

## Notice of Meeting and Agenda Infrastructure, Land and Environment Policy Board

Date	Time	Venue
Wednesday, 26 May 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 Eddie Devine: Councillor Audrey Doig: Councillor Neill Graham: Councillor John Hood: Councillor Karen Kennedy: Councillor Scott Kerr: Councillor James MacLaren: Councillor Will Mylet: Councillor Iain Nicolson: Councillor Jim Sharkey:

Councillor Cathy McEwan (Convener): Councillor Michelle Campbell (Depute Convener):

### Recording of Meeting

Please see below the link for the Infrastructure, Land & Environment Policy Board meeting for 26 May 2021 which has been recorded for subsequent broadcast via the Council's internet site. If you have any queries regarding this please contact Committee Services on 07934714023.

<https://youtu.be/zDhSGWYbNHs>

### 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.

<b>1</b>	<b>Minute of Community Asset Transfer Review Subcommittee</b>	<b>1 - 4</b>
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Submit Minute of meeting of the Community Asset Transfer Review Sub-committee held on 26 April, 2021.

## **Finance**

<b>2</b>	<b>Revenue and Capital Budget Monitoring Report</b>	<b>5 - 14</b>
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Joint report by Directors of Finance & Resources, Environment & Infrastructure and Communities & Housing Services

## **Service Delivery**

<b>3</b>	<b>Operational Performance Report</b>	<b>15 - 24</b>
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Report by Director of Environment & Infrastructure.

<b>4(a)</b>	<b>Environment &amp; Infrastructure Services: Service Improvement Plan 2020/21: Outturn Report</b>	<b>25 - 58</b>
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Report by Director of Environment & Infrastructure.

<b>4(b)</b>	<b>Communities &amp; Housing Services: Service Improvement Plan 2021/22: Outturn Report</b>	<b>59 - 96</b>
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Report by Director of Communities & Housing Services.

## **Parks & Cemeteries**

<b>5</b>	<b>Outdoor Access and Play Parks Improvements</b>	<b>97 - 100</b>
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Report by Director of Environment & Infrastructure.

## **Land**

<b>6</b>	<b>Paisley Golf Club – Extension to leased area</b>	<b>101 - 104</b>
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Report by Director of Finance & Resources.



## Minute of Community Asset Transfer Review Sub-committee.

Date	Time	Venue
Monday 26 April 2021	10:00	Microsoft Teams Platform,

### Present

Councillor Cameron, Councillor Eddie Devine, Councillor Audrey Doig, Councillor Neill Graham and Councillor Cathy McEwan.

### Chair

Councillor McEwan, Convener, presided.

### In Attendance

N Young, Assistant Managing Solicitor Litigation & Advice (Independent Legal Adviser to the Sub-committee); G Dickie, Partnering & Commissioning Manager and R Devine, Senior Committee Services Officer (Clerk to the Sub-committee); C MacDonald, Senior Committee Services Officer and D Pole, End User Technician (Finance & Resources).

### Declarations of Interest

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

## **1 Review Request by Up-2-Us Limited: Barnbrock Farm, nr Lochwinnoch**

Under reference to item 8 of the minute of the Infrastructure, Land & Environment Policy Board held on 24 March 2021 there was submitted a report by the Director of Finance & Resources relative to a request for a review of a decision by the Head of Property Services to refuse an Asset Transfer Request received from Up-2-Us Limited in respect of Barnbrock Farm, near Lochwinnoch.

The report advised of the provisions within the Community Empowerment (Scotland) Act 2015 enabling community bodies to make application for an asset transfer request in relation to Council owned land and facilities and that the Council required to deal with such requests in accordance with the relevant legislation and procedures established in Regulations. At the meeting of the Council held on 23 February 2017 local procedures for dealing with such requests had been agreed. As part of that decision, it had been agreed that applications would be determined, in the first instance, by the Head of Property Services. Up-2-Us Limited had made an Asset Transfer Request in relation to Barnbrock Farm near Lochwinnoch, which had been dealt with in terms of the Council's agreed procedure and a decision refusing the request had been made. A decision notice had been issued to the applicant, by the Head of Property Services, on 13 January 2021.

In terms of the relevant legislation, an applicant who made an Asset Transfer Request which was refused was entitled to a review of that decision. The meeting of the Infrastructure Land & Environment Policy Board held on 24 March 2021, having been informed of the decision to refuse the Asset Transfer Request submitted by Up-2-Us Limited, had appointed this Sub-committee to undertake the review and agreed the detailed procedure for the review.

The Convener indicated that the procedure to be followed at this meeting of the Sub-committee, was as detailed in item 3 of the agenda, a copy of which had been circulated to members prior to the meeting. The report highlighted that before the Sub-committee considered the merits of the application it required to decide if it had enough information to make a decision or if further procedure was needed. In the event further procedure was deemed to be required, the Sub-Committee could adjourn to allow such steps as were necessary to be undertaken and then re-convene to consider the application further thereafter. The report also indicated that, as a preliminary issue, the Sub-committee required to be satisfied that Up-2-Us Limited met the full criteria to be considered as a "community transfer body". Members of the Sub-committee were advised of the deadline for determination of the review.

