officer(s)	Target Date
01	Provide healthy meals that meet the requirements of the Nutritional Requirements for Food and Drink in Schools (Scotland) Regulations 2020 by analysing the school menus to comply	Children will be provided with healthy nutritional meals and return to school ready to learn	Lead Facilities Manager (Soft Services)	31-Mar-2022
02	Support the expansion of free school meals to all primary schools	All primary school children will benefit from a healthy meal every day which will impact positively on families' finances and wellbeing	Lead Facilities Manager (Soft Services)	August 2022
03	Support the delivery of the 1140 hours early years provision	All 3 and 4 year olds and eligible 2 year olds children will receive a hot meal to reduce the cost of childcare for parents	Lead Facilities Manager (Soft Services)	31-August 2021
04	Deliver a programme of engagement with schools, parents and pupils, encouraging participation in the development of school meal menus, COVID-19 guidelines permitting	School meal uptake will increase, resulting in more children and young people taking healthy meals.	Lead Facilities Manager (Soft Services)	31-Mar-2022
05	Provide employment and training opportunities for identified groups of young people in Renfrewshire	Young people and people with vulnerabilities will have opportunities to enhance their chances of employment	Senior Leadership Team	31-Mar-2022
06	Work with CoSLA to ensure the provision of free sanitary products within education premises across Renfrewshire as part of the of the Period Products (Free Provision) (Scotland) Bill	Removal of the stigma of period poverty with young people having access to free sanitary products in schools.	Lead Facilities Manager (Soft Services)	31-Mar-2022

Performance Indicators – Tackling inequality, ensuring opportunities for all							
(PI Status:  Alert,  Warning,  OK, 							
Data Only)							
Performance Indicator	Frequency	Last update	Current Value	Current Target	Status	2021/22 Target	COVID-19- Impact
01 % uptake of free school meals in primary schools	Quarters	Q3 2020/21	47.2%	75%		75%	Lockdown periods and transmission of COVID-19 in the pupil population impacted on the uptake of school meals, particularly in the primary sector.
02 % uptake of free school meals in secondary schools	Quarters	Q3 2020/21	49.6%	49%		50%	

6.5 Strategic Outcome 4

Creating a sustainable Renfrewshire for all to enjoy

Environment & Infrastructure has a lead role in helping to mitigate climate change and create a sustainable Renfrewshire. The service does this through increasing its use of alternative fuel in fleet vehicles, expanding Renfrewshire's electric vehicle charging infrastructure, increasing recycling, reducing waste sent to landfill, developing appropriate flood management plans, and creating new wildflower meadow and biodiversity areas. The service will also work with partners to encourage people to enjoy Renfrewshire's green spaces by keeping local streets, town centres, parks and open spaces, clean and attractive.

COVID-19 Impact 2020/21

Waste services – the service continued to provide all frontline waste and commercial collection services during the pandemic. However, special uplifts were temporarily suspended from 26th March to 6th July and Household Recycling Centres temporarily closed between 23rd March and 1st June. The service has been met with several challenges while continuing to provide essential frontline services, these include:

- The requirement to maintain social distancing within vehicles for frontline collection services has increased resourcing levels and staff costs. Utilisation of staff from other service areas has also been required, mainly from StreetScene and Transport to support waste operations.
- Working practices have been reviewed to ensure staff can carry out their work safely and in line with Scottish Government guidance. Additional safety measures were implemented to ensure appropriate social distancing and hygiene standards were met.
- There has been a notable increase in the volume of waste as more people are working from home during the pandemic.

Household Waste Recycling – Analysis of weekly tonnage data has shown that certain waste streams; notably the residual, comingled food and garden and mixed plastics, cans and glass provided greater yields in 2020 compared to previous years. The temporary closure of HWRCs is likely to have an impact on the overall recycling rate. In addition, 2020 saw the first year of the Clyde Valley Waste Treatment Contract, and although we shall continue to see a reduction in the material sent to landfill, this will not necessarily provide an increase in recycling rates.

StreetScene – the service has seen increases in fly tipping since the beginning of the pandemic. Social distancing guidelines restricted the number of staff in cab which subsequently impacted on productivity levels. Staffing levels were affected as result of staff self-isolating, positive COVID-19 diagnoses and the need to provide support to other services etc. Despite these challenges StreetScene has continued to deliver key/essential services throughout the pandemic.

Inspection of Headstones and Burial Grounds – COVID-19 restrictions impacted on the inspection process during 2020/21. A new approach has been introduced following lockdown. This will allow more resource to be directed to this activity.


Social Transport - the service has assisted colleagues in Waste and StreetScene Services to ensure they are safely transported by physical distancing measures around Renfrewshire to deliver vital services.

Service Priorities 2021/22

The key priorities the service aims to achieve over the next financial year are:

- **Climate Change** – Playing an active role in support of the Council's pledge to make Renfrewshire carbon neutral by 2030. Environment & Infrastructure will work to reduce and offset carbon emissions in Renfrewshire by:
 - enhancing the electric vehicle programme through the development of the "green" fleet and electric charging infrastructure,
 - supporting actions to develop biodiversity, wildflower meadows and tree planting,
 - exploring the opportunity to deliver largescale renewable electricity from Photovoltaic Panels (PV), and
 - investing in Renfrewshire's Active Travel Network to identify and deliver interventions and new links.
- **Environment and Place** – Continuing to lead the delivery of Renfrewshire's Environment and Place agenda including:
 - An enhanced focus on mechanised sweeping and gully cleaning;
 - Continue to support the Team Up to Clean Up campaign; and
 - A targeted approach on Fly-Tipping with a focus on prevention
- **Waste Strategy** – Developing the Council's waste strategy to further minimise residual waste and improve the quantity and quality of recycling materials. This will be achieved by:
 - Continue to provide a segregated collection service that can support the Deposit Return and Extended Producer Responsibility schemes and future environmental standards;
 - Carrying out education and awareness campaigns to support a green recovery following the current pandemic; &
 - Ensuring that waste processing and household waste recycling centres maximise reuse and recycling.
- **Flood Management** – Undertaking actions in the Clyde and Loch Lomond Local Plan District Flood Risk Management Strategy to mitigate and reduce flooding in identified risk areas. During 2021/22, statutory flood studies and surface water plans will be undertaken as required by the Flood Risk Management (Scotland) Act 2009 will be undertaken. This will include an integrated catchment study covering the Erskine Waste Water Treatment Catchment area, and a Natural Flood Management Study of the White Cart.
- **Clyde Muirshiel Country Park** – Transfer of the Clyde Muirshiel Country Park back to the Council and managed through Environment and Infrastructure services.

Priority Actions - Creating a sustainable Renfrewshire for all to enjoy				
Code	What we will do?	The difference we will make?	Lead Officer(s)	Target Date
01	Support of the Council's pledge to make Renfrewshire carbon neutral by 2030	Carbon emissions will be reduced and offset in Renfrewshire	Senior Leadership Team	31-Mar-2022
02	Deliver a programme of enhanced operational environmental and community support activities for environment and place	Improved streetscene and roads activities, including mechanical and gully cleaning, targeted approach to fly tipping prevention and support for community litter picks	Operations Manager	31-Mar-2023
03	Commence digital scheduling and real time recording of StreetScene activities	Real time performance available to the service and development of public interface	StreetScene Manager	31-Mar-2023
04	Implement revised grass cutting model	Improve service delivery and customer satisfaction	StreetScene Manager	1-Apr-2021
05	Develop action plans to address flooding risk in Renfrewshire	Awareness raised of flood risk areas and measures identified that reduce risk	Head of Operations & Infrastructure	31-Mar-2021
06	Work to meet the challenging targets set out in our carbon management plan – through our council fleet, street lighting, public realm, waste and consumables (Council Plan Action)	Contribution to achieving the Council's carbon management reduction targets	Head of Operations & Infrastructure	31-Mar-2022
07	Deliver the objectives and requirements of the Scottish Household recycling charter, Circular Economy and Deposit Return and Extended Producer Responsibility schemes. (Council Plan Action)	The quality and quantity of recyclate will be improved and levels of residual waste reduced	Head of Operations & Infrastructure	31-Mar-2023
08	Complete the new commercial waste service model	Provide a commercial waste service tailored, to meet recycling and business needs (Paused during COVID-19)	Operations Manager	31-Mar-2022
09	Develop and implement a long term sustainable leachate and surface water management plan for Linwood Moss	The requirement for leachate treatment at Linwood Moss will be reduced in accordance with its waste management licence	Sustainability & Place (Assets) Manager	31-Mar-2022

Performance Indicators – Creating a sustainable Renfrewshire for all to enjoy							
(PI Status:  Alert,  Warning,  OK, 							
Data Only)							
Performance Indicator	Frequency	Last update	Current Value	Current Target	Status	2021/22 Target	COVID-19-Impact
01 Street Cleanliness Score - % of areas assessed as clean	Years	2019/20	94.5%	92%		94.5%	No COVID-19 impact Possible delay to the final assessment for 2020/21 due to COVID-19 – further guidance is awaited.
02 Amount of CO ₂ emitted by the public vehicle fleet	Quarters	Q3 2020/21	2,429	2,437		3,000	In the first few months of the pandemic the amount of CO ₂ emissions was lower than average due to lockdown. Since then levels have stabilised. It may be the case that Q4 levels will be slightly greater than expected, due to number of vehicles hired in to support COVID-19 restrictions.
03 % of the vehicle fleet which uses alternative fuels, such as electricity	Quarters	Q3 2020/21	22%	22%		25%	No COVID-19 impact
04 Reduce the amount of CO ₂ emitted from public space lighting	Years	2019/20	1,493	1,700		1,500	No COVID-19 impact
05 % of bins uplifted first time	Quarters	Q3 2020/21	99.9%	99.9%		99.9%	The service was met with several challenges to ensure it continued to provide essential frontline services. However, performance was unaffected by these issues.
06 Complete Inspection process for all headstones and burial grounds	Quarters	Q3 2020/21	6%	40%		20%	Inspection process has been severely impacted by COVID. A new approach has commenced and will allow more resource to be directed to this activity.
07 % of Household Waste Recycled	Years	2020	48.9% (not yet verified)	54%		50%	Recycling levels are likely to have been impacted by COVID-19. There have been greater yields in some waste streams and the overall rate will also be affected by the temporary closure of the HWRCs.
08 % of Household waste collected which is landfilled	Years	2020	9.5% (not yet verified)	16%		9%	

6.6 Strategic Outcome 5

Working together to improve outcomes

Environment & Infrastructure will continue to contribute to the Council's Right for Renfrewshire transformation programme. The service's Workforce Plan will ensure employees are provided with the skills, training and opportunities for learning and development that they require to enable them to contribute positively as the service modernises and develops.

COVID-19 Impact 2020/21

Right for Renfrewshire - Renfrewshire Council's transformation programme, Right for Renfrewshire, is currently paused to allow scope to respond to the pandemic. This has impacted on the Facilities Management service redesign.

Enquiries and complaints handling - the Council introduced its new complaints handling system at the start of the first COVID-19 lockdown in April 2020. During this period staff were adapting to working on the new system whilst managing the response to the COVID -19 pandemic.


















Absence - the service experienced high levels of Covid-19 related absence cases during 2020/21. This area remains a high priority for Environment & Infrastructure to support its employees back to work, in line with the Council's supporting attendance policy.

Service Priorities 2021/22

The key priorities the service aims to achieve over the next financial year are:

- **Service Investments** – The Council's Budget for 2021/22 was approved on 4 March and included a number of key service investment priorities for 2021/22, with some spread over the period to 2022/23. Environment & Infrastructure will lead on the delivery of a number of these key investment priorities as set out below.
 - delivery of the Council's capital programme
 - Carriageway Resurfacing (94 Schemes)
 - Footway Resurfacing (90 schemes)
 - Surface Treatment and Pre-Surface Dressing Patching
 - Capital Patching Schemes
 - Drainage & Environmental Network Improvements
 - Active Travel Infrastructure
 - an increased roads capital investment programme for 2021/22 of £9m.
 - open space investment of £1.5 m.
 - investment in Environment & Place and Team Up to Clean Up through a budget commitment of £2.5 million until 2022/23.
 - SPT Funding for 2021/2022.
- **Supporting the Council's Right for Renfrewshire Transformational Programme** – On February 2020 the next phase of the Council's change and transformation programme, 'Right for Renfrewshire' was approved. Facilities Management is one of the six services in the 'change' phase of the service design with the following service areas being redesigned: Catering; Office and Service Workspaces; Community Facilities Booking and Access and Integration of Hard Services Management. Environment and Infrastructure will support the implementation of tranche 2 of RforR following confirmation of service redesigns which are likely to include some Operations & Infrastructure service areas with scope to be determined during 2021/22.
- **Renfrewshire Health & Social Care Partnership Strategic Plan** – Environment & Infrastructure will be fully engaged and supportive of the HSCP achieving its strategic plan priorities.
- **People Strategy** – Implement the Council's "Our People, Our Future", a new People Strategy. This five year plan will focus on supporting staff through service transformation, changing culture norms, embedding our values within decision making and improving staff and service user experiences of the Council.
- **Absence Management** - Provide our employees with the appropriate support to manage their attendance to ensure sickness absence levels are minimised. We are working with our colleagues in HR&OD to develop and implement further measures to proactively manage absences and support staff health and wellbeing as part of the new People Strategy "Our People, Our Future".
- **Schools Public Private Partnership (PPP)** – Continuing to manage the PPP contract for Renfrewshire Council. Ensuring Renfrewshire Schools Partnership (RSP) deliver services outlined within the contract, providing good quality facilities for young people.
- **Data Analytics and Digitalisation of Service Delivery** – The service will continue to develop innovative ways of working using existing data and new technology. This will support improvement to the efficiency and performance of all service, such as cashless catering, tablet technology, and the roll out of the digitalisation to front-line services. The service will continue the roll out of Business World to all our frontline employees.
- **Communication & Staff engagement** – Embedding a new approach to how we communicate and engage with staff at all levels across the service, with a focus on listening, involving, and supporting front line employees in the context of COVID-19 restrictions and guidelines.

Priority Actions - Working together to improve outcomes				
Code	What we will do?	The difference we will make?	Lead Officer(s)	Target Date
01	Provide our employees with the appropriate support to manage their attendance, health and wellbeing	Sickness absence levels and costs will be minimised	Senior Leadership Team	31-Mar-2021
02	Implement the Council's People's Strategy	Employees will be equipped with the skills, training and development required to deliver services effectively	Senior Leadership Team	31-Mar-2022
04	Active participation in Council's Right for Renfrewshire Transformational Programme	The service will play its role in delivering cross cutting change	Senior Leadership Team	31-Mar-2022
05	Better use of data and technology to improve services performance and delivery	Service delivery is improved, and resources allocated more efficiently and effectively	Strategic Change Manager, Services	31-Mar-2022
06	Deliver agreed operational efficiencies through fleet utilisation and rationalisation	The cost to operate, maintain and manage the Council's fleet will be reduced and its effectiveness maximised	Operations Manager	31-Mar-2022
07	Deliver improvements in the Council's Cemeteries estate	The condition of cemetery infrastructure will be improved	Strategic Change Manager, Services	31-Mar-2023
08	Provide an integrated FM service across the Council for public building and housing repairs and compliance	An integrated approach to service provision will be delivered, improving customer service and efficiency	Head of Facilities Management	31-Mar-2022
09	Support the Council to implement the Business World system	Ensure the full benefits of the Business World system are realised	Head of Facilities Management	31-Mar-2022
10	Embed new approaches to staff communication and engagement across all areas of the service	Staff will have greater opportunities to input to the future operation of the service within COVID guidelines	Senior Leadership Team	31-Mar-2022
11	Ensure robust and up to date business continuity arrangements are in place	Services will be able to identify critical functions and the resources required to recover from disruptive events.	Senior Leadership Team	31-Mar-2022
12	Review and maintain continuous improvement frameworks	Quality assurance will be undertaken; actions from the Best Value Audit report delivered, health & safety, staff and customer service accreditations maintained	Senior Leadership Team	31-Mar-2022
13	Review Health & Safety and Risk Assessments in line with COVID-19 requirements	Health and Safety and Risk Assessment are managed more effectively	Senior Leadership Team	31-Mar-2022
14	Ensure robust financial monitoring is in place to support the COVID-19 recovery	Services will be able to monitor and plan their resources more efficiently	Senior Leadership Team	31-Mar-2022

Performance Indicators – Working together to improve outcomes							
(PI Status:  Alert,  Warning,  OK, 							
Data Only)							
Performance Indicator	Frequency	Last update	Current Value	Current Target	Status	2021/22 Target	COVID-19 Impact
01 Average number of working days lost through sickness absence per employee (FTE) (cumulative)	Quarters	Q3 2020/21	13.3	10.2		12.7	The service had a high number of staff with COVID-19 related absence. This is reflected in the performance.
02 % of members enquiries completed within timescale by E&I	Quarters	Q3 2020/21	86%	85%		85%	No COVID-19 impact
03 % of FOI requests completed within timescale by E&I	Quarters	Q3 2020/21	97%	100%		100%	In the first few months of the pandemic staff were familiarising themselves with home working and some information proved more complex to provide in the initial stages.
04 % of front line resolutions dealt with within timescale by E&I	Quarters	Q3 2020/21	63%	85%		85%	A new complaints recording system was introduced across the Council in April 2020. Due to the pandemic and initial system development requirements it was not possible to carry out face to face formal training or utilise the system effectively. Staff were also undertaking other duties relating to the pandemic.
05 % of complaint investigations completed within timescale by E&I	Quarters	Q3 2020/21	75%	95%		95%	
06 Cost of Maintenance per Kilometre of roads	Years	2019/20	£17,932	n/a		n/a	These are annual LGBF Indicators and relate to financial year 2019/20 and therefore was before the COVID-19 pandemic. The 2021/22 data will not be published until February 2022.
07% of adults satisfied with parks and open spaces	Years	2019/20	83.77%	n/a		n/a	
08 Cost of parks and open spaces per 1,000 of the population	Years	2019/20	£25,221	n/a		n/a	
09 % of adults satisfied with refuse collection	Years	2019/20	70.63%	n/a		n/a	
10 Net cost of waste collection per premise	Years	2019/20	£67.82	n/a		n/a	
11 Net cost of waste disposal per premise	Years	2019/20	£106.52	n/a		n/a	
12% of adults satisfied with street cleaning	Years	2019/20	52.77%	n/a		n/a	
13 Net cost of street cleaning per 1,000 of the population	Years	2019/20	£5,974	n/a		n/a	



To: Infrastructure, Land and Environment Policy Board

On: 24 March 2021

Report by: Director of Communities and Housing Services

Heading: Communities and Housing Services- Service Delivery Plan 2021/22

1. Summary

- 1.1 This Service Delivery Plan for Communities and Housing Services covers the year 2021/22. Typically, services report on their performance and intended improvement actions through Service Improvement Plans. However, the pandemic has had a significant impact on how services are delivered, and on the needs of the community. Consequently, services have produced Service Delivery Plans for 2021/22 which will outline the actions they will take to assist in recovery over the next 12 months. However, the Council remains aspirational and this Plan also reflects a commitment from Communities and Housing Services to continuous improvement and to deliver a wide range of ambitious improvement programmes and projects.
 - 1.2 The Service Delivery Plan sits beneath the Council Plan, Community Plan, and alongside the Risk Management Plan and the People Strategy to form a suite of documents which provide the strategic direction for the service. This Plan is also intended to complement the Council-wide Economic Recovery Plan and Social Renewal Plan.
 - 1.3 The Plan sets out the priorities being addressed; the key tasks to be implemented; the implementation timetable and our measures of success.
 - 1.4 A six-monthly update on progress of the Service Delivery Plan will be presented to the appropriate policy boards in autumn 2021, and an outturn report will be presented in early summer 2022.
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2. Recommendations

- 2.1 It is recommended that the Infrastructure, Land and Environment Policy Board:
 - (i) approves the elements of the attached Service Delivery Plan which fall within the remit of this Board;

- (ii) agrees that mid-year progress of the Service Delivery Plan be reported to the Policy Board in autumn 2021, and an outturn report in early summer 2022; and
- (iii) note that this Service Delivery Plan has been submitted to the Communities, Housing and Planning Policy Board meeting held on 16 March 2021 for approval of the elements covered by that Board's remit.

3. **Background**

- 3.1 Communities and Housing Services aim to create, develop, support, protect and empower Renfrewshire' communities. Including managing and investing in our housing stock of approximately 12,200 properties and providing services to our council tenants, and housing advice and support, we ensure people have safe and healthy places to live. This work links closely with our public protection role safeguarding public health and protecting the environment, consumers, workers and local communities.
- 3.2 The Service Delivery Plan is one way in which elected members are able to scrutinise the work of Communities and Housing Services, and to consider and decide upon policy options as necessary. Refreshing service plans annually allows each service to consider the context in which they operate and revise plans where appropriate.
- 3.3 Importantly, the Service Delivery Plan also links the Council Plan and Community Plan priorities to strategic and operational activity within the service, which supports employees to understand how their role contributes to the Council delivering on its objectives. The priority actions set out in Section 7 of the attached Service Delivery Plan detail the specific actions the service will progress in order to support the Council's immediate priorities and future direction.

4. **Key Activities and Achievements 2020/21**

- 4.1 As well as having a focus this year on responding to COVID-19 and supporting our communities and businesses during this period, Communities and Housing Services has continued to provide almost all of our regular services which are essential to the communities we serve and have ensured the delivery of a wide range of key activities and achievements across the service. Within Communities and Public Protection these include .
 - COVID-19 and Brexit are presenting significant additional challenges in relation to Community Protection. Regulatory functions have experienced significant pressures as part of the Council's pandemic response and as part of the Council's statutory duty to keep people safe – including significant new Legislative and Statutory Obligations relating to public health, Test & Protect, supporting businesses, enforcement responsibilities etc.