Councillor McEwan, seconded by Councillor Cameron, moved that written submissions be sought

(i) from the applicant, more information on wider community benefits for Renfrewshire Council residents and communities. The Sub Committee whilst understanding the difficulties of consultation, also would want more information on how these difficulties can be overcome, so that any bounding farms, or adjacent farms/businesses can be consulted, as well as local Community Councils in the immediate or surrounding vicinity; and

(ii) from the Head of Property Services more information as to the basis for the decision not to grant the request from Up-to-Us Limited, and what their views are on the application from

Up-to-Us, being amended from lease to purchase of property, if necessary. This was agreed.

**DECIDED:** That written submissions be sought

(i) from the applicant, seeking more information on wider community benefits for Renfrewshire Council residents and communities. The Sub-committee whilst understanding the difficulties of consultation, also wanted more information on how these difficulties can be overcome, so that any bounding farms, or adjacent farms/businesses can be consulted, as well as local Community Councils in the immediate or surrounding vicinity; and

(ii) from the Head of Property Services seeking more information as to the basis for the decision not to grant the request from Up-to-Us Limited, and what his views were on the application from Up-to-Us Limited being amended from lease to purchase of property, if necessary.








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**To:** Infrastructure, Land and Environment Policy Board

**On:** 26 May 2021

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

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**Heading:** Revenue and Capital Budget Monitoring as at 5 March 2021

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## 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 £2.496m (8.1%) against the revised budget for the year, with £3.080m of expenditure directly attributable to the response to the Covid19 pandemic.
- 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.

<b>Table 1: Revenue</b>						
<b>Division</b>	<b>Revised Annual Budget £000</b>	<b>Projected Outturn Core £000</b>	<b>Projected Outturn COVID-19 £000</b>	<b>Total Projected Outturn £000</b>	<b>Budget Variance £000</b>	<b>Budget Variance %</b>
Environment and Infrastructure	29,381	28,834	2,966	31,800	(2,419)	8.2
Communities and Housing (Regulatory Services)	1,605	1,568	114	1,682	(77)	4.8

<b>Table 2: Capital</b>						
<b>Division</b>	<b>Revised Annual Budget £000</b>	<b>Projected Outturn Core £000</b>	<b>Projected Outturn COVID-19 £000</b>	<b>Total Projected Outturn £000</b>	<b>Budget Variance £000</b>	<b>Budget Variance %</b>
Environment and Infrastructure	11,066	11,066	0	11,066	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 at this time;
- 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 6.

## **3. Revenue**

- 3.1. The Revenue Budget Monitoring report at Appendix 1 identifies a projected annual overspend of £2.496million (8.1% of total budget) for Infrastructure, Land and Environment. Narrative is provided in the Appendices below to provide context and explanation to the budget position for service areas.
- 3.2. The projected outturn includes £3.080m of costs directly attributable to the response to the pandemic. As detailed in the Council report of December 2020, revenue funding has been confirmed by the Scottish Government in 20/21 to assist with the costs of the pandemic. This funding is being held within corporate council budgets as reported to the Finance, Resources and Customer Services Policy Board. The forecast financial outturn for the Council in 2020/21 reflects a breakeven position, which incorporates the overspend position reflected in this report.
- 3.3. The main reasons for the projected outturn position are indicated below, with 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 budget adjustments of £103,000, relating to a budget realignment to other services of the departments, reporting to another policy board, with a nil net effect to overall departmental budgets.

## **5. Capital**

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

- 5.2. The Capital Monitoring report at Appendix 2 indicates adjustments in the approved capital programme of £2.712m. This mainly arises due to reflect expected delivery date for various vehicles and cash flow timings within Traffic Management.
- 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 £2.712m have arisen which reflect the following:

Budget carried forward to 2021-22 from 2020-21 (£2.728m):

- Roads/Footways Upgrade Programme (£0.249m) due to timing of junction improvement works;
- Vehicle Replacement Programme (£0.950m) to reflect expected delivery of various vehicles in early 2021-22;
- Bridge Assessment/Strengthening (£0.054m) for cash flow timing of works at Bascule Bridge;
- Lighting Columns Replacement (£0.269m) for the timing of works at various locations being early 2021-22;
- Traffic Management (£0.936m) as planned work at Netherall Road Junction was carried out via the Roads/Footways Programme;
- Core Pathways & Cycle Network (£0.44m) to reflect expected completion times of the project;
- Improvements to Cemetery Estate (£0.041m) for updated cashflows for Hawkhead Cemetery;
- Underwood Depot Workshop Improvements (£0.185m) to reflect delays in expected work as a result of the Covid-19 pandemic.

Budget Increases in 2021-22 (£0.046m):

- Underwood Depot Workshop Improvements (£0.046m) to reflect a Contribution From Current Revenue (CFCR) for the project.

Budget Decreases in 2021-22 (£0.030m):

- Strathclyde Passenger Transport (£0.030m) to adjust grant claim from Transport Scotland for work carried out to 31 March 2021.

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## **Implications of this report**

1. **Financial** – The projected budget outturn position for Infrastructure, Land and Environment Revenue budget is an overspend of £2.496m, with £3.080m due to the response to the pandemic.

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.

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.

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**List of Background Papers**

Revenue Budget and Council Tax Policy Board report. Council 9<sup>th</sup> March 2020

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

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

**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2020/21**  
**1st April to 5th March 2021**

**POLICY BOARD : INFRASTRUCTURE, LAND AND ENVIRONMENT**

Objective Summary	Revised Annual Budget at Period 10	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	(104)	1,485	1,425	60	1,485	(0)	0.0%	16	(16)
Refuse Collection	5,050	17	5,067	5,036	997	6,033	(966)	(19.1%)	(929)	(37)
Household Waste Recycling Centres	671	0	671	658	485	1,143	(472)	(70.4%)	(516)	44
Refuse Disposal	7,256	0	7,256	7,215	613	7,828	(572)	(7.9%)	(598)	27
Streetscene	5,116	0	5,116	4,749	209	4,958	158	3.1%	80	78
Sustainability and Place	521	0	521	322	7	329	192	36.9%	130	62
Fleet Services	(193)	0	(193)	(303)	0	(303)	110	56.8%	122	(12)
Social Transport	1,667	0	1,667	1,574	(439)	1,135	532	31.9%	499	33
Roads Operations	2,744	0	2,744	3,023	105	3,128	(384)	(14.0%)	(409)	24
Infrastructure and Assets	1,725	0	1,725	1,586	47	1,633	92	5.3%	64	28
Transportation & Development	1,252	0	1,252	1,124	8	1,132	120	9.6%	127	(7)
Parking of Vehicles	(1,098)	0	(1,098)	(743)	874	131	(1,229)	(111.9%)	(1,206)	(22)
Strathclyde Partnership for Transport										
Requisition	3,168	0	3,168	3,168	0	3,168	0	0.0%	0	0
Regulatory Services	1,621	(16)	1,605	1,568	114	1,682	(77)	(4.8%)	(78)	1
<b>NET EXPENDITURE</b>	<b>31,089</b>	<b>(103)</b>	<b>30,986</b>	<b>30,402</b>	<b>3,080</b>	<b>33,482</b>	<b>(2,496)</b>	<b>(8.1%)</b>	<b>(2,698)</b>	<b>201</b>

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 £0.375m for the year. There is also an under recovery of income from special uplifts and commercial waste contracts.
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. 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. 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 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. In addition Capital improvement works carried out by the service have decreased slightly since 2019/20.
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 from March to August 2020, with Off street parking also being suspended from December until May 2021, resulting in a significant loss of income complared to previous years.

**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2020/21**  
**1st April to 5th March 2021**

**POLICY BOARD : INFRASTRUCTURE, LAND AND ENVIRONMENT**

Subjective Summary	Revised Annual Budget at Period 10	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	21,179	(68)	21,111	20,160	1,026	21,187	(76)	(0.4%)	(48)	(30)
Premises Related	1,094	0	1,094	1,284	15	1,299	(205)	(18.7%)	(146)	(59)
Transport Related	5,926	0	5,926	5,744	390	6,134	(208)	(3.5%)	(14)	(194)
Supplies and Services	12,338	(35)	12,303	12,597	993	13,590	(1,287)	(10.5%)	(1,506)	219
Third Party Payments	3,203	0	3,203	102	0	102	3,101	96.8%	(5)	3,106
Transfer Payments	60	0	60	3,230	0	3,230	(3,170)	(5283.3%)	(45)	(3,125)
Support Services	228	0	228	194	0	194	34	14.9%	12	22
Depreciation and Impairment Losses	0	0	0	0	0	0	0	0.0%	1	(1)
<b>GROSS EXPENDITURE</b>	<b>44,028</b>	<b>(103)</b>	<b>43,925</b>	<b>43,311</b>	<b>2,424</b>	<b>45,735</b>	<b>(1,810)</b>	<b>(4.1%)</b>	<b>(1,750)</b>	<b>(63)</b>
Income	(12,939)	0	(12,939)	(12,910)	656	(12,254)	(685)	(5.3%)	(947)	262
<b>NET EXPENDITURE</b>	<b>31,089</b>	<b>(103)</b>	<b>30,986</b>	<b>30,401</b>	<b>3,080</b>	<b>33,481</b>	<b>(2,495)</b>	<b>(8.1%)</b>	<b>(2,698)</b>	<b>200</b>