- The service has been instrumental in the establishment and management of the Schools Contact support team and the establishment of a Local Assistance Team to support vulnerable individuals and those required to self-isolate.
- Environmental Health and Trading Standards Officers worked to ensure that business premises have as much help and guidance as possible to support them to comply with legislation and guidance. This has been both proactive (e-mail, phone, and visit) and reactive (phone call or visit). In line with the Council's Integrated Enforcement Policy, businesses have been supported by officers adopting an "engage, explain, encourage and then enforce" model which affords people the best opportunity to comply before any enforcement action is taken.
- Environmental Health Officers assisted Greater Glasgow and Clyde Health Board with regard to the Test and Protect Programme. This included all Officers being trained and several seconded onto the Test and Protect Team within the Health Board for several months. Due to increasing numbers of positive COVID-19 cases – this has led to a number of officers working on this full time for many months. Officers also assisted Children's Services by Chairing all Confirmed Case Assessments (CCAs) for cases within the schools to minimise transmission and ask pupils and staff to self-isolate.
- Team Up to Clean Up continued throughout 2020 and in fact grew with more and more volunteers coming on board. Additional staff have been recruited to work with the Lead Officer – Environmental Coordination on Greenspace, Park and Play Areas work, however, they are also assisting with Team Up to Clean Up. It should be noted that advice was always given on current restrictions and ensuring compliance with gatherings, safety etc.

5. Priorities for 2021/22

- 5.1 A full list of priorities for each service area are set out within section 7 of the Service Delivery Plan under the appropriate Council Plan outcome. Below are some of the main priorities for the next year.
- 5.2 The service will continue to support the council's recovery and renewal plans and workstreams. Council services continue to operate flexibly in order to respond to whatever challenges the pandemic brings for local communities but there is also a continuing focus on the recovery position and the opportunities to 'build back better'.
- 5.3 The service will also continue to support the Right for Renfrewshire transformation programme and the tranche 1 service redesigns and the revised implementation timelines in the context of the disruption caused by the COVID-19 pandemic to the programme delivery.

- 5.4 During 2021/22 Communities and Housing Services will also play a key role in supporting the Renfrewshire Economic Recovery Plan and the Renfrewshire Social Renewal Plan which will set a clear strategic direction for the organisation in these unprecedented and rapidly changing times.
- 5.5 We will continue to support the Leadership Board sub-committee on Climate Change to develop a range of actions through its adaptation plan to reduce the Council's own carbon emissions and support partners, businesses and citizens in Renfrewshire to reduce theirs. Communities and Housing Services activities will make a critical contribution towards Renfrewshire achieving the target of net zero carbon emissions by 2030.
- 5.6 Within Communities and Public Protection priorities include
- EU Withdrawal (BREXIT) will be a key focus, particularly with Glasgow Airport within Renfrewshire's boundary. Discussions remain on-going with Glasgow Airport and Renfrewshire Council are represented on the SFELC Brexit Working Group. There will be an increase in Export Health Certification (EHCs) and potentially with products and consignments (imports and exports).
 - Given the unprecedented nature of the COVID-19 pandemic, the Minister for Public Health and Sport agreed to allow local authorities to deviate from certain elements of the Food Law Code of Practice (Scotland) 2019. This provided greater flexibility for local authorities to allocate resources to areas of most critical priority. Whilst helpful during the pandemic, it now leaves the Business Regulation Team with a number of premises that need to be inspected moving forward. A national recovery group has been convened to ensure consistency across Scotland and Renfrewshire Council sit on this Group. The Council will need to produce an up to date Service Plan to advise how it will catch up with inspections.
 - Nationally there is a shortage of Environmental Health Officers and Trading Standards Officers. Communities and Public Protection are tackling this by growing our own talent, including the recruitment of Fair Trading Officers who will hopefully move on to be Trading Standards Officers. Work has also been undertaken with the University West of Scotland and the Society of Chiefs Officers for Environmental Health in Scotland (SOCOEHS) to change the degree course for students. As such, students will now spend their 3rd year within a local authority training and Renfrewshire is one of the first to take on a student from the new cohort in September 2021. This will again assist in replacing an ageing workforce moving forward.

6. Actions and Performance Indicators

- 6.1 The Council Plan, 'Thriving People, Connected Communities', describes the Council's priorities for Renfrewshire and along with the Community Plan sets out an ambitious programme of work. To deliver these priorities, Communities and Housing Services has focussed its work and activities to ensure close alignment with the key strategic outcomes of the Council Plan.

- 6.2 Section 7 of the Service Delivery Plan detail how Communities and Housing Services will contribute to the delivery of these outcomes. This section of the plan provides an overview of how the service will contribute to each of the 5 strategic outcomes of the Council Plan. It does this by:
- Highlighting the key priorities the service aims to achieve over the duration of the Plan
 - Identifying the key actions to be undertaken to meet the priorities
 - Setting out the performance indicators to be used to monitor progress
- 6.3 Due to the nature of the services provided by Communities and Housing Services, there are substantially more actions within some of the five Council Plan themes than others.
- 6.4 With to the changing national and local position it is challenging to assess what suitable long-term targets are appropriate for performance indicators and accurately establish milestones for longer-term service actions, therefore the focus for Service Delivery Plans' action plans and performance scorecards is on key activities over the next 12 months.
- 6.5 Longer term key priority areas are still included in the action plans, but the immediate focus remains on Renfrewshire's response to and recovery from the pandemic, with a clear alignment to delivery of the Council's high-level recovery plans, the Economic Recovery Plan and Social Renewal Plan.
-

Implications of the Report

- 1. Financial** - none
- 2. HR & Organisational Development** – none
- 3. Community/Council Planning** – COVID-19 will impact on the operations of Council partners and on services to the community. This paper highlights the work being undertaken to mitigate this impact as far as possible and maintain essential services for the safety and wellbeing of the community.
- 4. Legal** – none
- 5. Property/Assets** – none
- 6. Information Technology** – ICT are working to ensure staff have the capability to work from home wherever possible to reduce social contact in line with government and health guidance.
- 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 – The ongoing pandemic has and will continue to have a significant impact on existing contractual obligations and on the procurement of future goods, works and services required by the Council.

10. Risk – none

11. Privacy Impact - none

12. COSLA Policy Position – none

13. Climate Change - As noted in section 5, the new Leadership Board sub-group on Climate Change will continue to meet and develop an adaptation plan for the Council.

List of Background Papers:

None

*Author: Douglas Morrison,
Service Planning and Policy Development Manager*

Communities and Housing Services

Service Delivery Plan 2021-2022

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1. INTRODUCTION

- 1.1 Services have, on an annual basis, produced a Service Improvement Plan (SIP) which sets out the strategic direction and outlines key programmes, actions and improvements which we intend to deliver over the following three years based on the resources likely to be available. These feed into the Council and Community Plans, detailing how Services, partners and stakeholders will work together, focusing on activities which will support the delivery of these plans for Renfrewshire.
- 1.2 During the initial phases of the COVID-19 pandemic, planned meetings of Council and all policy boards were paused, with the Emergencies Board established in order to support decision making and cross-party scrutiny during this critical period. Due to the cancellation of many policy boards, Service Improvement Plans for each service were not approved by all policy boards at that time. Interim reporting on service performance was re-established after summer 2020 with Service Update reports being presented at each board cycle between August 2020 and January 2021.
- 1.3 The pandemic has had a significant impact on the operation of the Council and on how services are delivered. Whilst there have been periods where national policy required some services to be paused, most council services have continued throughout the year and have had to adapt to new ways of working. At the same time, the council has taken on additional tasks directly related to supporting residents through the pandemic, whether as a single agency or more often, as a key partner with other public and third sector organisations. The operating environment has changed frequently and often at short notice and the council has had to be flexible and adaptable to manage this change and adjust services accordingly. This 'response' phase is likely to continue for some time and will have a major impact on service delivery over the lifetime of this plan.
- 1.4 Running parallel with the council's response to the immediate concerns brought about by the pandemic and the associated restrictions, has been work to consider how Renfrewshire recovers and rebuilds when restrictions ease and services begin to return to 'business as usual'. On 17 December 2020, Council approved the Economic Recovery Plan 2020-22 which focuses on job retention and creation, employability, supporting upskilling and innovation, tackling inequalities and delivering a 'green' recovery. Aligned to this will be the Social Renewal Plan, which is the Council's response to findings that the pandemic had disproportionately impacted particular groups in society, exacerbating existing inequalities. This plan will have wide-ranging priorities including addressing economic impacts but also including issues such as digital exclusion and social isolation.
- 1.5 As a result of the pandemic, actions, performance indicators and targets across some areas of service are no longer relevant or have been heavily disrupted, and there has been a significant shift in the priorities of services. To reflect this, performance reporting arrangements for 2021/22 will take the form of this Service Delivery Plan (SDP).
- 1.6 The focus of the SDP will be on service delivery over the next 12 months, reflecting the greater focus on recovery and renewal, rather than traditional service improvement activity. Some longer-term priorities will be included however timescales and targets may have had to change due to the significant impact of the pandemic on service delivery. Nonetheless we will remain focused on progressing with the improvement agenda and the pandemic may allow some opportunity to accelerate some activity, such as in health and well-being and digital. However, the ongoing uncertainty means that there remains scope for plans to be disrupted going forward.

- 1.7 A six monthly update on progress of the Service Delivery Plan will be presented to the appropriate Policy Boards in autumn 2021 and an outturn report will be presented to the same boards in early summer 2022.

2. IMPACT OF COVID-19

- 2.1 The impact of the pandemic on Renfrewshire's communities, residents and businesses has been unprecedented and no Council service was untouched by the lockdown and associated restrictions at that time. The Council worked with partners to continue to deliver vital services throughout the period, as well as create new services (such as the Local Assistance Team) to respond to immediate, critical needs. The workforce demonstrated its resilience and flexibility by adapting to new ways of working, whether that was finding new ways to support our most vulnerable, taking on entirely new duties whether as part of an existing role or as a redeployment, or adapting to full-time home based working. Staff continue to respond to an ever-changing set of circumstances and demands.
- 2.2 During Summer 2020, the Council worked to restart impacted services in line with Scottish Government guidance. In parallel to this work, the Council also commenced work with partners to develop local recovery plans for Renfrewshire, which set out the key actions that will be taken jointly to support communities and businesses to recover from the impact of the pandemic going forward.
- 2.3 Unfortunately, Renfrewshire has been subject to several different levels of severe restriction since October 2020 and remains in Level 4 at the time of writing. The situation continues to evolve, and the Council remains very much in response mode supporting local people, businesses and communities impacted by COVID-19 and associated current restrictions. There is a continued focus on supporting both mass testing and mass vaccinations, and practical support for those self-isolating is still being offered.
- 2.4 As with other areas of the Council, since March 2020, the coronavirus pandemic has significantly changed the way in which Communities and Housing Services has provided services. Priorities for Communities and Housing Services have also changed to deal with the many issues caused by the pandemic and also to prepare recovery actions post COVID-19. The response phase to the pandemic is continuing and is expected to continue for an extended period of time and will continue to have a significant impact on the services and resources of the Council.
- 2.5 As well as dealing with the impact of the pandemic, the service will continue to drive forward improvements, such as the recently approved £100M housing led regeneration programme, the Rapid Rehousing Transition Plan, wider housing improvements including the council newbuild programme, the Energy Efficiency Standard for Social Housing (EESH) improvement programme and supporting the delivery of the Local Housing Strategy. We are currently developing the new community learning and development Plan which will direct the activities of the Communities, Learning and Development Service for the next three years in partnership with community groups and organisations and have started to produce our new anti-social behaviour strategy.
- 2.6 Given the constricted timelines and staff concentrating on responding to COVID-19 it was not possible to involve staff as widely in the process of contributing to the Service Delivery Plan as happens during the normal course of producing the SIP's. However, staff will be involved in the development of the next plan and they will also be involved in helping to shape recovery and renewal plans over the coming months.

- 2.7 The Right for Renfrewshire (R4R) programme has been heavily disrupted by the capacity of the Council being diverted to support the COVID-19 response and this is expected to remain a significant constraint on the programme well into 2021. The R4R programme was formally paused in response to the Council and its resources being fully focused on managing the COVID-19 response. However, work has now resumed on taking forward service redesigns including the Community Protection review, which is now being progressed, and the Community Development service review. The current financial planning assumption is that the R4R programme will not provide any further delivery of savings in 2021/22 over and above those linked to the reprofiled savings from the tranche 1 service redesigns.
- 2.8 Further, it is anticipated that the delivery of the R4R programme is now likely to extend into a 4 year programme (to 2023/24) as opposed to the 3 year programme (to 2022/23) previously planned. Consequently, it is anticipated that the Council's financial strategy over the next two years will require to draw heavily on and potentially exhaust the financial flexibilities secured both through national agreement with the Scottish Government, but more significantly through changes to capital financial planning arrangements approved locally by the Council.

3. WHAT WE DO

- 3.1 Communities and Housing Services aim to create, develop, support, protect and empower Renfrewshire' communities. Including managing and investing in our housing stock of approximately 12,200 properties and providing services to our council tenants, and housing advice and support, we ensure people have safe and healthy places to live. This work links closely with our public protection role safeguarding public health and protecting the environment, consumers, workers and local communities.
- 3.2 The Civil Contingencies Service (CCS) sits within Communities and Housing Services and is a joint service covering Renfrewshire, East Renfrewshire, Inverclyde and West Dunbartonshire Councils. The CCS principally ensures that each Council effectively plans for and responds to different emergencies. It also ensures that the local authorities comply with their statutory duties and responsibilities as set out in the Civil Contingencies Act 2004 and associated regulations.
- 3.3 Within these communities, we encourage people to fulfil their potential and ensure they have equal access to a range of learning and development opportunities. Community Learning and Development teams work to build this capacity in individuals, families, groups and communities and will also play a key role in the Council's new approach to community empowerment.
- 3.4 These services are delivered by approximately 450 employees employed on a full-time or part-time basis, and in the 2020/21 budget the service had a gross expenditure budget of £19.5 million for general fund activities and £52.4 million budget for the Housing Revenue Account, which is ring fenced for the provision of social housing.

4. KEY ACTIVITIES AND ACHIEVEMENTS 2020-21

- 4.1 As well as having a focus this year on responding to COVID-19 and supporting our communities and businesses during this period, Communities and Housing Services has continued to provide almost all of our regular services which are essential to the communities we serve and have ensured the delivery of a wide range of key activities and achievements across the service. These include

Housing Services

- Since lockdown measures were introduced in March 2020, most housing services have continued to be delivered. Staff quickly and positively adapted to working remotely and continued to deliver essential services to tenants, homeless people, those threatened with homelessness, and other services users.
- Our approach to rent collection ensures that officers have continued to proactively contact tenants where there has been missed rent payments or changes to rent payment patterns to offer advice on accessing benefits and other support services as appropriate.
- The Council's 10 sheltered housing complexes continued to have officers on duty 7 days a week throughout 2020/21 to make daily calls to all tenants, carry out daily building safety checks, and respond to requests for advice and assistance. A broad range of health and wellbeing activities to keep tenants occupied within their homes has also been delivered, and staff have completed Infection Control training.
- Throughout the pandemic, the needs of those who were homeless or in housing need have continued to be met :
 - There have been a total of 631 new statutorily homeless households from the initial lockdown to end of January 2021.
 - Temporary accommodation continued to be provided for anyone who needed it throughout the COVID-19 crisis. While most temporary accommodation provided to date has been self-contained furnished flats, it was necessary on occasion to make some use of B&B accommodation, in line with many other Scottish local authorities. However we have not used B&B since 4 December 2020.
 - Advice and assistance had to be provided in the first instance by telephone at the commencement of lockdown. Access to homeless services staff has been provided on a 24/7 basis to people who are homeless or who are at risk of homelessness, with over 3000 new enquiries handled from March 2020 to February 2021.
 - Staff from Homeless Services and the Housing Support team have worked throughout 2020/21 to match over 200 homeless applicants to vacant properties, and then co-ordinate their 'move-on' to settled accommodation, including assistance with Community Care Grant applications, provision of furniture items, assistance with benefit applications etc.
- the number of individuals being supported via the Housing First approach, which provides wraparound support for those in housing need to move to (and sustain) settled accommodation, has increased from 20 to up to 43 at any one time,

- A joint project was launched in partnership with SAY Women which includes a focus on providing time limited tenancy sustainment advice and assistance for young women aged 16-25 years who are identified as survivors of child sexual abuse and/or survivors of other forms of sexual violence.
- A 'shared living' project has been established in partnership with Simon Community Scotland which supports homeless applicants to be housed together in settled accommodation in Renfrewshire, and includes the use of an App developed via the LENS programme.
- The concierge and caretaking service within high rise blocks have continued to operate throughout lockdown, and all 14 high rise blocks have had daily fire safety checks and enhanced cleaning carried out. Wellbeing calls also made to tenants in the amenity high rise flats by concierge staff.
- The Council's repair service has continually evolved to deal with changes to COVID-19 restrictions and guidance and under the current restrictions, the repairs service has been reviewed in consultation with Corporate Health and Safety to ensure that risk assessments and method statements were in place to ensure that the appropriate repairs continued to be provided to tenants.
- Despite the pandemic, annual gas servicing has continued throughout the year and since March 2020, 8,503 properties have had a gas service carried out. Of these 7,165 were carried out before the 12 month anniversary date and 1,338 were carried out after the anniversary date. There are still approximately 57 services beyond their 12 month anniversary date that have not been completed. Work is ongoing to ensure these can be completed in a safe manner as soon as possible.
- Energy Efficiency Standard for Social Housing (EESH) – the first milestone target for EESH was the end of December 2020, although landlords are not expected to report on this until the annual Charter return at the end of this financial year. The council's position is 78% of our housing stock currently meet this milestone and it is anticipated this will rise to 80% by the end of March 2021.
- Work commenced on a comprehensive review of regulatory landlord compliance issues which includes gas, electric, lift and fire safety, asbestos management and water management.
- The first tenants moved in at Johnstone Castle and working within Covid-19 restrictions and guidance, construction activity continues here at the newbuild with final completion is anticipated in April 2021). At the Bishopton site in 80 new Council homes across two sites are now complete and tenanted.
- Preparatory work has commenced at sites in Ferguslie Park where 101 new homes will be built by spring 2023 and South West Johnstone where 39 new homes in Auchengreoch Road are anticipated to be complete by summer 2022.
- The Council has a strong track record of supporting Registered Tenant Organisations (RTO) across Renfrewshire including providing laptops in order for them to work online and this has proved invaluable during the pandemic. This has ensured much of the business of the groups has continued including the Council Wide Forum, which brings together RTO's across Renfrewshire to discuss issues and areas of interest in housing. The most recent meeting was held virtually using TEAMS in December 2020.

- As a newly established initiative, Tablets and data sims have been provided to members of the Tenants Scrutiny Panel and Sheltered Quality Circle to ensure they can continue to engage with officers from the Housing Service and carry out their work. As well as the funding of equipment, tenants have also been given training from the Digital Participation Officer on how to use the devices and navigate online.

Communities and Public Protection

- COVID-19 and Brexit are presenting significant additional challenges in relation to Community Protection. Regulatory functions have experienced significant pressures as part of the Council's pandemic response and as part of the Council's statutory duty to keep people safe – including significant new Legislative and Statutory Obligations relating to public health, Test & Protect, supporting businesses, enforcement responsibilities etc.
- The service has also been instrumental in the establishment and management of the Schools Contact support team and the establishment of a Local Assistance Team to support vulnerable individuals and those required to self-isolate.
- Throughout the summer, Community Learning and Development provided critical childcare hubs for children of essential workers, with the support of staff from across the Council including Street Stuff coaches. Over 2,000 children and young people came along each week to the hubs over the six week summer period.
- Since March 2020, the Civil Contingencies Service (CCS) has provided continual support to the four Councils, as well as the Greater Glasgow and Clyde region during the COVID-19 pandemic. This has included continuing to support the Council management structures dealing with the incident, playing an active role in updating on any local, regional and national issues to share pertinent information and help support decision making around the various issues arising from the coronavirus pandemic and also assisted them to provide support and assistance to communities throughout this period. Additionally, the CCS continues to maintain a 24/7 incident response function for significant incidents requiring a coordinated Council / multi-agency partnership response.
- As a team supporting four Councils, this includes working on a partnership basis across two Local Resilience Partnerships. CCS chairs a number of these groups and have ensured that they continue to meet with regularity and consider 'concurrent risks' as highlighted through national horizon-scanning including Black Start, EU Exit and severe weather. CCS have facilitated the setup of an LRP workgroup to progress activity to build resilience in 'Significant Local Infrastructure'. CCS also represent the Councils as a standing member of the National Infrastructure Working Group.
- Environmental Health and Trading Standards Officers worked to ensure that business premises have as much help and guidance as possible to support them to comply with legislation and guidance. This has been both proactive (e-mail, phone, and visit) and reactive (phone call or visit). In line with the Council's Integrated Enforcement Policy, businesses have been supported by officers adopting an "engage, explain, encourage and then enforce" model which affords people the best opportunity to comply before any enforcement action is taken.
- Close working relationships were maintained with Police Scotland, including joint visits as some enforcement of the above regulations also fell to them.
- Officers assisted Economic Development with the issuing of grant funding to businesses, mainly by ensuring that the businesses had been COVID-19 compliant throughout 2020.