RENFREWSHIRE COUNCIL  
CAPITAL INVESTMENT STRATEGY - NON-HOUSING SERVICES  
1st April to 5th March 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		
<b>ENVIRONMENT &amp; INFRASTRUCTURE</b>											
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	(1,038)	6,762	6,762	0	0%	30,861	30,861	0	0%
Vehicle Replacement Programme	0	1,800	(312)	1,488	1,488	0	0%	2,578	2,578	0	0%
Bridge Assessment/Strengthening	0	300	(61)	239	239	0	0%	562	562	0	0%
Lighting Columns Replacement	0	500	(141)	359	359	0	0%	758	758	0	0%
Traffic Management	0	1,000	(936)	64	64	0	0%	1,000	1,000	0	0%
Core pathways & cycle network	0	0	19	19	19	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	259	259	259	0	0%	1,441	1,441	0	0%
Underwood Depot - Workshop Improvements	40	209	(143)	66	66	0	0%	291	291	0	0%
ANPR Recognition Equipment Underwood Road Recy	0	0	79	79	79	0	0%	80	80	0	0%
Strathclyde Partnership Transport	0	0	845	845	845	0	0%	845	845	0	0%
<b>TOTAL INFRASTRUCTURE, LAND &amp; ENVIRONMENT BOARD</b>	<b>12,838</b>	<b>12,452</b>	<b>(1,386)</b>	<b>11,066</b>	<b>11,066</b>	<b>0</b>	<b>0%</b>	<b>52,349</b>	<b>52,349</b>	<b>0</b>	<b>0%</b>

\*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






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**To:** Infrastructure, Land and Environment Policy Board

**On:** 26 May 2021

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

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**Heading:** Operational Performance Report

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## **1. Summary**

- 1.1 Following on from the Service update report presented to this board on 24 March 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 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.
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## **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 August 2021 as set out in paragraph 4.19 of this report.
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### **3. Background**

- 3.1 In the previous service update reported to Infrastructure, Land and Environment Policy Board on 24 March 2021, the Council's response to the coronavirus pandemic from March 2020 to March 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 As Scotland and Renfrewshire starts to move through the governments route map, within Renfrewshire being in Level 2 at the time of writing this report, Environment and Infrastructure's key services continue to operate within same additional resource requirements and restrictions that have been in place over the last 14 months to minimise transmission of Covid-19 through social distancing and PPE measures. 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 opportunities to improve services.
- 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**

#### **Fleet, Roads and Transportation**

#### **4.1. Fleet Workshop Improvements**

Fleet Services have recently installed new vehicle ramps in the workshop repair area along with a new door installation to the front of the building allowing a fully drive through facility. The final phase of the project, currently at procurement stage, will be the installation of a vehicle inspection pit and four vehicle ramps.

#### **4.2. Fleet Electric Vehicles**

The Council took delivery of 9 fully electric vehicles. A combination of cars, light vans and 3.5 tonne vans. A further 18 electric vehicles are due to be delivered by the end of July 2020. Environment & Infrastructure were recently successful in their application to the Scottish Government Air Quality Funding for £27,937 and the installation of additional EV chargers in Underwood Road Depot. This grant funding will support the introduction of the new electric vehicles.

### **Active Travel**

- 4.3. The build phase for the Mission Clyde funded route along the abandoned rail line parallel to Renfrew Road as far as Wright Street, and then onwards to Renfrew riverside is planned to start in Summer 2021. The project will provide an important active travel link from Paisley Gilmour Street Station all the way to the River Clyde. The route passes close to two primary schools, the proposed site for Paisley Grammar School, two public parks and a number of important retail and employment sites.
- 4.4. The first phase of the Bridge of Weir to Gryffe High School cycle lane commenced in early May with the route from Gryffe High School to the entrance of Houston Road Park in Bridge of Weir. Works are due to last six weeks.
- 4.5. Environment & Infrastructure Services are working with schools and communities to implement five new Active Travel projects as part of the Smarter Choices, Smarter Places funding programme:
  - 4.5.1 **Beat the Street** – This project aims to increase people’s activity levels and improve health. It’s a behavioural change initiative that is focused around a game. During the game, residents record their distance walked/cycled by tapping their Beat the Street card on Beat Boxes on lamp posts at various locations. They can view their total distance accumulated online, creating competition whilst rediscovering their local area. It is suitable for all ages. Locations for the game are still to be confirmed but may include, Bridge of Weir, Houston, Linwood, Johnstone and Elderslie. In future years it can be moved around Renfrewshire.
  - 4.5.2 **School Active Travel Promotion** – Up to 20 Primary Schools can engage with a year-long initiative (WOW – Walk to School) that rewards pupils with monthly badges for travelling actively for a set period of days. This is particularly useful to use with schools that report persistent congestion issues. All 49 Primary Schools will receive materials to support a focused Walk to School Week. Living Streets Scotland, charity for everyday walking, will offer support and run additional promotions throughout the year.
  - 4.5.3 **Active Travel Incentive Scheme** - A scheme that rewards members of the public for choosing active journeys. People are rewarded with points that can be redeemed at local shops or donated to charities. Environment & Infrastructure Services commissioned a study into this scheme in 2020 and the next step is to launch the App in 2021/22 in Renfrewshire. Aside from carbon reduction benefits, the scheme offers health benefits through increased physical activity, and air quality benefits through a potential reduction in transport emissions, and participants change to active travel modes rather than personal vehicle use. Environment & Infrastructure were recently successful in their application to the Scottish Government Air Quality Funding for £37,000 to implement this scheme.
  - 4.5.4 **Cycle Counters** - 10 cycle counters have been purchased and installed in established and newly developed cycle routes. The data gathered will provide

baseline figures to help analyse our progress to increase numbers of people cycling.

- 4.5.5 **Scootability** – Younger pupils will have lessons on how to use their scooters safely. The training will run alongside Cycling Scotland's Bikeability training which is offered to older pupils. Training will be co-ordinated by the Bikeability Officer based in Renfrewshire Leisure.
- 4.6. Funding has been awarded from Sustrans to make improvements to the National Cycle Route within Renfrewshire, with a requirement for the funding to be allocated by the 31 May 2021. Our team have identified the following projects which meet the specifications and will support our aim of improving active travel opportunities within Renfrewshire. These are:
- Ben Nevis Road, Paisley - existing barrier will be replaced and relocated at the entrance to the park and will include a 'Welcome to Paisley' sign. This will be carried out following the completion of Scottish Power works at the site.
  - Stow Brae, Paisley - Work will be carried out to link the cycle track to the town centre and improve the local environment, including new artwork to promote the local area.
  - Canal Street, Elderslie – move existing bollards to make it easier for cyclists and improve the link path from the Main Street onto the cycle route.
  - Hunterhill Road, Paisley - Safety improvements will be made, including rumble strips and signage, to ensure cyclist give way before entering the road.
  - Crosslee Road, Bridge of Weir – widen the existing barrier to make it easier for access and improve sightlines which will make it safer for drivers, cyclists and pedestrians.
- 4.7. The Roads Capital investment programme for 2021/22 started in April 2021 and will continue through to the end of October, ensuring that all schemes previously postponed due to the COVID-19 pandemic are addressed this year. In addition to the resurfacing programme, a significantly enhanced permanent patching programme will be delivered, with the programme being finalised for roll out over the course of 2021/22.
- 4.8. This year will see a significantly enhanced footways investment programme, which will be coordinated with the roll out of full fibre and where there are interactions the Council will strive to adopt a 'dig once' approach.
- 4.9. In addition to the capital investment programme, there will be a significant investment, as approved at Council Budget Meeting on 4<sup>th</sup> March 2021, in Pedestrian Crossing installations to address concerns of road safety, speeding and crossing locations at or around schools, nurseries and key junctions in towns and villages.
- 4.10. This year's Council budget has made provision for conducting pilot feasibility traffic reduction studies in village settings within Renfrewshire. The pilot will initially focus on the villages of Howwood, Kilbarchan and Houston which have distinct traffic and speeding related issues. It is proposed that the feasibility studies are carried out to

assess traffic volumes, speeds and travel patterns and then consider a range of potential traffic interventions that could improve road safety in the areas.

- 4.11. 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 at the end of June 2021. This will create an important connection to the cycle way between Paisley and Renfrew.
- 4.12. The service has commenced feasibility work to assess the current lighting levels within each of the main public parks in Renfrewshire to determine options for enhancing lighting in open spaces to improve access to these locations as well as continuing to ensure these spaces as safe areas for leisure and recreation. In addition to lighting levels in parks, the service has commenced a review of other off street lighting such as those at underpasses within our communities. An update on the review of off street lighting and main public parks lighting will be provided at a future ILE Policy Board.
- 4.13. As part of the Scottish Government's Town Centre Capital Funding programme, works to install overhead canopy lighting and projection lighting in Shuttle Street Paisley is expected to be completed by end of June.

#### **Bus Partnership Funding**

- 4.14. Renfrewshire Council, in partnership with the Glasgow City Region authorities, SPT and bus operators have submitted an application to the Bus Partnership Fund launched by Transport Scotland. Although the bid was made as a City Region partnership, a number of elements included within the bid were specific to Renfrewshire, including:
  - Upgrading traffic signal installations to increase bus priority at key junctions across Renfrewshire,
  - A range of bus priority measures across key locations to improve journey times and increase reliability,
  - Introducing enforcement cameras to address inconsiderate parking behaviours,
  - Developing a feasibility study for the introduction of a transport hub at the AMIDS site, and
  - Improving key junctions within our town centre locations.

A decision on the outcome of the success of the bid is expected in June 2021 and members will be updated on the outcome of the bid and potential impacts and interventions planned for Renfrewshire.

#### **Bus Interchange for Johnstone & Village Services**

- 4.15. Environment & Infrastructure Services have been liaising with McGill's Buses who have expressed concerns that delays through Glasgow and Paisley have a knock on effect on the bus user in Johnstone, with services continually not running to time. They are proposing to terminate routes from Glasgow at Houstoun Square, Johnstone and then use the bus stops at the square as an Interchange with local services then taking the bus user on to their final

destination e.g. Kilbarchan, Johnstone Castle etc. The changes as presented outline no reduction in service provision, the new local services are advertised as operating at the same frequency as current service provision. The impact on the bus user is that they would disembark at Houston Square and then catch a connecting service to their final destination. Discussions are ongoing with SPT as to how we can assist with infrastructure improvements that would improve access to public transport for our residents.