- Environmental Health Officers assisted Greater Glasgow and Clyde Health Board with regard to the Test and Protect Programme. This included all Officers being trained and several seconded onto the Test and Protect Team within the Health Board for several months. Due to increasing numbers of positive COVID-19 cases – this has led to a number of officers working on this full time for many months. Officers also assisted Children’s Services by Chairing all Confirmed Case Assessments (CCAs) for cases within the schools with the objective to minimise transmission and ask pupils and staff to self-isolate.
- MARAC continued to meet as normal during lockdown and stay home restrictions using Microsoft Teams. This was crucial to allow a discussion and consider how help can be afforded to high risk domestic abuse cases.
- The Community Safety Hub continued to function and remain fully operational, even during lockdown. The CCTV Operations Room and public space cameras were fully operational, supported by targeted Wardens patrols in mobile CCTV vehicles. These patrols continued to be deployed to respond to incidents and hotspots identified through daily tasking and complaints.
- The Wardens continued to work through all new restrictions to ensure safety of residents across Renfrewshire. In particular, a focus has been working with McGills buses in Town Centres, particularly Paisley, for people parking illegally/irresponsibly in bus stops and restricted areas. This has included a joint statement and communication campaign (“It is only 2 minutes”), targeted enforcement and penalty charge notices, upgrades of lines and signs and joint working with Police Scotland.
- In the Community Safety Partnership, Daily Tasking has continued on a daily basis with Police and the Council triaging relevant incidents and ensuring they were passed to relevant agencies for action in line with the normal process. Daily Tasking has now moved to the Microsoft Teams platform improving the efficiency and effectiveness of the meetings and this has proven to be very successful.
- The service was instrumental in the establishment and management of the Schools Contact support team for self-isolation and the establishment of a Local Assistance Team to support vulnerable individuals and those required to self-isolate.
- Team Up to Clean Up continued throughout 2020 and in fact grew with more and more volunteers coming on board. Additional staff have been recruited to work with the Lead Officer – Environmental Coordination on Greenspace, Park and Play Areas work, however, they are also assisting with Team Up to Clean Up. It should be noted that advice was always given on current restrictions and ensuring compliance with gatherings, safety etc.
- During the lockdown Street Stuff coaches continued to be flexible in working with partners and young people. They supported Renfrewshire Council in the delivery of sports and various activities including educational support within schools for the children of key workers throughout the duration of the pandemic.
- All adult and family learning programmes have been impacted by the pandemic, but the service has still been able to deliver and support communities through a reduced learning programme using a variety of different methods without meeting face to face. This includes Pizza Family Learning; Literacies; ESOL; PSD and support to work club learners.

- The Youth Services team within CLAD worked with partners and have been delivering activity packs to young people across Renfrewshire. Youth Services Staff also set up online chat rooms, quiz nights, movie nights and a range of other activities to ensure that young people did not feel isolated during this challenging time. Staff also worked with Renfrewshire Youth Voice to set up the 'Unheard Voices Campaign' – to find out how lockdown and the COVID-19 virus has affected young people and those who support young people.
- Youth Services, the Chief Executive Service and Renfrewshire Youth Voice supported another round of 'Celebrating Renfrewshire', the youth-led participatory budgeting exercise, which was successfully completed in December 2020. Over 1,700 young people voted on the 80 project ideas which were submitted, and £124,437 was awarded to youth projects across Renfrewshire, with 68 projects receiving funding across the seven Local Partnership areas. Renfrewshire was one of the few local authorities in Scotland to carry out Participatory Budgeting exercises in 2020/21.

5. PRIORITIES FOR 2021/22

- 5.1 A full list of priorities for each service area are set out within section 7 under the appropriate Council Plan outcome. Below are some of the main priorities for the next year.
- 5.2 The service will continue to support the council's recovery and renewal plans and workstreams. Council services continue to operate flexibly in order to respond to whatever challenges the pandemic brings for local communities but there is also a continuing focus on the recovery position and the opportunities to 'build back better'.
- 5.3 The service will also continue to support the Right for Renfrewshire transformation programme and the tranche 1 service redesigns and the revised implementation timelines in the context of the disruption caused by the COVID-19 pandemic to the programme delivery.
- 5.4 During 2021/22 Communities and Housing Services will also play a key role in supporting the Renfrewshire Economic Recovery Plan and the Renfrewshire Social Renewal Plan which will set a clear strategic direction for the organisation in these unprecedented and rapidly changing times.
- 5.5 We will continue to support the Leadership Board sub-committee on Climate Change to develop a range of actions through its adaptation plan to reduce the Council's own carbon emissions and support partners, businesses and citizens in Renfrewshire to reduce theirs. Communities and Housing Services activities will make a critical contribution towards Renfrewshire achieving the target of net zero carbon emissions by 2030.
- 5.6 Within Housing Services priorities include
- The Housing-led Regeneration and Renewal Programme for Renfrewshire will invest at least £100million in Council housing over the next 10 years. The first phase of the programme will create around 300 newbuild homes and deliver improvements to around 1100 homes in eight areas across Johnstone, Paisley and Renfrew. The programme will play a key role in the economic and social renewal plans to help Renfrewshire thrive after COVID-19, and will also contribute to achievement of Climate Change targets through retrofit of existing stock, including through the (RenZEB) programme outlined in sections 6.19 and 6.20 below, and energy efficient construction methods for new build properties.

- The implementation of Renfrewshire's Rapid Rehousing Transition Plan (RRTP), which is a 5 year plan detailing how the length of time that those who are homeless stay in temporary accommodation can be reduced and how they can be supported to resettlement, has been affected by the COVID-19 crisis. We will be refocussing on implementing the broad range of measures contained within our RRTP with our partners as letting starts to return to pre-COVID-19 levels, and utilising the funding allocated from the Scottish Government to support the Plans implementation.
- We will develop and implement further initiatives to meet the needs of those with alcohol and drug issues, in line with the recommendations from the Alcohol & Drug Commission.
- During the pandemic and in the post COVID-19 recovery, we will continue to ensure tenants have access to all financial and other support available through a range of council services and partner organisations across Renfrewshire.
- Following lockdown the usual rent arrears escalation process was ceased with housing officers adopting proactive wellbeing calls where tenants have missed rent payments. Although the Scottish Government announced a ban on enforcement of evictions from rented properties until 31 March 2021 in areas subject to level 3 and 4 restrictions (with exceptions) this has had little impact on our management of rent arrears. Our approach continues to be one of offering support, assistance and prevention measures to tenants with escalation to legal action the last resort
- While difficult to quantify at present, however the impact on housing tenants, homelessness and demand for housing support in the post COVID-19 furlough era could be potentially very high and we will continue to monitor this closely.
- Delivery of the EESSH improvement programme will help remove poor energy efficiency as a driver for fuel poverty and contribute to achieving the Scottish Government's ambitious climate change emissions reductions targets. It will support the Energy Efficient Scotland vision for homes and buildings that are warmer, greener and more efficient, and a housing sector that helps to establish a successful low carbon economy across Scotland.
- The comprehensive review of all statutory landlord compliance activities, described in section 4 above will be completed and presented to Board. This will include a compliance strategy, compliance policies and a suite of performance indicators to monitor and report on compliance.

5.7 Within Communities and Public Protection priorities include

- The Civil Contingencies Service's priorities for the forthcoming year include:
 - Continued support to each Council's pandemic response and recovery activities
 - Maintaining oversight of EU Exit and transitional impacts to ensure contingency plans reflect ongoing uncertainty in specific sectoral areas
 - Ensuring lessons learned from the pandemic, and all incidents are identified and adopted into incident response plans.
- EU Withdrawal (BREXIT) will be a key focus, particularly with Glasgow Airport within Renfrewshire's boundary. Discussions remain on-going with Glasgow Airport and Renfrewshire Council are represented on relevant national and regional Brexit Working Groups. It is anticipated that there will be an increase in Export Health Certification (EHCs) and potentially with other checks on products and consignments (imports and exports).

- Given the unprecedented nature of the COVID-19 pandemic, the Minister for Public Health and Sport agreed to allow local authorities to deviate from certain elements of the Food Law Code of Practice (Scotland) 2019. This provided greater flexibility for local authorities to allocate resources to areas of most critical priority. Whilst helpful during the pandemic, it now leaves the Business Regulation Team with a number of premises that need to be inspected moving forward. A national recovery group has been convened to ensure consistency across Scotland and Renfrewshire Council sit on this Group. The Council will need to produce an up to date Business Regulations Service Plan to advise how it will catch up with inspections.
- The Communities and Public Protection Review, which now is clearly linked to the R4R Community Development workstream, aims to ensure that the Service can meet current and future demands, a review has been on-going, however, was delayed due to the pandemic. New structures and roles are being put in place to ensure statutory obligations are met and also that the needs of the communities are met.
- Nationally there is a shortage of Environmental Health Officers and Trading Standards Officers. Communities and Public Protection are tackling this by growing and developing talent, including the recruitment of Fair Trading Officers who will hopefully move on to be Trading Standards Officers. Work has also been undertaken with the University West of Scotland and the Society of Chiefs Officers for Environmental Health in Scotland (SOCOEHS) to change the degree course for students. As such, students will now spend their 3rd year within a local authority training and Renfrewshire is one of the first to take on a student from the new cohort in September 2021. This will again assist in replacing an ageing workforce moving forward.
- This new Community Learning and Development Plan will guide the work done in Renfrewshire for the next three years. The focus on the first year of this plan will very much be on dealing with recovery from the coronavirus pandemic which has affected all areas of local authority services. The plan is being developed in partnership with a variety of partner organisations and through consultation with a wide range of our service users and will be presented to the Scottish Government by September 2021.

6. STRATEGIC CONTEXT

National policy context

- 6.1 The Council's financial outlook over the relatively short period of the next two years is subject to significant uncertainty. There are particular resource pressures in relation to COVID-19 response and recovery, including the impact of loss of income, alongside ongoing pay and cost pressures. The Council is actively managing these pressures on an in-year basis and is remobilising the Right for Renfrewshire transformation programme, which will be critical to supporting the Council's medium-term financial sustainability.
- 6.2 The UK left the European Union on the 31st of January 2020 and entered a 'transition period' which ended on the 31st of December 2020. The UK-EU Trade Cooperation Agreement was ratified by the UK Parliament on the 30th of December 2020, covering the key areas of the new trading relationship between the UK and the EU. Further supporting legislation including the UK Internal Market Act 2020 and the Scottish Government's EU (Legal Continuity) (Scotland) Act 2020 have also recently been passed. Further details on

other provisions of relevance to local government (such as procurement, 'state aid', the UK Shared Prosperity Fund) are in development.²⁰⁴¹

- 6.3 Scotland's climate change legislation (The Climate Change (Emissions Reduction Targets) (Scotland) Act 2019) sets a target of net-zero emissions of all greenhouse gases by 2045. The act makes provision about advice, plans and reports in relation to those targets. The objective is to contribute appropriately to the world's efforts to deliver on the Paris Agreement reached at the 21st Conference of the Parties of the United Nations Framework Convention on Climate Change. In November 2021, Glasgow will host the 26th Conference of the Parties, known as COP26, which is designed to produce an international response to the climate emergency. This was originally planned for November 2020 but was postponed due to the pandemic.
- 6.4 In autumn 2020 the Scottish Government outlined a Programme for Government for the period 2020 – 2021. The Programme focuses on dealing with the economic, health and social crisis caused by COVID-19. The programme includes a range of initiatives which will directly impact on the work and priorities of Communities and Housing Services. There is an opportunity to build and invest in housing to significantly reduce carbon emissions and ongoing fuel costs for residents. The Programme for Government outlined plans to enhance standards for Scottish Government grant-funded homes for carbon, greenspace, homeworking space and digital connectivity. This will be detailed in the 'Housing to 2040' route map which is expected to be published in early 2021.
- 6.5 These include an updated Ending Homelessness Together action plan, removal of the local connection criteria for homeless applications, the establishing of a new £10 million Tenant Hardship Loan Fund which will provide interest free loans to support those struggling to meet their rent costs due to financial difficulty associated with the pandemic and a commitment to take forward government ambitions for 20-minute neighbourhoods – the creation of liveable, accessible places, with thriving local economies, where people can meet their daily needs within a 20minute walk.
- 6.6 The Scottish Government set up a Social Renewal Advisory Board to look at how to deliver a fairer society while Scotland recovers from the effects of the pandemic. A report was published in January 2021 setting out 20 Calls to Action around the themes of Money and Work; People, Rights and Advancing Equality; and Communities and Collective Endeavour.
- 6.7 Legislation and guidance in relation to businesses and COVID-19 compliance was introduced and changed at a fast pace, leading to regular changes for both Environmental Health and Trading Standards. The Health Protection (Coronavirus) (Restrictions) (Scotland) Regulations 2020, the Health Protection (Coronavirus) (Restrictions and Requirements) (Scotland) Regulations 2020, the Health Protection (Coronavirus, Restrictions) (Directions by Local Authorities) (Scotland) Regulations 2020 and the Health Protection (Coronavirus) (Restrictions & Requirements) (Local Levels) (Scotland) Regulations 2020 as amended all came into force in 2020. These Regulations gave additional powers to local authorities to direct as necessary for the purpose of preventing, protecting against, controlling or providing a public health response to the incidence or spread of infection by coronavirus in the local authority's area. These Regulations were a main focus for Officers in 2020.
- 6.8 The Community Empowerment (Scotland) Act 2015 and Review of Community Planning aims to empower community bodies through supporting them in taking ownership or control of land and buildings, and by strengthening their voices in decisions about public services. Communities of place or interest also have new rights under the Community Empowerment (Scotland) Act 2015 to request participation in the planning and delivery of services, which has implications for the Council and other public services.

- 6.9 The Requirements for Community Learning and Development (Scotland) Regulations 2013 place a statutory duty on local authorities to produce a 3-year plan detailing how Community Learning and Development will be delivered within the Council area. Each local authority is required to produce a clearly defined framework for planning and delivering community learning and development, through consultation with learners and in partnership with providers. Our plan for 2021-24 is currently being developed and will be submitted to the Scottish Government in September 2021.

Local policy context

- 6.10 Although COVID-19 response and recovery will be the major focus over the next twelve months, the Council still has huge ambition for Renfrewshire, and many activities to support our high-level priority areas will continue to be channelled through our recovery approach. Alongside the Council's own financial recovery planning, two major strategic recovery plans, the Renfrewshire's Economic Recovery Plan and the Renfrewshire Social Renewal Plan – will sit alongside the Council and Community Plans, to set a clear strategic direction for the organisation in these unprecedented and rapidly changing times.
- 6.11 In December 2020, Council approved the Economic Recovery Plan for Renfrewshire, developed in conjunction with Renfrewshire's Economic Leadership Panel and building on the strong foundation of Renfrewshire's Economic Strategy. The Plan sets out the direction of travel to support Renfrewshire's economy as we move out of the response and into the recovery phase of the pandemic, recognising the significant impact on the local and national economy and what this means at a local level for Renfrewshire's businesses, communities and people.
- 6.12 The Housing-led Regeneration and Renewal Programme for Renfrewshire was approved at the Council meeting in December 2020. The Regeneration and Renewal Programme will invest at least £100million in Council housing over the next 10 years. The programme will create around 300 newbuild homes and deliver improvements to existing housing in eight areas in Johnstone, Paisley, and Renfrew in its first phase. The council will consult and engage with communities to develop comprehensive regeneration and renewal plans which will be individually tailored to meet the needs of each area. This programme will contribute to both the Economic Recovery Plan and the Social Renewal Plan.
- 6.13 A Social Renewal Plan for Renfrewshire is currently being finalised, recognising the inequalities that exist in Renfrewshire, significantly deepened by the COVID-19 pandemic, and setting out joint plans to work with our partners, communities and other stakeholders to address these. Supporting this work, a community impact assessment was undertaken, examining the existing data around the impact of COVID-19 in tandem with understanding people's experiences of the pandemic, through listening events and Public Services Panel survey to Renfrewshire citizens.
- 6.14 Supported by Renfrewshire Council's Youth Services, Renfrewshire Youth Voice's 'Unheard Voices Campaign' – began in spring 2020. Its purpose was to understand how COVID-19 and the 'lockdown' has impacted the lives of both young individuals and those of an older age group. A second round of surveys has recently been carried out. The surveys will be segregated in to different categories including mental health, education, family/ friends and more. The surveys will include many questions from the first survey to help measure the impact and any changes since the original survey earlier in the year.

- 6.15 Established in 2018, Renfrewshire's Alcohol and Drugs Commission published its key findings and recommendations in December 2020, providing clear direction to community planning partners on the action that must be taken to fundamentally address the impact of alcohol and drug use in Renfrewshire.
- 6.16 Communities and Housing Services has supported the work of the Alcohol and Drugs Commission, recognising that through our multiple roles working in and supporting our community, we have insight, expertise and opportunities that we can share while also learning from other providers and specialists. The Commission's report highlighted that Renfrewshire was the first local authority in Scotland to fund a Housing First Service, in partnership with Turning Point Scotland as part of our Rapid Rehousing Transition Plan and it also acknowledged the effective 'resettlement' work being carried out by our homeless and housing support teams for those who need assistance with moving to a new home.
- 6.17 A detailed action plan which sets out the Council and its' partners response to the Commission's report and recommendations was presented to the Leadership Board in February 2021 and Communities and Housing Services will continue to support and assist in the delivery of the action plan where appropriate.
- 6.18 Following the Council's declaration of a climate emergency in June 2019, we will continue to support the Climate Change sub-committee of the Leadership Board to develop a range of plans to reduce the Council's own carbon emissions and support partners, businesses and citizens in Renfrewshire to reduce theirs.
- 6.19 On 16 February 2021, the Climate Change sub-committee noted that a proposed £75,000 of funding should be awarded to the Zero Energy Buildings (RenZEB) programme and this was subsequently approved by the Leadership board on 24 February 2021. The Council will now develop a collaborative and an innovative partnership with a research organisation and industry to design and deliver a social housing new build development within the context of the Council approved Regeneration and Renewal Programme.
- 6.20 The project will bring together resources from academia and industry to develop best practice and design principles, around a sustainable social housing model that can be delivered as a "standard" at scale over the coming decade for all social housing within the area. The project aims to address the principles that should be assessed, and adopted, within the Councils new build developments, to meet our climate change commitments, through delivering homes that are Zero Carbon, operationally sustainable for our tenants and the environment and mitigate fuel poverty.
- 6.21 Communities and Housing Services activities will make a critical contribution towards Renfrewshire being carbon neutral by 2030. This includes our Housing Investment programme and achieving compliance with the Energy Efficiency Standard for Social Housing (EESH) which will improve the energy efficiency of social housing in Scotland. It will help to reduce energy consumption, fuel poverty and the emission of greenhouse gases.
- 6.22 Renfrewshire Council's change and transformation programme, Right for Renfrewshire (R4R) was formally paused in the response to the Council and its resources being fully focused on managing the COVID-19 response and remobilised in late summer, reviewed to reflect the changed environment and experiences due to the COVID-19 response and recovery.

- 6.23 Communities and Housing Services have contributed to a number of R4R workstreams, including:
- **Placeshaping** – Since the onset of the pandemic, the Council has played a key role in Renfrewshire in the response, working with partners, industry and communities to both manage the immediate impact of the virus, but also to plan for our economic and social recovery. There has been a real focus in recent months in Renfrewshire on true partnership working between the public, private and third sectors, to deliver a local response to the many challenges we have faced together as a place - which aligns closely with the objectives of the planned approach to placeshaping. The work of Future Paisley, across the Council and its key partners, will be broadened to focus on a wider set of strategic objectives both for Paisley and the wider geography of Renfrewshire and this will now sit within the Chief Executive Service. Building Standards, and Planning and employees involved in preparation of the Local Housing Strategy have also moved to the Chief Executive Service.
 - **Community Development** – Communities and Housing Services are leading on this workstream. The vision for the Community Development redesign is the enablement of locality based multi-functional teams aligned to the Local Partnership Boundaries which strengthen connections across services and to the community and third sector groups in their respective localities. The redesign also seeks to remove areas of service overlap or duplication of effort that exists across existing arrangements, providing a simplified service model for accessing advice services, including housing options advice, income and welfare advice. The current development of the new Community Learning and Development 3 year plan will support this workstream. The next phase of development work will also look at opportunities to integrate some HSCP and RL activities with the neighbourhood hub model and to look at opportunities for joint commissioning.
 - **Community Protection** – This workstream brings together regulatory and enforcement functions with community safety and public protection services. The service redesign builds on the approach developed in Community Safety as part of the previous Better Council programme. The progress achieved on the service redesign as part of the R4R programme has delivered the initial targeted savings in line with the planned programme through the voluntary severance programme and was on track to deliver subsequent savings and changes prior to pause of programme. Given the unique challenges from COVID-19 and Brexit, work is now progressing with the R4R service redesign as outlined in the original R4R review to establish a stronger and more resilient service focused on prioritising the areas of greatest risk. In the short term to maintain resilience and capacity this will be progressed without further reductions in the staffing structure with the planned changes being implemented over the medium term pushing the delivery of further planned savings into 2022/23.
- 6.24 A new Digital Strategy for Renfrewshire was approved by the Leadership Board in September 2020, outlining our approach to embedding digital across all that we do in a way that closely aligns with our ambitions for Renfrewshire and ensures that we work collaboratively to maximise the opportunities from emerging digital technologies and new ways of working and doing business. The Strategy also reflects the learning and experience of the COVID-19 pandemic, showing the increasing importance of digital in how we work, provide services, engage with our communities, and educate our children.

- 6.25 Following the Council's positive Best Value Audit inspection, Audit Scotland provided direction on areas for improvement, with 7 key recommendations forming an improvement plan. Actions from the improvement plan are embedded within the Council and Community Plans and are driven at a service level through the service planning process. The context in which the Council is operating and delivering services against, has changed significantly since the Best Value Assurance Report was published in 2017. Since the emergence of the pandemic, the Council has had to respond and adapt at pace to fundamental level of change, and will be required to continue to do so into the longer term as the full impact of pandemic on the Council's financial position, the local economy and communities is realised. The recommendations within the Best Value Assurance Report and linked improvement plan do remain relevant, and the ongoing work with the Council's external auditors continues to support the organisation's ongoing improvement
- 6.26 As well as general restrictions, COVID-19 had impacted on specific areas within Communities and Housing Service. The Council's repair service has continually evolved to deal with changes to COVID-19 restrictions and guidance and under the current restrictions, the repairs service has been reviewed in consultation with Corporate Health and Safety to ensure that risk assessments and method statements were in place to ensure that the appropriate repairs continued to be provided to tenants.
- 6.27 Also, the Scottish Government announced a ban on enforcement of evictions from rented properties until 31 March 2021 in areas subject to level 3 and 4 restrictions. There are exceptions to this, for example in cases involving criminal or serious anti-social behaviour, including domestic abuse. At the end of this period, where someone is made homeless through eviction, it is possible that this will result in an increase in homeless presentations.
- 6.28 The Council's risk management arrangements are well established with all strategic, corporate and service risks being reported to the Audit, Risk and Scrutiny Board. Strategic risks are more outward in nature, whereas corporate ones are more inward and often affect more than one service department. Actions related to corporate and strategic risks, where Communities and Housing Services are owner or joint owners of the risks are shown below. Other risks, which may occur only for or within our own service, will be contained in our service risk register which are reported to the Audit, Risk and Scrutiny Board. Our top strategic and corporate risks are shown below for information.