#### **Town Centre Car Parking**

- 4.16. 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 24 March 2021 approved the suspension of car parking charges in the Council owned Car Parks of Paisley Town Centre until the end of May 2021. Due to the continued restrictions it is proposed to extend this to the end of August 2021. Normal traffic restrictions e.g. double yellow lines continue to apply.
- 4.17. The service has been undertaking a feasibility exercise to assess rolling out a pilot of a Pay by Phone Parking App. This would see the rationalisation and relocation of some older style parking meters with a payment option being provided through a smartphone App. This will be progressed over the summer with more information provided at the next ILE Policy Board.

#### **StreetScene Services and Team Up to Clean Up**

- 4.18. StreetScene Services commenced the new approach to grass cutting across Renfrewshire in April. The Service continues with the new programme of works which has worked well operationally for the service, with positive comments received from communities.
- 4.19. Clyde Muirshiel Country Park and Castle Semple operations have transferred to Environment & Infrastructure. Usage of these local outdoor facilities has grown significantly during the COVID pandemic and after restrictions were lifted in April 2021. Plans are being developed to support maintenance activities to the infrastructure within the park.
- 4.20. Team Up to Clean Up has gifted almost 700 litter pickers to volunteers across Renfrewshire since March 2020. This has resulted in increased activity with over 300 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.
- 4.21. From January 2021, 1,450 volunteers have carried out 1,117 picks, removing 4,351 bags of litter from our communities. Around 250 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.



### **Waste and Recycling Services**

- 4.22. 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.
- 4.23. All frontline collection vehicles have been fitted with in-cab technology and drivers are currently undertaking training on the new route management system for full implementation in Summer 2021. The system and in-cab technology will support the delivery of operational improvements by streamlining the process for reporting issues identified by our crews in real time including missed bins, contaminated bins, access issues etc whilst they navigate their collection route. The in-cab system also has the ability to display route specific hazards, allowing the service to provide our crews with the safety information they need and potentially reduce the risk of incidents and accidents.
- 4.24. There is a pocket of some 350-400 households within the Dykebar area of Paisley which have remained on a sack collection. The reasons for this are due to some of the demographics of the area. After the successful roll out of wheeled bins in the Erskine area in recent years, the Service are engaging with residents to introduce a fully containerised waste and recycling collection service in the Dykebar area. As such, Waste Advisers will consult with local residents in May and June with a view to containerising the area to bring them into line with other households in Renfrewshire.
- 4.25. Bargarran, North Barr and Mains area of Erskine were changed from sack to recycling bins in 2019. At the time of roll out, it was agreed that residual waste collections would retain a fortnightly collection cycle, however this would be reviewed following a period of settling in. This review period was extended due to the COVID19 pandemic, Waste Services are now looking to transition these households to a 3 weekly residual waste collection cycle in line with the rest of Erskine. The properties that still received a sack collection in these communities will remain unchanged at this time. A Project Implementation Plan including communications is currently being developed with an update provided to next ILE Policy Board.
- 4.26. A recent survey carried out by the British Plastics Federation underlines raw material shortages and it has concluded that the UK Plastic sector is currently experiencing shortages of raw material on a scale not seen for some time. The effect of this is that we are currently experiencing longer than normal lead times for delivery of wheeled bins to the Council and in turn delays in fulfilling new bin requests from the public. Where we are unable to provide bins we shall collect sacks until the bins is delivered.

### **Household Waste Recycling Centres**

- 4.27. The Welfare Units at four of the Council's Household Waste Recycling Centres were replaced with upgraded facilities in April and May 2021.

### **Recycling Improvement Fund**

- 4.28. The Scottish Government's Recycling Improvement Fund invites applications from all local authorities in Scotland to submit projects to improve services and treatment infrastructure. The five-year £70 million Recycling Improvement Fund, part of the Programme for Government, aims to accelerate progress towards Scotland's ambitious waste and recycling targets and net zero commitment. It is one of the biggest single investments by the Scottish Government in recycling infrastructure to date. The fund will be transformational in helping communities move to a more circular economy, where materials and products are kept in use for as long as possible, and where new economic opportunities and social benefits flourish, as we move away from short-term, wasteful, throwaway approaches.
- 4.29. £16 million is available in the first year of the five-year fund. This will give local authorities the opportunity to take forward small and large-scale projects that increase both the quality and quantity of recycling, whilst delivering wider environmental benefits. This can include:
- Promoting waste prevention or reuse;
  - Improving the consistency of collections;
  - Collecting problematic materials such as electrical items;
  - Improving sorting and treatment infrastructure; and
  - Introducing new low-carbon technologies that would deliver wider environmental benefits, or encouraging behaviour change.
- 4.30. Officers in Environment & Infrastructure, Waste Services are currently preparing expression of interest documents for projects for Renfrewshire Council for submission to Zero Waste Scotland. An update will be provided to future ILE Policy Boards. These include, but are not limited to:
- Improvements in infrastructure and signage at our five Household Waste Recycling Centres;
  - Development of a business case to design, build and operate a bulking and recycling centre in Renfrewshire; and
  - Options for a reuse facility in conjunction with other partners, i.e. Housing, 3<sup>rd</sup> sector organisations.