Risks	Evaluations
Our strategic risks	
Community Safety and Public Protection (co-owner with Children's Services)	High
Serious organised crime (owner)	High
Our corporate risks	
Insider threat and corporate fraud	High
Organisational resilience	High
EU Exit	High

Equalities

- 6.29 Every area of work within the Council has a role to play in promoting equality and diversity. While this is the right thing to do and has clear advantages for the Council, there are also legal requirements. Equality law (The Equality Act 2010) protects people from unfair treatment and asks public bodies (including Renfrewshire Council) to show how they make a positive difference to equality groups.
- 6.30 One of the specific duties requires the Council to publish a set of Equality Outcomes and report progress towards them every two years. The new Equality Outcomes have been developed for Renfrewshire through engagement with organisations such as Diversity and Equality Alliance in Renfrewshire (DEAR), and designed to reflect the understanding of the impact of COVID-19 on communities in Renfrewshire. The Outcomes will be presented to the meeting of the Council in March 2021.
- 6.31 The Council recognises that equality needs to be both mainstreamed fully into policies and procedures and also ensure that equality outcomes are given high priority, by being part of mainstream progress reporting. Communities and Housing Services will continue to actively promote equality and diversity mainstreaming through the work of the main service areas and through the relevant operational plans.

Peoples Strategy

- 6.32 The Council will launch “Our People, Our Future”, a new People Strategy in 2021. This five year plan will have an immediate focus on supporting staff and services within the context of the pandemic and the recovery phase. It will thereafter be realigned with the new Council Plan and focus on supporting staff through service transformation, changing culture norms, embedding our values within decision making and improving staff and service user experiences of the council.
- 6.33 The strategy will be focused on high-level outcomes and with a flexible approach which will be bespoke for each service, reflecting the particular requirements of each service and group of staff. The actions arising from the strategy will be embedded in each service improvement plan and reported on therein. It is intended that the new approach focuses not on only processes and planning, but on skills development and cultural change. Communities and Housing Services will work with HR colleagues throughout 2021 to develop actions which fit the needs and duties of its staff.

7. ACTIONS AND PERFORMANCE INDICATORS

- 7.1 The Council Plan, ‘Thriving People, Connected Communities’, describes the Council’s priorities for Renfrewshire and along with the Community Plan sets out an ambitious programme of work. To deliver these priorities, Communities and Housing Services has focussed its work and activities to ensure close alignment with the key strategic outcomes of the Council Plan.
- 7.2 The following pages detail how Communities and Housing Services will contribute to the delivery of these outcomes. This section of the plan provides an overview of how the service will contribute to each of the 5 strategic outcomes of the Council Plan. It does this by:
- Highlighting the key priorities the service aims to achieve over the duration of the Plan

- Identifying the key actions to be undertaken to meet the priorities
 - Setting out the performance indicators to be used to monitor progress
- 7.3 Due to the nature of the services provided by Communities and Housing Services, there are substantially more actions within some of the five Council Plan themes than others.
- 7.4 With to the changing national and local position it is challenging to assess what suitable long-term targets are appropriate for performance indicators and accurately establish milestones for longer-term service actions, therefore the focus for Service Delivery Plans' action plans and performance scorecards is on key activities over the next 12 months.
- 7.5 Longer term key priority areas are still included in the action plans, but the immediate focus remains on Renfrewshire's response to and recovery from the pandemic, with a clear alignment to delivery of the Council's high-level recovery plans, the Economic Recovery Plan and Social Renewal Plan.
- 7.6 Where appropriate, performance indicators with targets have been provided, these, and areas where actions may have been paused due to the pandemic will be reviewed at the mid-term point of the SDP in October 2021.

Strategic Outcome 1: Reshaping our place, our economy and our future

Priorities 2021/22

- EU Withdrawal (BREXIT) will be a key focus, particularly with Glasgow Airport within Renfrewshire's boundary. Discussions remain on-going with Glasgow Airport and Renfrewshire Council are represented on relevant national and regional Brexit Working Groups. It is anticipated that there will be an increase in Export Health Certification (EHCs) and potentially with other checks on products and consignments (imports and exports).
- Housing-led Regeneration and Renewal Programme for Renfrewshire - The Regeneration and Renewal Programme will invest at least £100million in Council housing over the next 10 years. In the first phase of the programme, around 300 newbuild homes will be delivered along with improvements to existing housing in eight areas in Johnstone, Paisley and Renfrew.
- We want to tackle fuel poverty and climate change in Renfrewshire. This programme will help do that by creating modern, affordable, safe and warm homes which are designed to reduce fuel poverty and carbon emissions.
- We want to create communities that work for the people within those communities. We will carry out consultations and engage with residents to create tailored regeneration plans for each area to ensure what we are proposing meets the needs of each community.
- Housing Services Customer Engagement Strategy is currently being reviewed to enhance the opportunities available for tenants to become involved in tenant participation activities at a level that suits them and to ensure digital communication methods are maximised.

<u>What will we do?</u>	<u>What difference will this make?</u>	<u>Who is leading on this?</u>	<u>When will it be completed?</u>
Continue to work with stakeholders to understand the impacts of EU withdrawal and ensure safety of products in Renfrewshire	Safer communities by ensuring products etc are safe. It will also assist economy by ensuring businesses to import/export and that anything placed on the market is safe	Communities and Public Protection – Environmental Health – Business Regulation Manager and Serious Organised Crime and Trading Standards Manager	March 2022
Deliver the first year actions of Housing-led Regeneration and Renewal Programme for Renfrewshire?	<p>The programme which is part of our two-year economic recovery plan to help Renfrewshire thrive after COVID-19 and will create around 300 newbuild homes and deliver improvements to existing housing in eight areas in Johnstone, Paisley and Renfrew in its first phase.</p> <p>Creating modern, affordable, safe and warm homes which are designed to reduce fuel poverty and carbon emissions</p>	Housing Regeneration and Service Improvement Team	March 2022
Improve Tenant Participation by delivering the Customer Engagement Action Plan.	<p>The Action Plan outlines how we will strengthen and increase tenant participation and support engagement, to help inform ongoing service development and continuous improvement.</p> <p>During 2020, we have been reviewing our Customer Engagement Strategy, including:</p> <ul style="list-style-type: none"> • Review of consultative processes • Review of the Neighbourhood Housing Forums • Examining ways to enhance digital methods to consult and engage with our tenants and tenant representatives 	Housing Regeneration and Service Improvement Team	March 2022

Strategic Outcome 2: Building strong, safe and resilient communities

Priorities 2021/22

- The delivery timescales of Council newbuild developments were delayed slightly due to the impact of COVID-19 –
 - Bishopton – 80 new Council homes across two sites are now complete and tenanted
 - Johnstone Castle phase 1 – 95 new homes now scheduled to complete in April 2021
 - Auchengreoch Road, Johnstone – 39 new homes in South West Johnstone anticipated to complete Summer 2022
 - Ferguslie Park – 101 new homes due to complete Spring 2023
- Letting activity from the Council and Registered Social Landlords (RSL's) may need to continue to focus on providing settled tenancies for those who are statutorily homeless or in chronic housing need for some time. This will help to reduce the number of those who are homeless and awaiting settled accommodation, and ease the pressure on the use of temporary accommodation to allow the Council to avoid the unbudgeted cost of B&B.
- The implementation of Renfrewshire's Rapid Rehousing Transition Plan (RRTP), which is a 5 year plan detailing how the length of time that those who are homeless stay in temporary accommodation can be reduced and how they can be supported to resettle, has been affected by the COVID-19 crisis. We will be refocussing on implementing the broad range of measures contained within our RRTP with our partners as letting starts to return to pre-COVID-19 levels, and utilising the funding allocated from the Scottish Government to support the Plans implementation.
- Although difficult to quantify at present, the impact on homelessness and demand for housing support in the post-COVID-19/ furlough era is expected to be high. There has already been a substantial increase in demand from those in need of Housing Support – with around a 50% increase. This will be closely monitored, and may require a stronger focus being placed on support related activities throughout the COVID-19 recovery period.
- Sheltered housing tenants at the 10 complexes owned and managed by the Council have not had access to the full level of housing support and wellbeing activities due to COVID-19 related restrictions. As we move through the post vaccination period, we will start to return to our Sheltered Housing Officers and Health & Wellbeing staff to providing the full range of support measures and activities as before. All lounges at sheltered complexes to have Wi-Fi installed
- Implement revised management arrangements for the sheltered housing service to meet needs of this Care Inspectorate registered service and seek alternative arrangements for liaison with Gypsy / Travellers.
- During the pandemic and in the post COVID-19 recovery, we will continue to ensure tenants have access to all financial and other support available through a range of council services and partner organisations across Renfrewshire.





- As a consequence of uncertainty in the local employment market and wider economic implications it is anticipated that there will be an increase in rent arrears as a result of new Universal Credit claims and changes in payment methods. This situation is being closely monitored and Officers are undertaking detailed analysis and monitoring on rent account management as well as providing detailed welfare contacts to support our tenants where there is an indication of financial pressure / distress.
- Delivery of the EESSH improvement programme will help remove poor energy efficiency as a driver for fuel poverty and contribute to achieving the Scottish Government's ambitious climate change emissions reductions targets. It will support the Energy Efficient Scotland vision for homes and buildings that are warmer, greener and more efficient, and a housing sector that helps to establish a successful low carbon economy across Scotland.
- It is recognised that restrictions and guidance will be likely to change in order to best tackle the coronavirus and this means that the type of repairs works allowed will change as the guidance does and the service will continue to provide all repairs which the current restrictions permit. As of February 2021, whilst some external works can continue, only essential works and urgent repairs are being carried out inside peoples' homes.
- We will continue to work with contractors to proactively manage the resources and capacity available to deal with other repairs, such as some disabled adaptations and the smoke and heat detector upgrade programme which were put on hold as a result of COVID-19 restrictions and to progress these as quickly as possible.
- The pandemic impacted on the delivery of the Home Energy Efficiency Programmes for Scotland: Area-Based Schemes HEEPS:ABS programme and these works have been re-profiled to allow them to be carried out when restrictions will allow. This may require some activities to be taken forward beyond 2021/22.
- The Civil Contingencies Service's priorities for the forthcoming year include:
 - Continued support to each Council's pandemic response and recovery activities
 - Maintaining oversight of EU Exit and transitional impacts to ensure contingency plans reflect ongoing uncertainty in specific sectoral areas
 - Ongoing planning to establish robust arrangements for continued delivery of essential services in a widespread power outage
 - Continual review and update of each Council's suite of Incident Response Plans
 - Scoping opportunities for training and exercising as a key validator of planning arrangements
 - Ensuring lessons learned from the pandemic, and all incidents are identified and adopted into incident response plans.
- COVID-19 will remain a key priority for Communities and Public Protection throughout 2021. Regulatory functions have experienced significant pressures as part of the Council's COVID-19 response and as part of the Council's statutory duty to keep people safe – including significant new Legislative and Statutory Obligations relating to public health, Test & Protect, supporting businesses, enforcement responsibilities etc.

- Given the unprecedented nature of the COVID-19 pandemic, the Minister for Public Health and Sport agreed to allow local authorities to deviate from certain elements of the Food Law Code of Practice (Scotland) 2019. This provided greater flexibility for local authorities to allocate resources to areas of most critical priority. Whilst helpful during the pandemic, it now leaves the Business Regulation Team with a number of premises that need to be inspected moving forward. A national recovery group has been convened to ensure consistency across Scotland and Renfrewshire Council sit on this Group. The Council will need to produce an up to date Business Regulation Service Plan to advise how it will catch up with inspections.

What will we do?	What difference will this make?	Who is leading on this?	When will it be completed?
We will deliver new build programme for 2021/22 – with revised targets due to COVID-19 restrictions.	Johnstone Castle phase 1 – 95 new homes now scheduled to complete in April 2021 Auchengreoch Road, Johnstone – 39 new homes in South West Johnstone anticipated to complete Summer 2022 Ferguslie Park – 101 new homes due to complete Spring 2023	Housing Regeneration and Service Improvement Team	March 2022
Sustained increase in the number and proportion of lets from Council and RSL partners	Reduce the time homeless applicants spend in temporary accommodation, in line with national homeless policy. Positive effect on tenancy sustainment level and reduction in temporary accommodation costs.	Homeless and Housing Support Services/ Housing Services	March 2022
Upscale the use of a Housing First approach in supporting homeless applicants into settled tenancies	Increase in number of homeless applicants being provided with wraparound support. Improved tenancy sustainment levels	Homeless and Housing Support Services	March 2022
Review the provision of temporary accommodation light of the impact of RRTP and Council Regeneration programme	Rationalise the provision and cost of temp accommodation.	Homeless and Housing Support Services	March 2022
Implement new management structure for sheltered housing service.	Service modernised, improved resilience, meet Care Inspectorate requirements. Alternative arrangements in place for liaison with Gypsy / Travellers	Homeless and Housing Support Services	March 2022
Review service delivery arrangements for Concierge/ Caretaking service	Improved links with enhanced estate management service.	Homeless and Housing Support Services/ Housing Services	March 2022

What will we do?	What difference will this make?	Who is leading on this?	When will it be completed?
Continue to work with relevant colleagues and partners such as Advice Works, Invest in Renfrewshire, Energy Advisors and other support services to help council tenants to access any source of funding or benefit entitlement available.	Tenants income is maximised	Housing Services	March 2022
Maximising contact with customers to understand their needs and offer support through proactive contact.	Allow us to understand their needs to help inform what actions we take next.	Housing Services	March 2022
Implement revised Housing Asset Management Strategy	A revised strategy will set out proposals to deal with abeyances and exemptions which have arisen from the Scottish Housing Quality Standard (SHQS) and programmes to maintain delivery of the standard in coming years.	Housing Asset and Investment Team	March 2022
Deliver HEEPS:ABS programme subject to COVID-19 restrictions	The HEEPS:ABS programme will help to ensure council properties in mixed tenure blocks meet EESSH, reducing fuel poverty and ensuring warm, energy efficient homes.	Housing Asset and Investment Team	March 2022
Deliver yearly programme towards ensuring houses meet EESSH standard subject to COVID-19 restrictions	EESSH aims to improve the energy efficiency of social housing in Scotland. This will help reduce fuel poverty and ensure warm, high quality, affordable, low carbon homes and a housing sector that helps to establish a successful low carbon economy across Scotland.	Housing Asset and Investment Team	March 2022
Complete smoke and heat detector upgrade programme.	This will ensure our housing stock meets the revised regulations on smoke, heat and carbon monoxide detectors introduced by the Scottish Government. The date for compliance with the new standards has been extended from February 2021 to February 2022, due to the practical difficulties caused by COVID-19.	Housing Asset and Investment Team	February 2022
Review the Renfrewshire Council Anti-Social Behaviour Strategy and associated procedures	A fit for purpose strategy to work alongside partners to tackle persistent anti-social behaviour	Communities and Public Protection – Lead Officer, Tasking and Deployment	October 2021
Continue to deliver and manage the Local Assistance Team wherever required for calls in relation to self-isolation/vaccinations to ensure support to the communities	Assistance for communities throughout the pandemic to ensure support in isolation	Communities and Public Protection – Resilience and Deployment Manager	March 2022

What will we do?	What difference will this make?	Who is leading on this?	When will it be completed?
Roll out of further Notice-Check-Share training as part of the local and national Prevent training	Safer communities and to allow people to share concerns safely	Communities and Public Protection – Resilience and Deployment Manager	March 2022
Ensure business compliance with regards to COVID-19 legislation, guidance and requirements	This will reduce transmission of COVID-19 and ensure safety for everyone working, visiting or staying in Renfrewshire.	Communities and Public Protection – Environmental Health and Trading Standards Managers	March 2022
Enhanced inspection of private water supplies (including risk assessments and sampling) in Renfrewshire to ensure compliance with legislation	Safe water supplies for the consumption of residents	Communities and Public Protection – Environmental Health – Public Health Manager	March 2022
Recovery of Food Law inspections in line with the Code of Practice	This will allow businesses to re-open and serve food safely to residents in Renfrewshire	Communities and Public Protection – Environmental Health – Business Regulation Manager	September 2021 (Subject to change due to COVID-19 restrictions)

PI code	Performance Indicator	Frequency	Last update	Current Value	Current Target	Traffic Light Icon	2021/22 Target
	Percentage of Council housing stock which meets the Scottish Housing Quality Standard (After applying allowable exclusions and abeyances, the Council remains 100% compliant with the SHQS target.)	Annual	March 2020	94.6%	100%		100%
	Average time from household presenting themselves as homeless to completion of duty (number of weeks)	Quarterly	October 2020	22.42	23		26*
	Percentage of homes meeting the EESSH 2020 standard	Annual	New Indicator				95%
	Percentage of adults who agree that Renfrewshire is a safe place to live.	Annual	January 2021	TBC	85%		85%
	Percentage of adults who agree with the statement "I am satisfied with my neighbourhood as a place to live".	Annual	January 2021	TBC	88%		88%
	Private Water Supplies – 100% of type A supplies risk assessed and sampled	New Indicator					TBC

	Enhanced Enforcement of Private Rented Sector - no. of investigations, reports to First Tier Tribunal and RPNs issued	New Indicator	TBC
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* Average time from household presenting themselves as homeless to completion of duty (number of weeks) – has been increased to 26 weeks due to impact of COVID-19 recovery

Strategic Outcome 3: Tackling inequality, ensuring opportunities for all

Priorities 2021/22

- Develop and implement further initiatives to meet the needs of those with alcohol and drug issues, in line with the recommendations from the Alcohol & Drug Commission
- This new Community Learning and Development Plan will guide the work done in Renfrewshire for the next three years. The focus on the first year of this plan is very much on dealing with recovery from the coronavirus pandemic which has affected all areas of local authority services. The plan is being developed in partnership with a variety of partner organisations and through consultation with a wide range of our service users and will be presented to the Scottish Government by September 2021.
- A range of improvement actions and performance measures will be created as part of the new Community Learning and Development Plan. These will be included within the Service Delivery Plan moving forward.



What will we do?	What difference will this make?	Who is leading on this?	When will it be completed?
Develop Alcohol & Drug Commission related initiatives in line with Final Report recommendations.	Initiatives being delivered to better meet the needs of those homeless applicants and tenants with alcohol and drug issues.	Homeless and Housing Support Services	March 2022
Develop new 3 year Community Learning and Development Plan	<p>The plan will be developed in partnership with learners and communities. The needs of learners and communities should clearly inform priorities.</p> <p>This will help to ensure CLD provision is adequate and efficient and meets the needs of young people, adults, families and communities.</p>	Community Learning and Development Team	September 2021

Strategic Outcome 4: Creating a sustainable Renfrewshire for all to enjoy

Priorities 2021/22

- We have a key role in ensuring our spaces are there to be enjoyed by all. We help to create healthy places particularly through enforcement and monitoring air quality, but also attractive places, through Renfrewshire's Team Up to Clean Up campaign – our call to arms to communities to do their bit and tackle littering and fly tipping.
- We will maintain and build on the success of the Team Up to Clean Up Campaign, continuing to work closely with communities, schools and businesses, publicising good news stories and encourage more communities to participate. Team Up to Clean Up continued throughout 2020 and in fact grew with more and more volunteers coming on board. It should be noted that advice was always given on current restrictions and ensuring compliance with gatherings, safety etc.
- Air quality in Renfrewshire is closely monitored by the service and for the level of particulate matter which are 10 micro-meters or less in diameter (PM10) across Renfrewshire's 4 automatic monitoring sites.
- Introduce and implement the Voluntary Professional Dog Walking Scheme which will ensure consistency across the profession and allow targeted enforcement for noncompliance leading to a cleaner Renfrewshire.

What will we do?	What difference will this make?	Who is leading on this?	When will it be completed?
Implement the voluntary professional dog walking scheme in Renfrewshire	Communities feeling safer, less dog fouling and a more controlled sector that is currently not engaged	Communities and Public Protection – Lead Officer, Environmental Initiatives	October 2021
Review of Litter Control Areas with Legal and Democratic Services across Renfrewshire	A better understanding of areas of concern and a focus on engagement and enforcement	Communities and Public Protection and Legal & Democratic Services	March 2022
Continue to focus on fly tipping hot spots to both remove, secure and tackle the perpetrators	Cleaner communities with less fly tipping and a clear understanding that this will not be tolerated	Communities and Public Protection, Environment and Infrastructure Services and SEPA	March 2022






PI code	Performance Indicator	Frequency	Last update	Current Value	Current Target	Traffic Light Icon	2021/22 Target
	Air Quality - Annual average PM10 value across all continuous monitoring sites	Annual	March 2020	14.3ug/m ³	18ug/m ³		18ug/m ³
	Air Quality - average nitrogen dioxide value of monitoring sites, within AQMA(s) exceeding limits	Annual	March 2020	41.1ug/m ³	42ug/m ³		40ug/m ³

Strategic Outcome 5: Working together to improve outcomes

Priorities 2021/22

- Although the Scottish Government announced a ban on enforcement of evictions from rented properties until 31 March 2021 in areas subject to level 3 and 4 restrictions (with exceptions) our approach has not changed. Even pre pandemic, our approach was, and will continue to be one of offering support, assistance and prevention measures to tenants with escalation to legal action the last resort
- Within Housing Services, we will consolidate the new ways of working which have evolved since March 2020 and continue to build on the benefits of this approach to our customers such as making services more accessible through increased use of the digital platforms available.
- The comprehensive review of all statutory landlord compliance activities, described in section 4 above will be completed and presented to Board. This will include a compliance strategy, compliance policies and a suite of performance indicators to monitor and report on compliance.
- Communities and Public Protection Review – to ensure that the Service can meet current demands, a review has been on-going for several years, however, was delayed due to the pandemic. New structures and roles are being put in place to ensure statutory obligations are met and also that the needs of the communities are met. This includes increasing Pest Control resource, new Environmental Health Compliance Officers (COVID-19 and Brexit), review of Wardens and anti-social behaviour and additional posts in the CCTV Operations Room.
- For many years, Environmental Health Officers and Trading Standards Officers have been decreasing due to the age demographic. Communities and Public Protection are tackling this by growing and developing talent, including the recruitment of Fair Trading Officers who will hopefully move on to be Trading Standards Officers. Work has also been undertaken with the University West of Scotland and the Society of Chiefs Officers for Environmental Health in Scotland (SOCOEHS) to change the degree course for students. As such, students will now spend their 3rd year within a local authority training and Renfrewshire is one of the first to take on a student from the new cohort in September 2021. This will again assist in replacing an ageing workforce moving forward.
- The Council will launch “Our People, Our Future”, a new People Strategy in 2021. This five year plan will have an immediate focus on supporting staff and services within the context of the pandemic and the recovery phase. The strategy will be focused on high-level outcomes and with a flexible approach which will be bespoke for each service, reflecting the particular requirements of each service and group of staff. The actions arising from the strategy will be embedded in each service improvement plan and reported on therein.
- We will work with HR & OD colleagues to ensure that our managers have timely, and tailored information and the support they need to proactively manage staff absence - in particular to identify issues in relation to short term absence such as hotspots, repeat periods of absence or other patterns that should be addressed to support employees to maintain attendance.

<u>What will we do?</u>	<u>What difference will this make?</u>	<u>Who is leading on this?</u>	<u>When will it be completed?</u>
We will use the Annual Return on the Charter (ARC) to Scottish Housing regulator (SHR) process to drive improvements across Housing Services.	The ARC tracks the quality of service provided to tenants and provides benchmarking and tenant scrutiny of the services provided. We use this to inform what areas we will focus on for improvement.	Housing Regeneration and Service Improvement Team	March 2022
The service will continue with a flexible approach to service delivery in order to meet any emerging needs or changes to COVID-19 guidance and restrictions.	The service will be agile enough to continue to deliver services as effectively as possible.	Housing Services	March 2022
Housing Services will continue to contribute to the Right for Renfrewshire workstream – ‘Community Development’ whose remit includes housing management services and is looking at opportunities to integrate advice services.	The aim is to create more integrated joined up services at a local level, which are responsive to local needs, and are simpler to navigate from the perspective of the service user/customer or citizen	Housing Services/ Homeless & Housing Support Services	March 2022
Implement compliance strategy and compliance policies.	This will ensure our housing stock complies with all statutory and regulatory requirements in relation to Gas, Electric, Asbestos, Water, Lifts & Fire Safety	Housing Asset and Investment Team	May 2021
Working with HR and OD, to develop relevant actions in line with the Council’s new People Strategy.	Actions will focus on supporting staff through service transformation, changing culture norms, embedding our values within decision making and improving staff and service user experiences of the council	Senior Management Team	March 2022
We will work with HR & OD colleagues to ensure that our managers have timely, and tailored information and the support they need to proactively manage staff absence.	We will ensure our employees are provided with the appropriate support to manage their attendance, to minimise sickness absence levels and help support staff health and wellbeing.	Senior Management Team	March 2022
On-going training of staff as part of the Communities and Public Protection Review to ensure skills meet the needs of the communities	Workforce planning is a key priority to ensure that the workforce is trained and can undertake all roles appropriately	Communities and Public Protection	March 2022

PI code	Performance Indicator	Frequency	Last update	Current Value	Current Target	Traffic Light Icon	2021/22 Target
	Number of proactive e-mails to businesses in relation to COVID-19 compliance	New COVID-19 indicator					TBC
	Number of or percentage of businesses brought into compliance with applicable legislation within 30 days	New COVID-19 indicator					TBC
	Training – Percentage of staff training undertaken in relation to qualifications	New indicator					TBC
	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	Quarterly	October 2020	6.75%	8%		8.5%*
	Rent collected as percentage of total rent due in the reporting year.	Quarterly	October 2020	96.35%	98%		97%*
	Average length of time taken to re-let properties in the last year	Quarterly	October 2020	97 days	38 days		60 days**
	Percentage of rent loss due to voids	Quarterly	October 2020	1.14%	1.5%		1.6%**
	Percentage of reactive repairs carried out in the last year completed right first time	Annual	March 2020	82.6%	93%		93%
	Percentage of Overall Repairs Completed Within Target	Quarterly	October 2020	93.61%	95%		95%
	Average length of time taken to complete non-emergency repairs (days)	Quarterly	October 2020	17.3 days	15		15
	Total Percentage of frontline (stage 1) complaints responded to within 5 days	Quarterly	October 2020	84%	95%		95%
	Total Percentage of investigation (stage 2) complaints responded to within 20 days	Quarterly	October 2020	100%	95%		95%
	Average number of work days lost per full time equivalent (FTE) employee. (cumulative)	Quarterly	October 2020	3.97 (for Q1 & Q2)	4.10 (for Q1 & Q2)		8.5 (for year)

*Will be revised once recovery programme from COVID-19 becomes clearer. Forecasts take account of the ceasing of the furlough scheme.

**Routine Letting suspended – focus currently on temporary accommodation for homeless persons and emergency accommodation for those with highest need. Figure will be revised once recovery programme from COVID-19 becomes clearer. Forecasts take account of extended timescales linked to periods of restrictions and related impacts, which will carry forward to 2021/22.



To: Infrastructure, Land and Environment Policy Board

On: 24 March 2021

Report by: Director of Communities and Housing Services

Heading: COVID-19 - The Regulation of Businesses During the Pandemic

1. Summary

- 1.1 As previously reported to Board via the Service update reports, Environmental Health and Trading Standards have been at the forefront of public health interventions to prevent the onward transmission of Covid-19.
 - 1.2 This paper outlines the work done to date with regards to businesses, the close working relationship that is being maintained with both the national expert group and Police Scotland and the proactive approach taken in Renfrewshire to ensure compliance with constantly changing legislation and guidance.
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2. Recommendations

- 2.1 It is recommended that the Board:
 - (i) notes the update on the work undertaken within the Regulatory services teams of Communities and Public Protection; and
 - (ii) supports the on-going work by ensuring communities are aware of business compliance to date.
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3. Background

- 3.1 Coronavirus controls on businesses were first introduced by regulation in Scotland on 27 March 2020 with the purposes of limiting the risk of infection, transmission and virus spread, and safeguarding public health. Legislation from that date to present day, imposes responsibilities on both private citizens, and on businesses to help control the spread of Coronavirus.
 - 3.2 Since March 2020, there have been over 40 amendments to 5 different iterations of the legislation and two different Frameworks have been implemented for easement of restrictions. Guidance has also been produced for the majority of sectors, or to advise on specific risk points (eg public toilets). This has posed a uniquely challenging situation for citizens, businesses and Regulators alike, as the pace of change has been unprecedented and timescales for implementation leave little room for uncertainty.
 - 3.3 At the time of writing, the most recent iteration of legislation is the Health Protection (Coronavirus) (Restrictions & Requirements) (Local Levels) (Scotland) Regulations 2020 as amended.
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4. The Enforcement Approach - Scotland

- 4.1 Within the first day of the regulations coming into force, the Society of Chief Officers for Trading Standards in Scotland (SCOTSS) and the Society of Chief Officers for Environmental Health in Scotland (SOCOEHS) came together to form an Environmental Health/Trading Standards COVID-19 Expert Group (ETC-19) to assist with the co-ordination of the Scottish enforcement response to COVID-19. By the close of play on 27 March 2020, this group had agreed and ratified a Prohibition Notice template for dissemination and use by all 32 Scottish local authorities.
- 4.2 The group's remit was drafted to include:
 - Development of Standard enforcement processes
 - Interpretation of regulations and issue of guidance to local authorities
 - Identification of areas requiring additional national Scottish Government guidance
 - Collating, sharing and developing additional advice, FAQs and other documentation
 - Developing statistical returns for ongoing enforcement data returns to Scottish Government
 - Providing a Single Point of Contact with Scottish Government for matters of enforcement liaison.

- 4.3 The group also agreed and implemented across all regulators – including Police Scotland, a uniform model for the approach to enforcement, known as the 4 E's - Engage, Explain, Encourage, Enforce. Under this model regulators undertake enforcement only as a last resort, in the event that all efforts to work with individuals or business operators have proved fruitless. This model was discussed and endorsed with enforcement partners including Police Scotland to ensure that all enforcement agencies are operating in a unified manner, promoting a consistency of approach and communication across the whole of Scotland.
- 4.4 As the first lockdown was relaxed and Scotland moved through the route map easement of restrictions, new challenges were posed by the phased re-opening of different retail and business sectors and the construction and leisure industries. The provision of ratified enforcement responses, carefully balanced the need to safeguard public health with the need to support and promote the economic recovery of business, and proved invaluable as regulators across Scotland routinely seek to continue to monitor compliance and support local businesses in a way that is consistent across all of Scotland.
- 4.5 Partnership liaison with Scottish Government has been key to the success of the ETC-19 group. Members of the group have worked hard to forge and maintain close bonds with representatives of government, providing their expertise in how guidance and legislation is translated into regulatory business advice and enforcement functions on the front line. The group continues to liaise closely with government representatives to advise and comment upon ongoing legislative amendments as the pandemic situation changes, giving a voice which is being fed directly from front line regulators to the law makers.

The Controls

- 4.6 Restrictions on private citizens include the requirement to wear a face covering, the requirement to stay home, travel restrictions and restrictions on gatherings both indoors and outdoors. These are enforced by Police Scotland only, but the Local Authority will usually receive and provide advice on a range of enquiries on these matters.
- 4.7 All businesses of any type are required to adhere to the rules of physical distancing which are that there should be 2 metres between all people on the premises, at all times (except for hospitality, where the rule is 1 metre).
- 4.8 For businesses which sell goods or services by retail, in a shop premises, there are various levels of closures or restrictions on their trading, depending on the Protection Level the country is in at the time. These closures and restrictions are advised on - and enforced by - officers from Environmental Health and Trading Standards services within the local authority. Businesses which are not retail based are out of scope of the closure requirements e.g. manufacturing, trade suppliers, distribution & support services – at times the range of businesses out of scope of closure requirements can be confusing for the public.

Powers

- 4.9 Regulations allow officers to issue different types of enforcement notice, as well as report significant matters to the Procurator Fiscal, for consideration for prosecution. Notices include:
- Fixed Penalty Notices: for key people within a business, for failure to comply with controls or with requests to provide information.
 - Prohibition Notices: on business owners and/or people in control of a business, for contravention of legal controls.
 - Directions Notice: on business owners and/or people in control of a business - this type of Notice requires a business, event or public place to implement specific controls, dictated and directed by the Local Authority which can include total closure if necessary.

Compliance – Renfrewshire

- 4.10 Partnership: The well developed and close working relationship with Police Scotland through the Community Safety Partnership Hub has allowed regulators to build and maintain a local working protocol swiftly and effectively. Information is shared between Environmental Health, Trading Standards, Licensing and Police Scotland via Daily Tasking, and joint working including joint visits and enforcement is employed where beneficial.
- 4.11 Economic Development are responsible for administering the various Scottish Government funding streams, and Environmental Health and Trading Standards assist the team by providing advice and guidance on current legislative requirements. It is vital for the integrity of the funding scheme that public funds are dispersed only to those who are entitled to the support. Eligibility criteria for the funds state that businesses must currently be trading, must be closed by law and must not have breached Coronavirus controls. This liaison work has resulted in the refusal of a number of applications as a result of prior breaches, or misleading information being provided on application forms.
- 4.12 Other key partnerships are those with Paisley First, Pubwatch and Braehead Shopping Centre, all of whom have assisted in disseminating clear and consistent information to the business community.
- 4.13 Complaints: The majority of complaints and enquiries from the general public are down to misinterpretation of legal requirements. Face coverings not being worn in businesses remains the most reported complaint, where in fact this is not a breach by the business itself. The second highest reported complaint is that businesses are trading when they should not be. In the majority of cases, these businesses are in fact out of scope of the Regulations, and as such are still permitted to trade.

- 4.14 Enquiries: Enquiries spike whenever there is an announcement on forthcoming controls and / or a change in legislation or guidance. These can be challenging to manage, as a defined answer cannot be given until the law or detailed guidance itself is published. There has been very little that has remained constant through the pandemic – legislative controls, and associated guidance change constantly as knowledge and experience evolves. Easement between levels of restriction can be particularly problematic, as the law changes around 3 days after relevant announcements are made. This often means the details of controls are not clear until the point that controls are already in place. Overwhelmingly, compliance is high and businesses just want to know what they need to do to comply.
- 4.15 Proactive advice: Work on reactive enquiries early on in the pandemic established that certain themes quickly emerged as recurring topics. Mailing lists were set up for sectors that have either seen the most change, or that have previously caused the most demand on services to provide proactive support and advice to these sectors on any change impacting on them. Regular advice and compliance updates sent to these lists has seen reactive enquiries drop in number, and compliance in these sectors increase. Key sector mailing lists include for hospitality (around 280 businesses), gyms and personal trainers (around 50 premises) and close contact services (around 80 premises). Relationships with the business community have been strengthened through this programme of work, and businesses report feeling reassured to be receiving regular information.
- 4.16 Targeted Enforcement: Enforcement is a key part of regulatory duties, but on-site visits must only be undertaken in line with current legal restrictions. Targeted visits are normally undertaken a few days after controls are imposed, to allow businesses the chance to implement any new measures. As enforcers, Officers cannot visit a premise to “approve” their measures in advance of opening, as this would be a conflict of interest. In practice, regulators operating the 4 E approach would rarely take enforcement action at first visit unless an issue of non-compliance was deliberate or sufficiently severe.

5. Businesses with Covid-19 clusters/outbreak

- 5.1 Environmental Health Officers from all 6 local authorities in the Greater Glasgow and Clyde Health Board area meet with representatives from the NHS each morning at 9.30am to discuss clusters of cases that have occurred in business premises. If a cluster has been identified, the aim is to intervene early to ensure the COVID-19 controls in place at the premises are adequate.
- 5.2 Some business premises are normally regulated by the Health and Safety Executive (HSE) – and in these cases any concerns will be discussed with HSE, however, where public health is of importance, local Environmental Health officers will take the lead.
- 5.3 Daily meetings and early reactive work has allowed assistance to be offered to businesses to minimise spread through workplaces and ensure business can continue in a compliant manner.

- 5.4 In Renfrewshire compliance is high and no clusters have been identified in businesses that shouldn't have been open, therefore no formal enforcement action has been required to be taken.

6. Renfrewshire statistics

- 6.1 The key statistics for Renfrewshire are given below dating from the start of the pandemic in March 2020 and are maintained on a rolling basis.
- 6.2 These statistics are collated and passed to SOCOEHS, SCOTSS and the Scottish Government every fortnight to ensure consistency across local authority areas.

Service Demands	
Demand	Number
Complaints	222
Enquiries/Reactive Advice	449
Proactive Advice & Checks	4878
Targeted Visits	401
Enforcement Actions	
Action	Number
Revisits	341
Written Warning	359
Fixed Penalty Notices	0
Prohibition Notices	5
Directions Notices	0

7. Next Steps

- 7.1 Officers from Communities and Public Protection (Environmental Health and Trading Standards) will continue to liaise and interact with businesses throughout the pandemic. An integrated and staged approach will be undertaken with enforcement continuing to be used as a last resort.
- 7.2 Two additional Officers (Environmental Health – Compliance Officers) are currently being recruited to increase resilience and allow ongoing assistance to be provided to businesses and the public responding to increased regulatory pressures arising from both COVID-19 and Brexit.

Implications of the Report

1. **Financial** – with regards to Grant Funding, all discussions take place with Economic Development who release the funds to businesses if appropriate.
 2. **HR & Organisational Development** - none
 3. **Community Planning**
 - **Our Renfrewshire is thriving** - by liaising with businesses and ensuring they understand legislation, guidance and are compliant; this allows businesses to open where possible.
 - **Our Renfrewshire is safe** – by undertaking this work, it ensures that businesses in Renfrewshire are safe and Covid-19 compliant. This should minimise Covid-19 cases and onward transmission.
 4. **Legal** – There are numerous pieces of legislation and guidance that have been put into place by the Scottish Government to ensure Covid-19 compliance.
 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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To: INFRASTRUCTURE, LAND & ENVIRONMENT POLICY BOARD

On: 24TH MARCH 2021

Report by: DIRECTOR OF ENVIRONMENT & INFRASTRUCTURE

Heading: Infrastructure & Assets Community Investment Fund

1. Summary

- 1.1 This report sets the next steps in the development and delivery of an Infrastructure and Assets Community Investment Fund, as agreed by the Infrastructure, Land & Environment Policy Board on 26th August 2020. This fund will seek to involve communities to put forward proposals and make decisions on investments in infrastructure and assets within their local areas through participatory budgeting.
- 1.2 Communities will be invited to have their say on what improvements and new infrastructure they would like to see in their area. Not only will this give local people a key role in the decision-making process around improving infrastructure within their area, but the Council will gain a better understanding of community priorities.
- 1.3 COSLA and Scottish Government have developed and agreed a framework on which to take forward participatory budgeting. The framework acts as an enabler for active participation of communities in local decision making and it establishes a shared expectation that elected members, senior officers and local communities will go beyond the current arrangements for consultation and engagement.
- 1.4 It is proposed that over a three-year period £1.2m from the Roads Capital Investment Programme will be set aside specifically for this fund, this equates to 5% of the Roads Capital Investment Programme over this same three-year period. The funding is designed to be flexible and, dependant on the need and nature of the projects suggested, there may be the opportunity to supplement this funding from the Council's Capital resources or funding from external providers.

- 1.5 The principles of participatory budgeting are about addressing needs within communities. To ensure all areas benefit from this investment, we will bring forward proposals for every area of Renfrewshire, with local communities shaping the investments that will bring benefits and improvements in their local area.
- 1.6 As this will be the first participatory budgeting project of its kind within Renfrewshire Council, the approach will need to be flexible to allow officers to respond to the needs of the different communities as the programme develops, and to learn from the feedback from participants on an ongoing basis.
- 1.7 With the current COVID-19 restrictions, there will be a requirement to think differently and innovatively about the way in which local people are able to engage in the process, with specific focus on engaging with people who may be more unlikely to participate or face barriers in terms of participation. It will be important to adapt approaches and to continue to do so in response to feedback given, this will not be a one-off consultation and will be undertaken on an ongoing basis over a longer period of time.
- 1.8 It is important that the local community play an active role to ensure successful outcomes for their communities. Communities will be asked to be imaginative and innovative when it comes to bringing forward potential projects for inclusion within the programme
- 1.9 A public communications and marketing plan will be developed to promote the project as detailed in section 4.0 of this report. Communications will commence in May 2021. The aim is to have as wide a representative profile of Renfrewshire's communities as possible, with representation from all towns, villages and communities across Renfrewshire and we will use cultural activity and creativity to make it easy for people to engage.
- 1.10 The process will be set out over three phases. As part of the approach to community participation, our residents will be invited to share their initial ideas for infrastructure improvements. This original long list of projects will then be shortlisted against the criteria set out at section 3.6 of this report. The third phase will involve local communities voting on the projects that they would like to see in their community.
- 1.11 At the current time it is anticipated that this process would conclude in late Autumn 2021 with works being programmed to take place from late 2021/early 2022 onwards once the successful projects have been identified.
-

2. Recommendations

It is recommended that the Infrastructure, Land & Environment Policy Board:

- 2.1 Approves the implementation plan as outlined in section 3 of this report and notes that regular update reports will be brought back to future Policy Boards.

3. Community Investment Fund Implementation Plan

3.1 Participatory Budgeting is the process in which communities are involved in deciding how public money is spent. This allows budgets to be spent in a way that reflects the strengths, needs and aspirations of communities. The Infrastructure & Assets Community Investment Fund will allow communities within Renfrewshire to decide which infrastructure improvements they would like in their area.

3.2 The implementation of the Community Investment Fund will be managed by officers from Environment & Infrastructure and the Chief Executives service.

3.3 Community Engagement

Although Participatory Budgeting is about local people being part of the decision-making process, Elected Members will have a key role to play in the process as well as supporting and championing the process and encouraging residents to participate.

3.4 In order to support Elected Members in this role, a full Members information pack is being developed which will be supplemented by a Members briefing session.

3.5 The public engagement will be carried out in three phases:

Phase 1 – May - July 2021: Residents across Renfrewshire will be invited to share their ideas and suggestions on infrastructure improvements they would like to see in their area. This first phase will form a 'long list' of potential projects. During this time, we will also be asking residents to get engaged with the process and start the conversation with communities.

Phase 2 – August - September 2021: The long list of proposals will undergo a technical assessment against the criteria outlined at 3.6 below, with the aim of producing an initial list of investment proposals for communities. It is essential to keep communities engaged and that this process is transparent, with the conversation continuing with communities to update and feedback on every proposal that comes forward with communities.

Phase 3 – September 2021: Residents across Renfrewshire will then be invited to vote on which project they wish to see proceeding from the shortlist of projects identified as meeting the criteria for the fund.