### **Extended Producer Responsibility for Packaging (EPR)**

- 4.31. A report on "Developing Scotland's Circular Economy: Proposals for Legislation Consultation Response" was noted at ILE Board on 22 January 2020. A further consultation was launched on 24 March 2021 with a 10-week consultation period closing on 4 June 2021. Responses will be analysed in July and August 2021 with a final scheme design being prepared for regulation. The UK and Scottish governments are proposing to introduce obligations, possibly in the form of reuse target from 2025, to provide an additional incentive to reduce packaging use. This will place a strong incentive on those producers to seek to prevent littering, and where this is not possible, ensure it is effectively managed through litter bins and street cleansing. An update will be provided to future ILE Policy Boards.

## **Pest Control**

- 4.32. At the Council meeting of 13th May 2021 it was agreed to suspend pest control charges for rodent and mice service requests. The suspension of charges was introduced with immediate effect on the 14th May 2021 and now applies to rodent and mice service requests received by the Council.

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## **Implications of the Report**

1. **Financial** – The proposed suspension of car parking charges until the end of August 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 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.
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**List of Background Papers:** none

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**To: INFRASTRUCTURE LAND & ENVIRONMENT POLICY BOARD**

**On: 26 MAY 2021**

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**Report by: DIRECTOR OF ENVIRONMENT & INFRASTRUCTURE**

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**Heading: ENVIRONMENT & INFRASTRUCTURE SERVICE  
IMPROVEMENT PLAN: OVERVIEW OF PERFORMANCE  
2020/21**

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## **1. Summary**

- 1.1 The purpose of this report is to provide an update on the performance of Environment & Infrastructure for the 12-month period to 31 March 2021 in relation to the Service Improvement Plan which was approved in March 2020. That plan was approved by this Policy Board before Covid-19 restrictions began to impact on services.
- 1.2 This report provides a summary of performance in the service for the 2020/21 period, with detailed explanation on all relevant actions and performance indicators. This includes details of those actions, performance indicators and targets across some areas which have been heavily disrupted as a result of Covid-19 restrictions.
- 1.3 The attached Service Improvement Action plan and Performance Scorecard (Appendix 1) show progress against the agreed priorities for the service which are aligned against the 5 Strategic Outcomes in the Council Plan for 2017 – 2022.
- 1.4 The main purpose of the report is to provide:
  - Details of the key achievements of the service;
  - How the work of the service contributes to the priorities set out in the Council Plan;
  - A progress update on implementing the action plan; and
  - An assessment of performance in relation to the service scorecard of core performance indicators.

1.5 Despite the challenges of maintaining services throughout different stages of restrictions, Environment and Infrastructure continued to deliver on its priorities covering the areas of activity overseen by the Infrastructure, Land and Environment Policy Board. Key achievements that are relevant to the remit of this Policy Board have included:

- **COVID-19 Support Hubs** - In the early period of lockdown, the Social Transport team delivered around 900 food parcels a day
- **Roads Capital Investment Programme** - investing £8 million in roads, drainage and footpaths infrastructure during 2020/21.
- **Environment & Place** – Community activity in Team Up to Clean Up has increased despite the challenges of COVID-19.
- **Waste Services** - Despite the significant challenges, Waste Operations continued to deliver all essential frontline bin collection services throughout the COVID-19 pandemic.
- **Better Use of Data and Technology** – Data analytics supported improvements to the pothole repair service

1.6 In March 2020, the service identified key actions it aimed to achieve over the next three years, in order to deliver improved outcomes for local people and communities and contribute to the delivery of the Council Plan 2017-22. Given the unprecedented nature of events in 2020/21, these three-year plans have been curtailed and replaced by Service Delivery Plans which cover a single year (2021/22) and outline what each service plans to do to mitigate the effects of the pandemic and associated restrictions, as well as actions to support recovery and renewal. The Environment & Infrastructure Service Delivery Plan was presented to this Board on 24 March 2021 and was also presented to the Finance Policy Board on 31 March 2021.

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## **2. Recommendations**

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

- 2.1 Notes the progress made by Environment & Infrastructure on actions and performance indicators as detailed in Appendix 1 and as specific to the areas of activity delegated to this Policy Board;
  - 2.2 Notes that an outturn report will also be provided to the Finance, Resources and Customer Services Policy Board in respect of activity falling within its remit.
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## **3. Background**

- 3.1 The Environment & Infrastructure Service Improvement Plan provides a comprehensive statement of the outcomes the service aims to achieve, and the actions it will take to achieve these. It fits within the wider planning framework of the Council by taking account of Community Planning themes and Council priorities. It enables elected members to have oversight of developments within the service and to consider and develop policy options which reflect customer need and resource availability.
- 3.2 The Service Improvement Plan also provides a mechanism by which elected members can evaluate the performance of the service. The appendices to the plan contain an action plan and performance indicators against which progress can be measured.