3.6 Due to the current COVID 19 pandemic it is recognised that traditional methods of consultation will need to be expanded, with new options considered to maximise opportunities for engagement with residents across Renfrewshire which will take place via:

- Online platforms
- Community groups
- Local Partnerships
- Leaflet drop via hubs/supermarkets/vaccination centres
- Schools

3.7 Assessment Criteria & Selection Process

The proposals put forward by communities will be shortlisted using the criteria outlined below:

- In Scope Definition – We want to encourage communities to be imaginative and creative in their thinking to consider environmental and physical infrastructure related improvements that would have wide community benefits. Examples of this could include: desire line pathways, green infrastructure, road, footways, drainage and street lighting improvements.
- Cost – The proposals would ideally cost between £5000 - £50,000. The ongoing maintenance costs of the proposal would require to be considered as part of the ongoing assessment along with the funding source to maintain the infrastructure & assets.
- Planning – Has the work or similar work already been planned – similar works in the pipeline or underway could have an impact on any proposals considered.
- Design – Will additional work be required? Ideas will be looked at to see what design work is required and if this would be feasible.
- Procurement – Ideas must meet the way the Council's commissions work.
- Location – It must be on Council land due to potential restrictions and delays around permission processes.

There are particular projects which cannot be considered for the fund such as festive lighting which have a significant ongoing revenue cost for the Council or infrastructure which is related to a community asset transfer.

4.0. Communications Strategy

- 4.1 Communication needs to provide clear, detailed information for residents on how they can participate in this project, including what can be put forward for consideration, how the ideas will be shortlisted, how they can vote and what the next steps will be.
- 4.2 The objectives of the communication plan are:
- To provide a clear, concise message to residents about what the project is and how they can get involved.
 - To ensure that communities and local partners feel engaged with the project and the process around decision making is transparent
 - To provide clear, accessible communications for a range of audiences, including on the council website, which is clear and fully explains how the project will work.
 - To keep Elected Members informed and involved at each step in the process.

- 4.3 Promotion of the Community Investment Fund will be carried out in with the aim of generating awareness of Participatory Budgeting and encouraging residents to get involved in the process, particularly residents who are not in regular contact with the Council.
- 4.4 It is recognised in the current climate face to face engagement with communities will be limited and as such it will be important to utilise all existing and new communications channels to promote the launch of the initiative and to continue the conversation with communities as this progresses.
- 4.5 At the current time it is anticipated that this process would conclude in late Autumn 2021 with works being programmed to take place from late 2021/ early 2022 onwards once the successful projects have been identified.

Implications of the Report

1. **Financial** – The budget has been set aside from the Roads Capital Investment Programme as approved by Council. The funding will be allocated based on community need and take consideration of the infrastructure and population of the town, village and community being considered, ensuring that investments are take forward in every community in Renfrewshire through this funding.
2. **HR & Organisational Development** - None
3. **Community Planning – Creating a Sustainable Renfrewshire`**
Better community engagement and participation leads to the delivery of more responsive services and better outcomes for communities. This is closely aligned to the ‘sustainable and connected’ priority of the Renfrewshire Community Plan which seeks to ‘listen and respond to the needs of communities, and partners.’ It is also aligned with the priority of Supporting the wellness and resilience of our citizens and communities through Enabling communities to have their voice heard and influence the places and services that affect them.
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

as the proposals recognise individual arrangements that would have to be accommodated due to particular circumstances. 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** – Works will be instructed using the Scotland Excel Roads and Related Structures Framework.
10. **Risk** - A risk register will be developed as part of the implementation.
11. **Privacy Impact** - None
12. **Cosla Policy Position** – This proposal helps to deliver on Cosla commitments to develop community empowerment and participatory budgeting.

List of Background Papers – None

Author: Gordon McNeil, Director of Environment & Infrastructure



To: INFRASTRUCTURE, LAND AND ENVIRONMENT POLICY BOARD

On: 24 MARCH 2021

Report by: DIRECTOR OF ENVIRONMENT & INFRASTRUCTURE

Heading: Grass Cutting Service 2021

1. Summary

- 1.1 This report seeks to update the Infrastructure, Land and Environment Board on the grass cutting service for 2021 and the changed approach to service delivery across Renfrewshire which will commence on Monday 5th April 2021.
- 1.2 The Council's green space has a key role to play in supporting the quality of Renfrewshire as a place for communities, residents and businesses and of increasing weight, its role in supporting the Council's ambitions to tackle climate change
- 1.3 The Council's grass cutting service had been suspended as the country entered lockdown in March 2020 due to the COVID 19 pandemic and was only able to restart under the Government's "Routemap" on the 1st June. The re- introduction of grass cutting on a phased basis, was delivered on a community by community basis around Renfrewshire. This largely geographical approach during COVID 19 grass recovery provided an insight and the direction for a review in how grass cutting was delivered across Renfrewshire and shaped the move to a fully geographical approach.
- 1.4 During this time we also listened to the various views across communities in relation to both grass cutting frequencies, areas maintained and the wider biodiversity agenda.
- 1.5 Moving into the 2021 grass cutting season, it is proposed that the delivery of grass cutting services changes to a single 14-day cyclic schedule across Renfrewshire on a community by community basis.

- 1.6 This 14-day schedule will allow us to cut grass within each community on a given day and by providing the information on the councils website, communities will be able to view when the grass in their area is expected to be cut.
- 1.7 The increased frequency of grass cutting will coincide with a significant investment in modern grass cutting machinery to complement the service change.
-

2. Recommendations

It is recommended that the Infrastructure, Land & Environment Policy Board:

- 2.1 Approve changes to 2021 grass cutting service as set out in the paper, moving to a geographical based model where grass will be maintained through a single programme of cyclic maintenance.
-

3 Background

- 3.1 Currently the grass cutting services are delivered through both local area and activity-based teams delivering different programmes of grass cutting activities. This approach results in various teams visiting the same area at multiple periods of time to perform maintenance activity.
- 3.2 This current approach to delivering this service can cause confusion with residents and communities with grass being cut within communities at differing times and frequencies.

4. New Approach to Service Delivery

- 4.1 The proposed approach will:
- Bring together all grass cutting services,
 - Rationalise the differing frequencies to a single 14-day model
 - Fully deliver grass cutting on a geographical basis.
 - Sports turf will continue to be maintained at a different frequency, commensurate with the sporting activities and the time of year.
- 4.2 The new season will commence on 5 April 2021, Appendix 1 of this report provides an area by area allocation of days that communities will have their grass cut, with Appendix 2 detailing a map.
- 4.3 Additional inspection and monitoring will be undertaken to ensure that all the areas are being maintained to a standard and that the grass cutting schedule is adhered to as closely as possible. Weather conditions will always be a factor that will influence the speed at which grass can be cut and communications will seek to support this on occasions when grass cutting may temporarily fall behind due to adverse weather.

The service has contingency plans to ensure that operations do not fall behind, to maintain the 14-day cyclic schedule.

- 4.5 This new approach to service delivery will be supported by a communication campaign that will advise communities and elected members of when grass within their community is scheduled to be maintained. This will be done predominately through the Council's digital channels and community groups.
- 4.6 A customer application which enables residents to enter their post code to identify their location that will show the area they fall into and when next scheduled to be maintained has been developed, details will be circulated with communications.

Implications of the Report

- 1. **Financial** – The investment in new equipment will be met from the Council's Fleet Asset capital funding. The changes to service will be met from existing resources and from additional income from the housing revenue account.
- 2. **HR & Organisational Development** – Staff and trade unions have been engaged with the plan for the service changes commencing in April with additional seasonal staff employed to support the new service programme.
- 3. **Community Planning** – None
- 4. **Legal** - None.
- 5. **Property/Assets** - None
- 6. **Information Technology** - None
- 7. **Equality & Human Rights** - The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. 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 Council's green space has a key role to play in supporting the delivery of biodiversity improvements and the Council's ambitious actions to tackle climate change. The revised approach to grass cutting will reduce duplication in visits and contribute to this agenda.

List of Background Papers - None

Author: Gavin Hutton, Head of Operations & Infrastructure

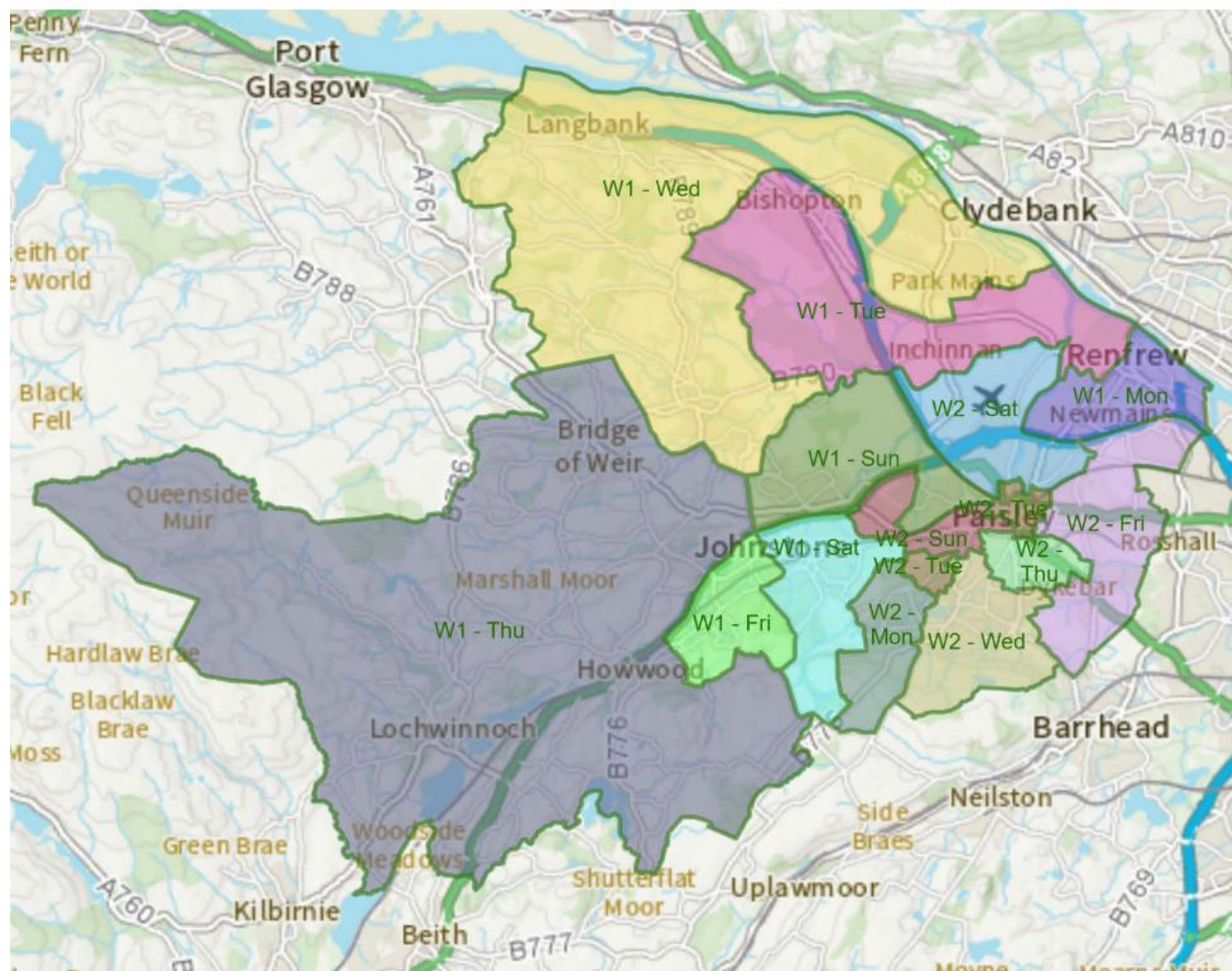
E-mail: gavin.hutton@renfrewshire.gov.uk

StreetScene – 2021 Grass Cutting - Operating Model**WEEK 1**

Monday	Renfrew – Arklestone, Moorpark, Newmains, Dean Park, Town Centre
Tuesday	Renfrew North – Blythwood, Kirklandneuk; Inchinnan; Bishopton
Wednesday	Ersuline; Langbank; Houston; Crosslee; Craigends
Thursday	Bridge of Weir; Kilbarchan; Brookfield; Howwood; Lochwinnoch
Friday	Johnstone West – Corseford, Spateston, Milliken Park, Cartside, Quarellton, Cochrane Castle
Saturday	Johnstone – Johnstone Castle, Town Centre, Johnstone East; Elderslie
Sunday	Linwood; Ferguslie Park

WEEK 2

Monday	Paisley South – Foxbar
Tuesday	Paisley Town Centre; Paisley South – Brediland, Meikleriggs, Lonsdale
Wednesday	Paisley South – Glenburn
Thursday	Paisley South East – Castlehead, Hunterhill, Todholm, Lochfield, Charleston
Friday	Paisley East – Dykebar, Hawkhead, Seedhill, Williamsburgh, Whitehaugh, Ralston
Saturday	Paisley North – Gallowhill, Shortroods
Sunday	Paisley – West End





To: Infrastructure, Land and Environment Policy Board

On: 24 March 2021

Report by: Director of Communities and Housing Services

Heading: Scottish Government Consultation: Protecting Scotland's Groundwater from Pollution

1. Summary

- 1.1 The Scottish Government, in conjunction with the Scottish Environment Protection Agency (SEPA) are consulting on proposals to improve how groundwater in Scotland is protected. Proposals include 1) revising environmental standards for substances within groundwater, 2) revising the list of groundwater hazardous substances which must be prevented from entering groundwater and 3) making some changes to land contamination legislation.
 - 1.2 At the same time SEPA is also consulting on revisions to their guidance documents on 'Land Contamination and Impacts on the Water Environment' and 'Assigning Groundwater Assessment Criteria for Pollutant Inputs'. Both of these documents are referred to within the Scottish Government consultation and are to be considered in conjunction with this as they are all intrinsically linked. The two SEPA consultation documents are of a technical nature and relevant Officers will submit responses to these directly.
 - 1.3 The consultation document can be viewed at <https://consultation.sepa.org.uk/circular-economy/78f28f61/> and a proposed response to this is included for the approval of members of the Board as Appendix 1 to this report.
-

2. Recommendations

- 2.1 It is recommended that the Board:
 - (i) note the consultation on Protecting Scotland's Groundwater from Pollution along with the requirement to respond by 31 March 2021; and

- (ii) approve the proposed response included as Appendix 1 to this report as the Council's consultation response.
-

3. Background

- 3.1 Groundwater refers to all water which is below the surface of the ground and it is vital to the economy and the natural environment. Groundwater feeds rivers, lochs, estuaries, wetlands and provides a valuable and important source of water for public and private water supplies. It also supports a number of industries, including whisky production, mineral water and agricultural irrigation.
- 3.2 There are existing legislative controls and operational standards in place to protect groundwaters. These are regulated primarily by SEPA with the purpose of protecting this natural resource. The consultation is seeking views on proposals to introduce water quality standards which have a better environmental basis, are transparent and fair.

Proposed technical changes to risk assessment

- 3.3 Standards for substances in groundwater are used to assist the assessment of whether inputs have (or are likely) to compromise the groundwater resource, or significantly impact on a surface ecosystem or existing water supply. These standards will also inform decisions on whether groundwater contamination is so serious or widespread that it is causing or likely to cause an entire groundwater body to be classified as poor status.
- 3.4 The standards will be used by local authorities and SEPA to determine if remediation of land contamination is necessary when planning consent is being sought to redevelop land. They are also relevant where contamination is being addressed through the Council's statutory Contaminated Land duties under Part IIA of the Environmental Protection Act 1990.
- 3.5 The proposals introduce significant changes to the process of assessing risks to the water environment. The changes are likely to have time and cost implications for developers and their environmental consultants as well as the potential to impede the timeous discharge of associated planning conditions e.g. where an assessment has not been carried out in accordance with the revised guidance.
- 3.6 The proposed changes relate to how a) groundwaters with a resource value are identified; b) how a judgement is made that a meaningful amount of groundwater has been impacted; and c) the way that contaminants already in the groundwater are considered when assessing if the standard will be met. It is the intention that the Scottish Government will formalise this through Directions to SEPA.

- 3.7 The consultation also proposes revising the list of 'groundwater hazardous substances' which must be prevented from entering groundwater. The methodology for determining if a substance is hazardous has been updated by the UK expert group, the Joint Agencies Groundwater Directive Advisory Group and the Scottish Government proposes to adopt these revised standards.
- 3.8 The proposals could have implications for the remediation of land as additional works may be required to ensure any hazardous substance does not enter the water environment, taking into account the technical and financial feasibility of achieving these standards. However, the consultation states that whilst these proposed standards may trigger further assessment of the remediation required, they are unlikely to have a major impact on the levels of remediation undertaken.

Proposed changes to decision making and record keeping

- 3.9 Historic land contamination is most commonly addressed through the planning regime. Where a change of use is proposed (e.g from previously industrial land to housing) contamination may need to be addressed to ensure the site is made suitable for the new use. Residual contamination may remain on such sites if it is technically infeasible or disproportionately costly to carry out sufficient remediation to meet the groundwater standards existing at that time. SEPA can grant exemptions from the requirement to meet groundwater standards on that basis.
- 3.10 Currently, there is no requirement to maintain a register of those sites where SEPA has judged it to be technically or financially infeasible to meet the water environment standards (sites with residual contamination). the consultation proposes that a register of all such sites ('sites with residual contamination') is kept, and that this will apply to future sites but not retrospectively. There are a number of suggested benefits in keeping this register but little explanation of how it might be used in future. There are concerns that such a register could create blight for any sites held on it and leave landowners exposed to uncertain future liability e.g. should SEPA require further remediation at a future date if for example technology to address this improves. There may also be an incorrect perception that any site on the register is a problem, which is not the case – every site on the register will have been through a process of regulatory assessment and scrutiny, resulting in agreement from SEPA that no further work is required. Sites which have been redeveloped through this process will be suitable for their intended use.
- 3.11 One of the proposed benefits of keeping the register would rely on the existence of a list of all sites in Scotland which have been remediated to date. However, this is not the case and there has never been any suggestion or requirement for such a list to be developed or maintained.

Part IIA of EPA 1990 - Changes to how 'special sites' are identified and regulated

- 3.12 Part IIA of the Environmental Protection Act 1990 provides a legal definition of Contaminated Land as “any land which contains substances in, on or under the land that is causing significant harm, or a presents a significant possibility of significant harm; or where there is significant pollution, or a significant possibility of significant pollution of the water environment” This legal definition is important as it differentiates such land from land affected by contamination which is not significant enough to meet the statutory test for ‘Contaminated Land’.
- 3.13 Local authorities have a statutory duty to investigate their areas from time to time and determine if any land may be Contaminated Land using a risk-based approach. However, in practice most land remediation takes place as sites are redeveloped through the planning process. This avoids the need for the local authority to enforce (and in some circumstances pay for) the remediation.
- 3.14 Once determined, some ‘Contaminated Land’ sites, (those with specific former uses and/or specific types of contamination) are considered to be ‘special sites’. Whilst there is still a requirement for the local authority to investigate and determine these as ‘Contaminated Land’ in the first instance, the later regulation of such sites (e.g. the securing any required remediation) rests with SEPA.
- 3.15 The consultation proposes to amend how land that SEPA considers could be a special site is notified to the local authority.
- 3.16 At present, where SEPA holds information that an already identified Contaminated Land site fits the criteria for a ‘special site’ it can inform the local authority. The local authority is then required to determine whether the land should be designated as a special site, with regulatory responsibility being passed to SEPA.
- 3.17 The proposed approach will allow SEPA to inform the local authority where it holds information that a site which has NOT YET been identified as Contaminated Land may fit the criteria for a special site. The Local Authority will then be required to determine if the land should be designated as Contaminated Land and a special site.
- 3.18 This amendment is subtle but could have significant implications for local authorities e.g. if the local authority is obliged to carry out investigation works to identify if the site should be designated first as Contaminated Land and then as a special site, on timescales imposed by SEPA, rather than in line with our own prioritisation framework. Although the regulation of special sites will pass to SEPA once identified as a special site, it will still be the responsibility of the local authority to investigate and determine the site under the Part IIA regime as Contaminated Land in the first instance, which could have significant implications in terms of finance and staff resources.

- 3.19 Specialist Contaminated Land Officers have considered the proposals within the consultation document and overall the proposed response attached as Appendix 1 is broadly supportive of the proposed changes to the guidance and legislation and suggests that these are likely to have a positive impact on protecting Scotland's groundwater. However, the consultation response suggests that greater clarity and detail is required on some elements and in some areas it is suggested that aspects of the proposals may not deliver the benefits that are being sought and could create a significant amount of additional work for local authorities and in particular, developers if not amended in the final guidance and legislation.
- 3.20 The consultation response is also recommending that training is provided by SEPA on the requirements of the updated legislation particularly for those responsible for redevelopment of land and their consultants, to ensure the additional guidance is fully understood as it is adopted by industry.
- 3.21 The final comments relate to legislative amendments and a proposal to establish and maintain a register of remediated sites with residual contamination, along with the potential impact of both of these proposals on aspects of regulatory enforcement work currently the responsibility of the Council. The proposed response suggests that there is a requirement for more clarity and greater detail on these proposals to provide an understanding of the benefits the proposed new arrangements will deliver. It is the view of specialist officers that there are already good and pragmatic arrangements in place with regards to holding and sharing information and without clarity on the wider purpose of proposed changes, there is the potential for significant additional burdens to be placed on Council regulators and on developers.
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Implications of the Report

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

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

List of Background Papers - None

Author: Oliver Reid, Head of Communities and Public Protection, email: oliver.reid@renfrewshire.gov.uk

Proposed Council Response to Scottish Government Consultation

Pollution standards

1. Do you agree with the criteria we proposed to use to assess whether groundwater has future resource potential?

In general, yes.

The proposed changes appear reasonable. Saline groundwater near the coast and groundwater at significant depth (>400m below ground) and under the sea is unlikely to be suitable for any future use, so excluding it from consideration in risk assessments seems sensible.

We would suggest that the guidance could also allow for consideration to be given to the specific geological and hydrogeological conditions that prevail in different areas of Scotland - for example, groundwater quality in the Central Belt can be of such poor quality due to historic activities (e.g. mining, heavy industry), that it is highly unlikely to ever be used as a drinking water source. In other parts of Scotland, which have been less affected by the legacy of historic industry, groundwater is of much better quality and therefore is much more likely to be used as a resource, either at present or at some point in future.

Requiring present-day risk assessments (and potentially remediation) on individual sites to consider the theoretical future use of groundwater in the same way across Scotland could be seen as over-protective in some instances –the guidance should allow for additional pragmatic exclusions on a site-specific basis, where appropriately justified.

2. Do you agree that the standards to assess pollution of future groundwater should be based on an area of impacted groundwater rather than the current distance based approach?

The benefit of standardising the degree of impact on groundwater by looking at it on an area basis, rather than just considering distance from the source is acknowledged. However, this will require a more complex risk assessment to be undertaken, which may have practical implications for the Council as well as consultants/developers.

The proposed methodology requires an improved understanding of the site conditions (e.g. the geometry of any contaminant plume, flow direction, calculation of annual average concentrations over several monitoring events etc) and a more detailed understanding of the hydrogeological setting than is currently seen in risk assessments.

The amount of data that will need to be gathered during the site investigation will be increased – to ensure consultants/developers are aware of the requirements and factor them into their investigation design, it would be helpful for SEPA to provide training/awareness raising opportunities for the industry.

There appears to be an implicit assumption within the revised guidance from SEPA that brownfield sites generally pose a high risk to the water environment. This is not the case, in our experience – while our standard practice is to use planning conditions to require a site investigation and risk assessment on any brownfield development site, significant groundwater impacts are identified very rarely.

We note there are proposals to allow current activities regulated by SEPA to be classified as ‘low hazard’ and therefore not likely to risk breaching standards – in such instances, there would be no requirement for a site-specific risk assessment to be undertaken. The criteria that SEPA will consider to determine the likelihood of risk to the water environment include things such as the soil thickness onsite, the soil type, the depth to groundwater and the proximity to current water abstractions and surface waters – this is all information that is routinely collected during the site investigation stage.

We would suggest that this ‘screening out’ process could equally be applied to identification of low risk developments on brownfield sites. This would reduce the requirement for complex assessments (and potentially cost-benefit analyses) to be undertaken on sites with only minor issues that do not warrant such detailed consideration.

3. Do you agree that we should take into account any existing contamination present in the groundwater when making an assessment of pollution?

Yes – however, this will require additional sampling to confirm the concentrations already present in groundwater both onsite and upgradient. It could be impractical to gather this information in some circumstances (e.g. if the area surrounding the site is not owned/accessible to the development team).

This is additional data that is not commonly gathered in site investigations at present – to ensure developers and environmental consultants are aware that they should be incorporating these requirements into their work packages, it would be helpful for SEPA to provide training/awareness raising opportunities for the industry.

Groundwater status standards

4. Do you agree that the trigger for determining that a groundwater body is considered to be at poor status should be based on a 20ha plume of hazardous substances rather than a 200ha plume of any contaminants?

Yes, considering that the groundwater flowing under an area of 20ha could be enough to supply a small town, this still appears to be a significant degree of pollution.

We note that this 20ha trigger will apply to hazardous substances only – however, we understand that non-hazardous substances should continue to be considered across the groundwater body as a whole. We suggest this is made clearer in the guidance – otherwise, the requirement could be misunderstood with non-hazardous substances being excluded from consideration altogether.

5. Do you agree that when assessing if a groundwater body is at poor status we should only consider impacts on nationally important groundwater dependent wetlands?

Yes, this seems reasonable.

Hazardous substance standards

6. Do you agree that we should update our list of hazardous substances in line with the JAGDAG recommendations?

The Joint Agencies Groundwater Directive Advisory Group (JAGDAG) has published methodology for determining which substances are 'hazardous' which we understand to be based on the intrinsic properties of the substances themselves (e.g. their toxicity, persistence and tendency to bioaccumulate).

It would seem difficult to justify divergence from this UK wide approach, and we are not aware of any compelling reason for doing so.

We do, however, note that some commonly encountered pollutants including arsenic, lead and chromium VI are now classed as hazardous which weren't previously – this may cause difficulties on some sites due to the requirement for them to now be prevented from entering groundwater, which is a more protective standard than previously applied. However, we note that exclusions on the basis of disproportionate cost could be applied to limit the remediation required as a result.

As a general comment, guidance from SEPA/SG on how to carry out cost/benefit analysis would be beneficial, as this is not something we understand to be done routinely in industry at present.

7. Do you agree that we should introduce standards for hazardous substances which identify the point at which there is a risk of groundwater deterioration, in order to ensure consistency and certainty?

Yes, a degree of certainty and consistency in the assessment is welcome. We understand that the standards referred to are 'threshold standards' - as a general comment, there is a lot of new terminology in the proposed guidance that we suggest should be clearly explained/defined within the guidance documents.

JAGDAG has derived values for the purpose of determining whether deterioration is likely to occur, based on a consistent methodology – it makes sense to use these (where available) rather than values that are based on the technical capacity of laboratories (e.g. limit of detection) which 1) may vary (and actually get more stringent with time as analytical methods improve) and 2) have no direct relevance to actual or theoretical risk.

8. Do you agree that our proposed hazardous substances standards should be based on drinking water standards and surface water environmental standards?

In general, yes – we assume this question relates to ‘hazardous substance *input* standards’, and have responded on that basis.

We note that standards are only based on environmental quality standards for groundwater within 50m of a surface water feature, which seems sensible. Further than 50m from a surface water feature, the standards are based on drinking water standards.

9. Do you agree that issues of taste and odour should be taken into account in determining hazardous substance standards, in order to protect the future use of groundwater?

The proposed inclusion of taste and odour criteria is new – we note that these standards are all significantly lower than the existing standards (or there currently are no standards for some of the substances) so this is a more conservative standard than is currently in place.

While we accept that having a bad taste or odour could affect/limit the use of the water, it is important to note that breaching these standards would **not** imply any health risk to users of the water. For consideration of future resource potential in particular, this could be considered overly protective, particularly in situations/geographical locations where groundwater is already of such poor quality as to make it unsuitable for future use.

The use of taste and odour criteria could lead to unnecessary remediation in certain circumstances. We would welcome any possibility for exclusions from the requirement to meet such stringent criteria where it can be fully justified on a site-specific basis.

Changes and clarifications to our approach to land contamination and the water environment

10. Do you agree with our proposal to keep a record of any residual land contamination, where an exemption from the relevant groundwater standards has been applied to remedial work? How do you think this should be done, via legislation or by partnership working?

The purpose of the register is unclear, so it is difficult to provide a fully considered response. We would have some reservations about the practicalities and principles underpinning the proposal, and would welcome clarification on the scope, format and purpose of the register in due course. We have offered some thoughts below, based on our initial understanding.

It isn't clear what degree of 'residual contamination' would warrant inclusion on the register e.g. would it only be sites where remediation of groundwater has been undertaken but didn't reach the required standards, or would small sites with minor exceedances of standards where remediation was not undertaken also qualify?

Local authorities hold records of all sites that have been remediated through the planning process, and also where voluntary remediation has been reported to us – in those rare cases where remediation of significant groundwater pollution has taken place, and/or there was any debate about the standards that can/should be achieved, it is likely that SEPA specialists will have been consulted by the local authority officers as part of their normal working practice. These sites will therefore already be known to SEPA.

We note that one of the suggested benefits of the register is that *"it should help (20 in combination with a list of all sites that have been remediated) to identify how much brownfield land in Scotland is being remediated and made ready for use"*.

The assumption that a list of remediated sites exists is incorrect – in Renfrewshire, we hold detailed planning records and we have internal GIS layers and filing systems that are continually updated when new information is submitted to us. This allows us to quickly identify relevant information on a site by site basis. However, we do not hold a list of all sites that have been remediated, and we do not consider that such a list would offer any significant benefit to our working practices in terms of how we deliver vital public services. Compiling such a list would not be a priority for Renfrewshire Council.

Local authorities have different IT systems and data management processes and are likely to hold information in a variety of formats - it may not be straightforward to extract the information SEPA requires to compile such a register for Scotland.

While there are a number of suggested benefits to keeping such a register, there is little explanation of how it might be used in future. We would have concerns that such a register could create blight for any sites held on it and leave landowners exposed to uncertain future liability e.g. should SEPA require further remediation at a future date if technology improves. Unless the register's purpose is clearly communicated and understood, there may also be an incorrect perception that any site on the register is/has a problem, which is not the case – every site on the register will have been through a process of regulatory assessment and scrutiny,

resulting in agreement from SEPA that no further work is required. Sites which have been redeveloped through this process will have been determined to be suitable for their intended use.

We are satisfied that information sharing can continue through close partnership working between local authority and SEPA officers, rather than through a formal register. The benefits of the proposed register have not been shown to outweigh the potential negative impacts and increased administrative burden on local authorities. That being the case, if this proposal is adopted we suggest that responsibility for establishing and maintaining it should rest with SEPA as the principal user.

11. Do you agree we should raise the bar at which significant pollution is considered to occur in relation to the future groundwater resource?

Yes, this appears reasonable.

12. Do you agree that we should change the criteria for defining “Special Sites” from one impacting on a Devonian or Permian aquifer to one that is causing a water body to be less than good status or is posing a risk of deterioration in status?

Yes, this appears reasonable.

Additional comment on 7.4 ‘Identification of “Special Sites” (note there is no specific consultation question on this proposal)

The proposed amendment to legislation is subtle, and we note it is expected to only be used in exceptional cases – however, it could have significant implications for local authorities, and we would welcome further clarification.

At face value, this proposal appears to circumvent the prioritisation process followed by local authorities as lead regulator under Part IIA which requires us to prioritise sites on the basis of potential risk to **all** statutory receptors, not just the water environment.

It is not clear from the consultation whether the information provided by SEPA will be sufficient to allow determination of the site as Contaminated Land then, as a special site. If not, this could have significant resource implications for the local authority if, for example, additional investigations are required before the site can be determined. The process of identifying and notifying appropriate persons can also be extremely complex and must be completed prior to determination, which would add additional burden to a local authority in such cases.

We are also mindful that if any site is determined to be Contaminated Land, it is possible that some/all of it would not be accepted by SEPA as a special site – this could then leave the local authority with regulatory responsibility for some/all of the site.

The driver for this proposed change is not clear – under the current legislation, SEPA (or any other party) can present information about any site to the local authority for consideration at any time. From a local authority perspective, continued close partnership working with SEPA would appear preferable to legislative change.

However, if legislative changes are being considered, we would suggest that amendments granting additional powers/duties to SEPA to investigate and determine potential special sites might be a more efficient way of meeting the stated aim of ensuring that *“sites having the greatest impact on the water environment are passed to SEPA quickly and efficiently for remedy”*. We would also suggest that SEPA should have a duty/responsibility to identify appropriate persons prior to approaching the local authority seeking determination to avoid placing additional burdens on local authority resources.



To: Infrastructure, Land and Environment Policy Board

On: 24 March 2021

Report by: Director of Finance and Resources

Heading: Community Asset Transfer- Request for Review
Barnbrock Farm- Application by UP-2-US Ltd.

1. Summary

- 1.1 The Community Empowerment (Scotland) Act 2015 includes provisions enabling community bodies to apply to the Council to take over Council owned land and facilities. This is referred to in the Act as an Asset Transfer Request. The Council is required to deal with Asset Transfer requests in a manner set out in the Act and following procedures established in Regulations.
- 1.2 The Council has received a request for a review of a decision by the Head of Property Services to refuse an Asset Transfer Request by Up-2-Us Ltd in respect of their application for the transfer of Barnbrock Farm.
- 1.3 The report provides information on the Asset Transfer Request and asks the Board to appoint the members of the Sub-Committee to decide the review and approve the procedures for considering the review.
-

2. Recommendations

2.1 The Board is asked to:

- a) note that a request has been received for a review of a decision to refuse an asset transfer request made in terms of Part 5 the Community Empowerment (Scotland) Act 2015.
 - b) note that the review is to be considered by the Community Asset Transfer Request Review Sub-Committee.
 - c) appoint Cllrs Jacqueline Cameron, Eddie Devine, Audrey Doig, Neill Graham and Cathy McEwan as the members of the Sub-Committee to consider the review and appoint Cllr McEwan as the Chair of the Sub-Committee.
 - d) authorise the Chair of the Sub-Committee in consultation with the Head of Corporate Governance to set the date and make all necessary arrangements for the first meeting of the Sub-Committee.
 - e) agree the procedure for dealing with the review as set out in the Appendix to this report.
-

3. Background

3.1 Part 5 of the Community Empowerment (Scotland) Act 2015 gives an organisation which meets the statutory criteria to be a “community transfer body” the right to apply to take over property owned by the Council. These applications are known as Asset Transfers Requests.

3.2 At its meeting on 23 February 2017, the Council agreed its process for dealing with such applications. As part of that decision, it was agreed that applications would be determined in the first instance by the Head of Property Services.

3.3 The 2015 Act prescribed that where an applicant is not satisfied with the outcome of their request the Council must provide for a review process. To meet that requirement, the Council agreed that reviews would be decided by a sub-committee of the Policy Board which was the precursor of the Infrastructure Land and Environment Policy Board to be called the Community Asset Transfer Request Review Sub-Committee.

3.4 The Council decided that the sub-committee was to comprise five members of the policy Board with three members from the administration group and two from the opposition groups. The Chair was to be either the convener or vice -convener.

- 3.5 The framework of the procedure for dealing with reviews is set out in Regulations although councils are able to decide on details of the procedure provided those details are in accordance with the Regulations. The proposed procedure which covers the points set in out Regulations, forms the Appendix to this report.
- 3.6 The Sub-committee has the option to decide the review based on the documentation proved to it or to hold a hearing prior to making a determination. However, it is proposed that an initial meeting of the Sub-Committee is held to consider how they wish to proceed with the review.
-

4. The Review

- 4.1 The request for review has been made by Up-2-Us Ltd. The review is in respect of a decision taken by the Head of Property to refuse their request for an asset transfer of Barnbrock Farm, which was previously the offices of Clyde Muirshiel Park.
- 4.2 The Council must reach a decision on the review within 6 months of the date of receipt of the request for a review. The request for review was received on 10 February 2021, which means that the deadline for deciding the review is 9 August 2021.
- 4.3 The applicant has a further right of appeal to the Scottish Ministers if they remain unhappy with the decision if the Sub-Committee.
-

Implications of the Report

1. **Financial** – The Asset transfer request if successful will involve the transfer of council property to a community body for a sum of money.
2. **HR & Organisational Development** – n/a
3. **Community/Council Planning** – There are no implication for community/Council planning arising directly from this report.
4. **Legal** – The report concerns the governance arrangements for dealing with a review of a decision to refuse a Community Asset Transfer request in terms of the Community Empowerment (Scotland) Act 2015.
5. **Property/Assets**- If the Asset transfer is approved, the property at Barnbrock Farm will be transferred out of the Council's ownership.
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.

The results of the assessment will be published on the Council's website.

8. **Health & Safety – n/a**

9. **Procurement – n/a**

10. **Risk- n/a**

11. **Privacy Impact – n/a**

12. **Cosla Policy Position – n/a**

13. **Climate Change – neutral.**

14. **Fairer Scotland Duty (Strategic Decisions Only) – n/a**

List of Background Papers

1. **Report by the Director of Finance and Resources to Council on 23 February 2017 headed: Community Empowerment (Scotland) Act 2015- Asset Transfer Request**

Author: Ken Graham, Head of Corporate Governance

Community Asset Transfer Review Sub-Committee

1. Remit

- 1.1 The remit of the Community Asset Transfer Review Sub-Committee (“the Sub-Committee”) shall be to consider and decide applications for the review of decisions on asset transfer requests made under Part V of the Community Empowerment (Scotland) Act 2015.
- 1.2 The Sub- Committee will operate in accordance with the Asset Transfer Request (Review Procedure) (Scotland) Regulations 2016.

2. Membership

- 2.1 The membership of the Board comprises five members of the Infrastructure, Land and Environment Policy Board (“the Board”) with three members appointed for the administration group and two members appointed from the opposition groups represented on the Board.
- 2.2 The Chair of the Sub-Committee shall be the Chair or Vice Chair of the Board.
- 2.3 A quorum for the meeting of the Sub-Committee shall be at least three members.

3. Application of Standing Orders

- 3.1 The Council's Procedural Standing Orders shall apply to the Sub-Committee except to the extent as expressly varied by these procedures.

4. Meetings

- 4.1 The Sub-Committee shall meet to consider the review. All meetings may be held remotely using a system approved by the Council.
- 4.2 The arrangements for the initial meeting shall be made by the Chair in consultation with the Head of Corporate Governance. The date, time and venue for any subsequent meetings shall be agreed by the Sub-Committee.
- 4.3 Where any meeting is not open to the public to view as it happens, a recording of the meeting shall be published on the Council's website as soon as possible after the meeting has ended.
- 4.4 Prior to the meeting, the Sub-Committee members will have read the papers and documents relevant to the review and note the reasons given for the initial decision to refuse the asset transfer request.

- 4.5 If new material has been submitted which was not included in the original request for review, then Sub-Committee members will decide whether to accept this.
- 4.6 No other parties have the right to speak at the meeting.
- 4.7 A decision will be taken by the Sub-Committee on whether there is sufficient written information to determine the review without further procedure. Where the Sub-Committee is satisfied that it does have sufficient information, it may decide the review at the first meeting where the Sub-Committee considers the review.
- 4.8 Where the Sub-Committee decides that further procedure is required, the Sub-Committee will follow the procedures in paragraph 4.9 below although it may hold further meetings to determine which of those procedures is the most appropriate.
- 4.9 Where the Sub-committee considers that further representations should be made or further information should be made available or provided, this may be by means of:
 - a) written submission in which case Regulation 8 of the 2016 Regulations shall apply.
 - b) a hearing session, in which case the Hearing Session Rules in the 2016 Regulations shall apply.

5. Decisions of the Sub-Committee

- 5.1 The Sub-committee may decide:
 - a) to confirm the original decision to refuse the asset transfer request,
 - b) to modify the original decision, or any part of that decision (including any terms and conditions specified in the decision notice to which the asset transfer request relates), or
 - c) substitute a different decision from the original decision.
- 5.2 The Sub-Committee must decide the review within 6 months of the date of request for review
- 5.3 A notice of the Sub-Committee's decision must be given to the community transfer body and every person who made (and did not subsequently withdraw) representations in respect of the review must be notified that a decision on the review has been made and how a copy of the notice of the decision may be inspected.

- 5.4 A copy of the decision notice must be made available for inspection on a website or by other electronic means.

6. Appeals

- 6.1 Where following a review, the Sub-Committee

- a) refuses the asset transfer request to which the review relates,
- b) agrees to the request but the decision notice issued following the review specifies material terms or conditions which differ to a significant extent from those specified in the request, or
- c) does not issue a decision notice within the prescribed period.

The community asset transfer body making the asset transfer request may appeal to the Scottish Ministers.



To: Infrastructure, Land & Environment Policy Board

On: 24 March 2021

Report by: Director of Finance & Resources

Heading: 24 Skye Crescent, Paisley

1. Summary

- 1.1 This report advises the Board on the provisional terms and conditions agreed for a new lease of the property at 24 Skye Crescent, Paisley.

2. Recommendations

It is recommended that the Board: -

- 2.1 Grant authority to the Head of Property in consultation with the Head of Corporate Governance to conclude a new lease of the shop property at 24 Skye Crescent, Paisley on the terms and conditions contained in this report.
-

3. Background

- 3.1 Helena Blessing has been the tenant at 24 Skye Crescent, Paisley, which trades as Glenburn Dental Practice, since November 2010. The existing lease is running on a year to year basis at an annual rental set in 2010 of £5,750. Ms Blessing has requested a new longer term lease to provide more security of tenure, rather than the relatively short term tenancy in place.
- 3.2 Discussions have taken place with Ms Blessing, and the following main terms and conditions of lease have been provisionally agreed;

4. **Proposed terms and conditions of lease;**

- 4.1.1 The existing lease shall be renounced at a mutually agreed date to correspond with the date of entry in the new lease.
 - 4.1.2 The new lease shall be for a period of 15 years and shall be on the Council's standard Full Repairing and Insuring style of lease.
 - 4.1.3 The initial annual rent shall be £6,250 and shall be reviewed 5 yearly.
 - 4.1.4 The premises shall continue to be used as a Dental Surgery.
 - 4.1.5 The tenant shall be responsible for meeting the Council's reasonable legal and professional expenses incurred in concluding the new lease.
 - 4.1.6 Any other reasonable terms and conditions considered necessary to protect the Council's interest.
-

Implications of the Report

1. **Financial** – Annual rent of £6,250 to be received.

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

3. **Community Planning**

Our Renfrewshire is thriving – New lease will provide tenant with more security.

4. **Legal** – New lease of property required.

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

6. **Information Technology** – None.

7. **Equality & Human Rights**

- (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because no groups or individuals have any involvement currently at the property. 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** – Not applicable.
 - 10. **Risk** – None.
 - 11. **Privacy Impact** – Not applicable.
 - 12. **Cosla Policy Position** – Not applicable.
 - 13. **Climate Risk** – None.
-

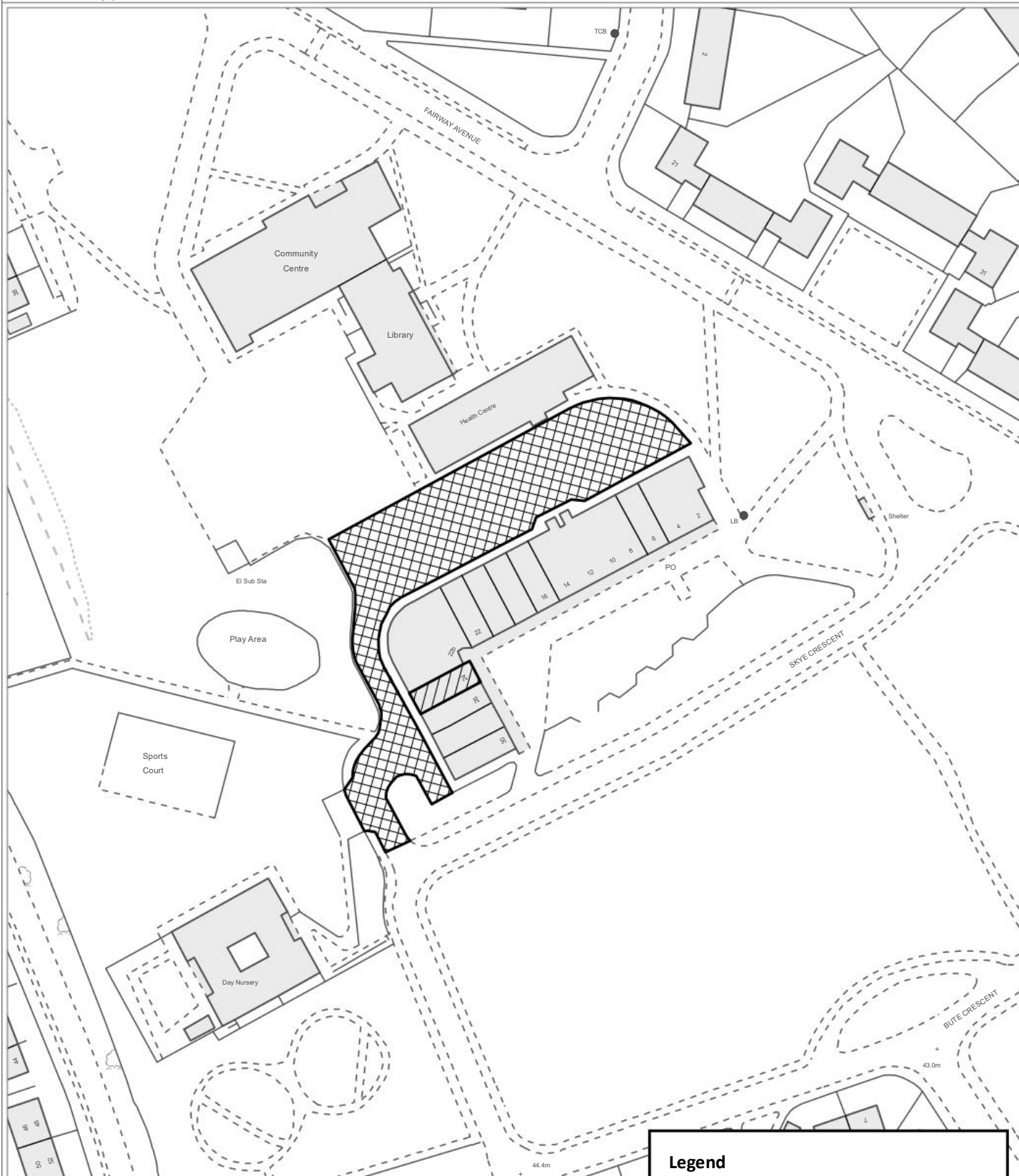
List of Background Papers

- (a) Background Paper 1 – None.
-

Author: Andrew Smith – 07534 154048 andrew.smith@renfrewshire.gov.uk



User: howardhaughj2

Date: 18/01/2021



Notes:

Legend

-  Shop area to be leased (87sqm or thereby)
-  Common service area



To: Infrastructure, Land & Environment Policy Board

On: 24 March 2021

Report by: Director of Finance & Resources

Heading: Disposal of land at Albert Road, Renfrew

1. Summary

- 1.1 This report advises the Board of a proposed disposal of land at Albert Road, Renfrew to Williamsburgh Housing Association for the development of affordable housing.

2. Recommendations

It is recommended that the Board:-

- 2.1 Grant authority to the Head of Property in consultation with the Head of Corporate Governance to dispose of the land at Albert Road, Renfrew shown indicated on the attached plan E3101, to Williamsburgh Housing Association, on the terms and conditions detailed in this report.
-

3. Background

- 3.1 Renfrewshire's Strategic Housing Investment Plan 2019/20 – 2023/24 was approved by the Communities Housing & Planning Board at its meeting on 30 October 2018 and sets out how investment in affordable housing will be targeted to achieve the objectives of the Local Housing Strategy. This was approved following consultation and engagement with Community Planning partners, including the Housing Associations operating in Renfrewshire.
- 3.2 The plan identified Williamsburgh Housing Association as the partner for the development of the site at Albert Road, Renfrew identified on plan E3101.

Williamsburgh Housing Association intend to develop 42 new affordable homes on this site.

4. **Proposed terms and conditions of sale**

4.1 Disposal negotiations have been ongoing between the Council and Williamsburgh Housing Association, and the following main provisional terms and conditions of sale have been agreed;

4.1.1 The purchase price payable for the land shown outlined on the attached plan, which extends to approximately 1.16 Hectares, shall be £525,000 (Five Hundred and Twenty Five Thousand Pounds).

4.1.2 Renfrewshire Council will not opt to tax this site as it is being sold for Social Housing.

4.1.3. The sale of the land is subject to the purchaser obtaining all necessary planning and statutory consents required for their proposed development.

4.1.4 Each party shall bear their own legal and professional expenses incurred in concluding the sale with the purchaser responsible for meeting any land transaction taxes and registration dues.

4.1.5 Any other reasonable terms and conditions considered necessary by the Head of Corporate Governance and the Head of Property to protect the Council's interest.

Implications of the Report

1. **Financial** – Capital receipt of £525,000 to General Services account.

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

3. **Community Planning**

Building strong, safe and resilient communities. Increasing the supply of affordable housing and regenerating communities.

4. **Legal** – Disposal of land required.

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

6. **Information Technology** – None.

7. **Equality & Human Rights**

(a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights.

No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because no groups or individuals have any involvement currently at the property. 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** – Not applicable.
10. **Risk** – None.
11. **Privacy Impact** – Not applicable.
12. **Cosla Policy Position** – Not applicable.
13. **Climate Risk** – None.

List of Background Papers

Background Paper 1 – Report to Communities, Housing and Planning Policy Board on 7 November 2017 entitled 'Renfrewshire Strategic Housing Investment Plan 2018/19 to 2022/23'

Author: Andrew Smith – 07534 154048. andrew.smith@renfrewshire.gov.uk


User: howardhaughj2

Date: 03/12/2020



Notes:

Legend

 Site extends to 1.16 Ha or thereby



To: Infrastructure, Land and Environment Policy Board

On: 24 March 2021

Report by: Chief Executive and Director of Finance and Resources

Heading: AMIDS District Heat Network – New Lease From Scottish Water

1. Summary

- 1.1 To submit details for land required to implement the AMIDS District Heating Network (DHN) and to obtain authority to enter into a new lease from Scottish Water as outlined in this report and indicatively shown on plan E3121A.
-

2. Recommendations

- 2.1 The Board is asked to authorise the Head of Property in consultation with the Head of Corporate Governance to negotiate terms and enter into a Lease with Scottish Water for an Energy Centre and associated pipework within the Laighpark Wastewater Treatment Works (WWTW).
-

3. Background

- 3.1 Responding to the climate emergency has resulted in ambitious targets to reach net zero greenhouse gas emissions by 2045 to end Scotland's contribution to climate change within a generation. The Council has also declared a climate emergency and our ambitious targets included a pledge to work proactively with others to make Renfrewshire carbon neutral by 2030.

- 3.2 A low carbon district heat solution provides a significant opportunity for AMIDS and Renfrewshire, to reduce its future carbon emissions and enhance its reputation as a site with a vision 'to become internationally recognised for advanced manufacturing, leading innovation and research' whilst acting as a demonstration to the rest of Scotland of how a transition to a low carbon future could be achieved.
- 3.3 The funding for the AMIDS DHN project was approved at the Leadership Board on 2nd December 2020.
- 3.4 The Leadership Board approval noted land acquisition and assets requirements would be submitted to the ILE Board for approval.

Lease Agreement

- 4.1 The DHN will consist of an Energy Centre, which will be constructed on land owned by Scottish Water within the Laighpark WWTW, together with pipework from there to connect supplies to customers. The DHN is designed with a lifespan of not less than 40 years.
- 4.2 The rent payable will be not more than £6,000 pa payable quarterly in advance and will be subject to annual upward only reviews in line with RPI.
- 4.3 The Council will be granted a 6 month rent free period.
- 4.4 The Council will meet Scottish Water's reasonable legal fees up to a maximum of £5,000
- 4.5 The Council will be responsible for LBTT payable on the transaction (if any).
- 4.6 The landlord has a right to relocate the Energy Centre within their site so long as they provide a suitable alternative site and meet all associated costs.
- 4.7 The Lease will be for a period of not less than 40 years.
- 4.8 The Energy Centre and all plant and equipment therein installed or placed, the Energy Recovery Pumps and the DHN shall at all times remain the property of the Council.
- 4.9 The Lease will include rights of access; rights to construct, maintain, operate, repair etc the Energy Centre; and rights to install the pipework, all as required to operate the DHN.

Implications of the Report

1. **Financial** – The costs associated with the Lease and the Servitude as detailed in this report are included in the Project funding as approved at the Leadership Board in December 2020.
2. **HR & Organisational Development** – *N/A*
3. **Community/Council Planning** –
 - *Our Renfrewshire is thriving* – The AMIDS development will facilitate new development opportunities and business growth whilst improving educational and health opportunities for people within the local communities as well as aiding employees to access these major existing and new employment centres.
 - *Our Renfrewshire is well* – This project will play a significant role in responding to the climate emergency, generating low carbon heat and enabling the route to a lower carbon future, thus improving local air quality.
 - *Reshaping our place, our economy and our future* – The completed infrastructure at AMIDS, enhanced by the DHN, will enable new business creation at AMIDS and with that, thousands of additional new high quality permanent jobs will be created as well as improved access to existing jobs for people in our communities.
 - *Tackling inequality, ensuring opportunities for all* – As a demonstrator project, the successful implementation of *an AMIDS DHN* can prove the technology that can become a strong driver of job creation, job upgrading, in addition to the job opportunities AMIDS as a whole will create.
 - *Creating a sustainable Renfrewshire for all to enjoy* - The completed infrastructure will provide a route to a low carbon future, avoiding pollution and managing natural resources sustainably.
 - *Working together to improve outcomes* - Officers are working collaboratively with partners including Scottish Government, Scottish Enterprise and other partners to take forward the delivery of the AMIDS development as an exemplar commercial location.
4. **Legal** - Completion of the Lease and Servitude as outlined in the body of the report.
5. **Property/Assets** – as detailed in this report

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** – Failure to secure the Lease and/or Servitude timeously would delay Project delivery and realisation of Project benefits.
11. **Privacy Impact** - none
12. **COSLA Policy Position** – none
13. **Climate Risk** - None

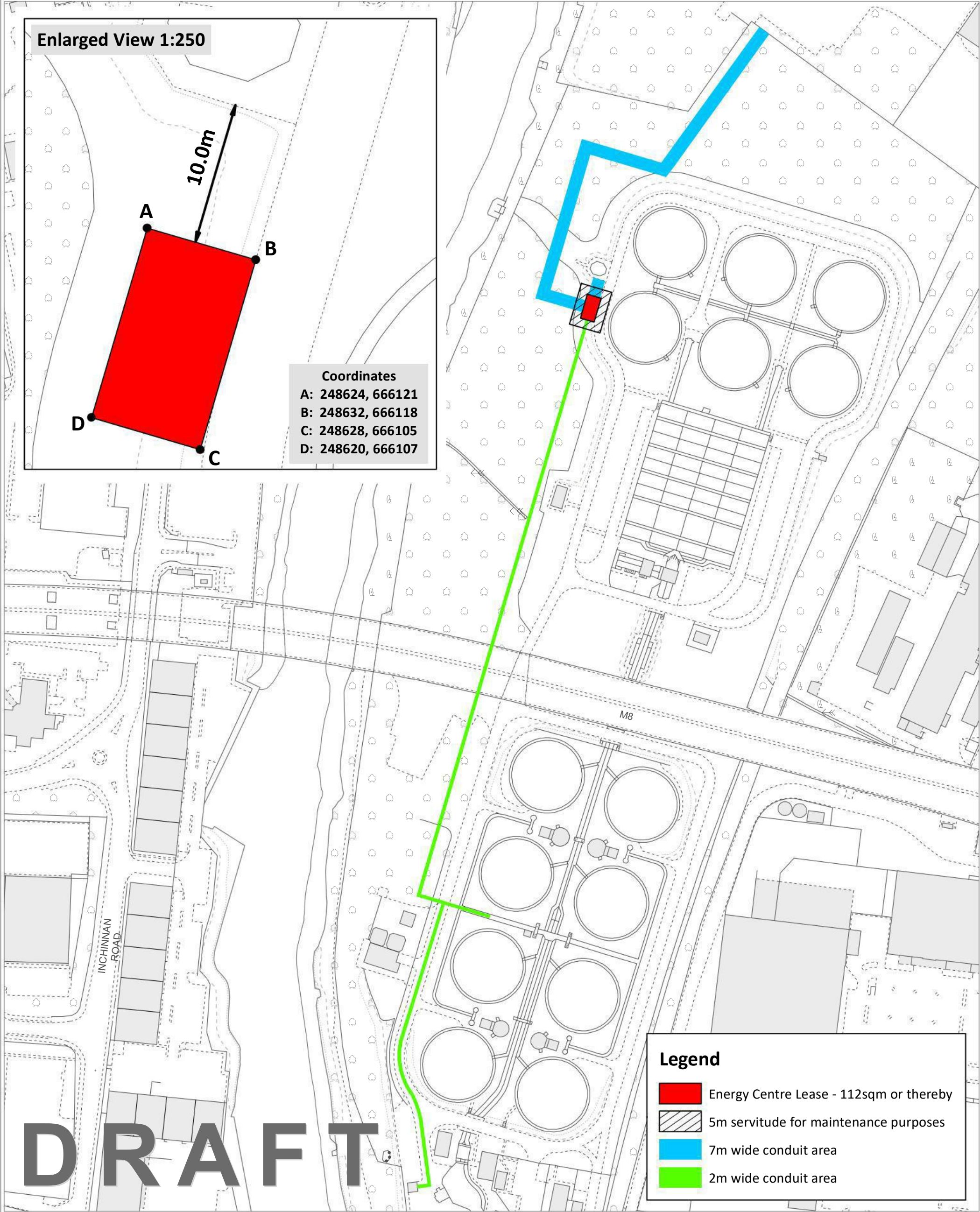
List of Background Papers
n/a

Author:

Barbara Walker, Programme Director, City Deal and Infrastructure; Tel: 07727377977, email barbara.walker@renfrewshire.gov.uk,

User: howardhaughj2

Date: 04/03/2021





To: Infrastructure, Land & Environment Policy Board

On: 24 March 2021

Report by: Director of Finance & Resources

Heading: Amendment to the Lease with RSPB at Aird Meadow Lochwinnoch

1. Summary

- 1.1 This report advises the Board on the provisional terms and conditions agreed to amend the existing lease between the Council and the RSPB, at Aird Meadow Lochwinnoch.

2. Recommendations

It is recommended that the Board -

- 2.1 Grant authority to the Head of Property in consultation with the Head of Corporate Governance to conclude an amendment to the existing lease on the terms and conditions detailed within this report.
-

3. Background

- 3.1 The Council currently lease to the RSPB Aird Meadow, Lochwinnoch in terms of a 99year lease from 1 December 1973 to 30 November 2072, which contains a mutual break option, which could be exercised by either party on providing 2 years prior written notice. The area of land is used by the RSPB as a nature reserve.
- 3.2 Contained within the leased area, but not clearly defined is the former Peel Tower, which is a ruin but historic building. As indicated on the attached plan. The RSPB have secured grant funding from Historic Environment Scotland and National Lottery Heritage Fund for the sum of £120,000, to reveal Peel Tower.

This will involve consolidating the ruins, installing signage, investigating the archaeological rubble and remove invasive and non-invasive plant species.

- 3.3 For the RSPB to secure this grant funding the current mutual break option requires to be removed from the lease, such that the RSPB will have a lease running for the remaining 51 years.
- 3.4 All other terms of lease will remain the same. The use will be as a nature reserve, rent £1, if asked and the RSPB will require the Council's consent as landlord for any proposed changes to the lease, in terms of construction of bird hides etc.
- 3.5 This will provide the RSPB with the security of tenure to enable it to secure the grant funding allocated and for it to pursue other grant funding options.
- 3.6 In addition RSPB have confirmed they will meet the Council's reasonable professional & legal expenses in undertaking the amendment to the lease.
- 3.7 I would recommend that Board approve the amendment which will assist the RSPB in its endeavours to develop Aird Meadow for the benefit of the Community and to consolidate this important historic ruin.

Implications of the Report

1. **Financial** – Benefit for the RSPB in that it will be able secure the £120,000 allocated grant funding and be able to pursue additional grant from other sources in the future.
2. **HR & Organisational Development** – None.
3. **Community Planning**

Our Renfrewshire is thriving – Improve the offering at Aird Meadow by the RSPB for the benefit of the Community who will be able to visit this ruin and learn of its past use.

4. **Legal** – Amendment to an existing lease.
5. **Property/Assets** – As per this report.
6. **Information Technology** – None.
7. **Equality & Human Rights**

- (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights.

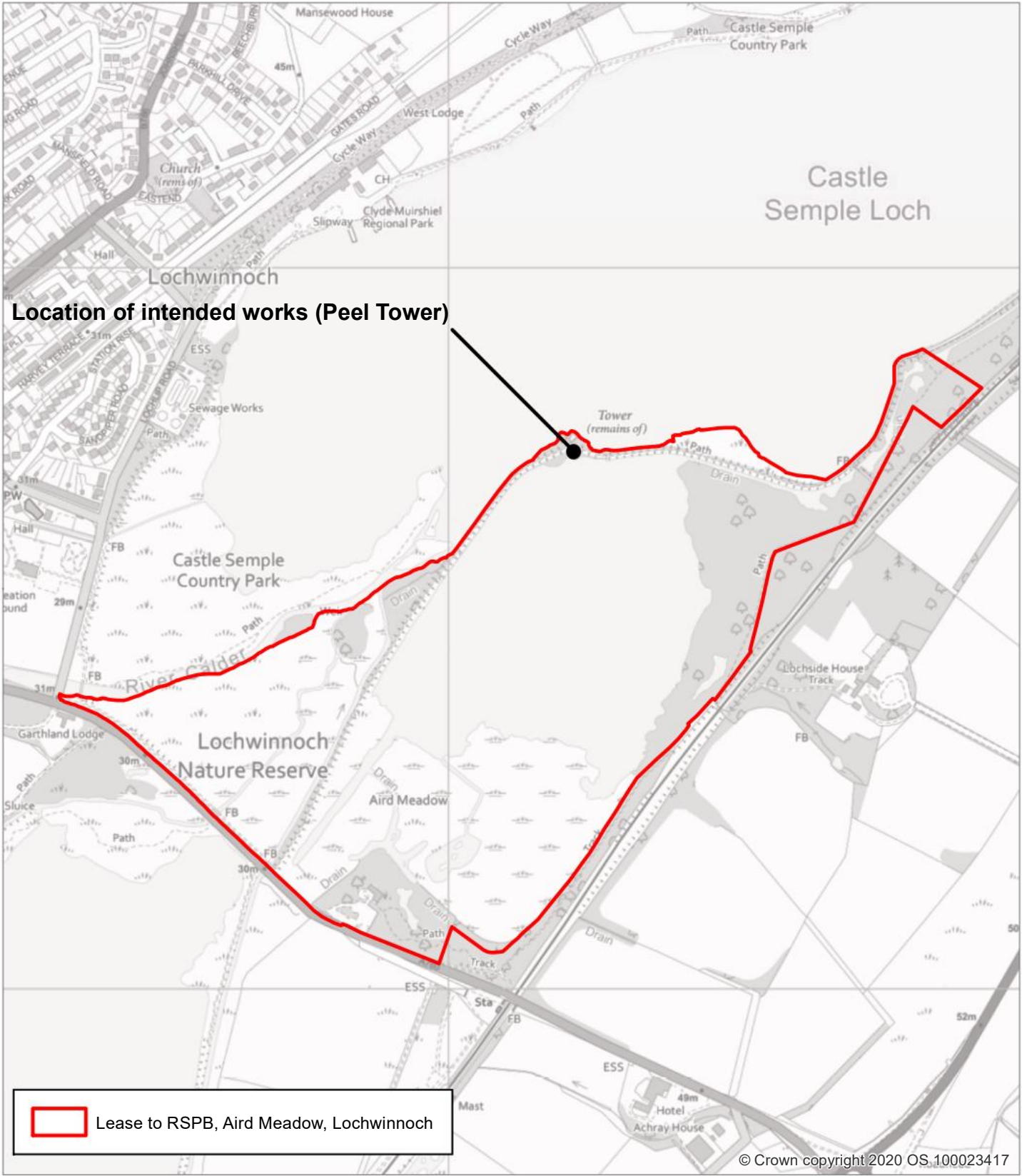
No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because no groups or individuals have any involvement currently at the property. If required following implementation, the actual 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** – Not applicable.
- 10. **Risk** – None.
- 11. **Privacy Impact** – Not applicable.
- 12. **Cosla Policy Position** – Not applicable.
- 13. **Climate Risk** – None.

List of Background Papers

- (a) Background Paper 1 – None.

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Notes:
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