## **4. COVID-19 Impact 2020/21**

- 4.1 The pandemic has had a significant impact on the operation of the Council and on how services are delivered. There have been periods where national policy required some services to be paused.
- 4.2 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.
- 4.3 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.
- 4.4 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.

## 5. Summary of main achievements

5.1 The key achievements of Environment & Infrastructure, for financial year 2020/21, are highlighted below. Full details of the progress in terms of implementing the actions outlined in the service improvement plan are detailed in Appendix 1 to this report.

- COVID-19 Support Hubs - 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.
- Roads Capital Investment Programme - a total of £8 million was invested in roads, drainage and footpaths infrastructure during 2020/21 delivering improvements to both strategic and local roads. Work commenced in July following the COVID-19 lockdown. Given the loss of the first three and a half months of the 7 month programme, 52 carriageways were resurfaced, 16 carriageways surface dressed, 5 carriageways micro-surfaced and pre-patched, 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.
- 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.
- The COVID-19 pandemic acted as a catalyst for Team Up to Clean Up litter picking activity. Volunteers ventured out alone, or with their families, to clean up their neighbourhoods. 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.
- 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.
- Better Use of Data & Technology - New apps have also been developed to support officers in delivering frontline operational requirements. The service has implemented an online process for special uplifts provided through the Council's customer account portal, "MyAccount". Using

improved data analytics achieved significant improvement in pothole repair performance

## **6. Areas where actions have been reviewed or delayed**

6.1 Due to the COVID-19 pandemic some actions were required to be paused. These include:

- Deliver a participatory budget programme for infrastructure and transportation
- Commence digital scheduling and real time recording of StreetScene activities
- Deliver the objectives and requirements of the Scottish Household recycling charter, Circular Economy and Deposit Return and Extended Producer Responsibility schemes. **(Council Plan Action)**
- Implement a new commercial waste service model
- Development of Wildflower Areas and tree planting areas

6.2 The remaining actions have been progressing in line with anticipated timescales.

## **7. Progress against service scorecard**

7.1 The performance scorecard contains 31 indicators, of which 8 are for information only and have no target. Of those indicators with targets, 15 are performing strongly, 4 are slightly short of target and need monitoring and 4 are currently behind target.

7.2 The full performance scorecard is included as part of Appendix 1 of this report.

7.3 Several performance indicators in the service scorecard are reported as part of the Local Government Benchmarking Framework (LGBF). The Improvement Service will release a first draft of the 2020/21 data in February 2022.

7.4 Some examples of good performance, with particular relevance to this Policy Board include:

- The street cleanliness score increased from 91.9% to 94.5%. This is an improvement of 2.6%. Relative to the rest of Scotland moved from being ranked 21<sup>st</sup> to 12<sup>th</sup>;

- The percentage of A, B, C and Unclassified road network considered for treatment all met their targets. The 2019/20 data is the most up to date information available for these performance indicators;
- There has been a further reduction in CO<sub>2</sub> emissions from public space lighting. This shows a performance improvement in 2020/21 compared to the previous year. There was a 9% reduction in CO<sub>2</sub> between 2019/20 and 2020/21. Any future improvements will level out as the LED programme is substantially complete;
- The percentage of the vehicle fleet which uses alternative fuels, such as electricity, at 23.7% has exceeded its performance target (23%);
- The percentage of potholes repaired was above target performance during 2020/21 and has seen an improvement from 37% in 2019/20 to 77% this year; and
- Environment & Infrastructure received 5,036 members enquiries in 2020/21, of which 86.4% were responded to within timescale. This is an improvement on the performance for 2019/20 when there were 5,672 members enquiries, of which 85% were responded to within timescale.
- The amount of CO<sub>2</sub> emitted by the public vehicle fleet has decreased from 3,427 tonnes in 2019/20 to 2,992 tonnes in 2019/20 exceeding its target for the first time in three years.

7.5 A few of the performance indicators are currently performing below target in the service scorecard and require improvement:

- Environment & Infrastructure recorded an overall absence rate, for 2020/21, of 17.02 days lost per FTE employee, above the target of 13.07. The Operations and Infrastructure services performed better than the service as a whole during 2020/21 with an overall absence rate 8.73 days lost per FTE. Officers from the service monitor and support the progress of employees through the Council's Supporting Attendance process to ensure they are provided with the appropriate support required to return to work.
- Environment & Infrastructure received 4,109 front line resolutions in 2020/21, of which 68% were responded to within timescale. In the same period the service dealt with 445 complaint investigations 58% of which were dealt with within the agreed timescale. A new corporate complaints recording system was introduced across the Council from 1st April, 2020. Unfortunately, due to the Covid-19 pandemic, training was only able to be carried out online. During this period staff also undertook other duties

relating to the pandemic. However, performance has improved during 2020/21 as staff became familiar with the new system. Ongoing training and improvements to the system continue.

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## **Implications of the Report**

1. **Financial** – The Service Improvement Plan includes an analysis of the Revenue and Capital Estimates for 2020/21.
2. **HR & Organisational Development** – The Service Improvement Plan links closely with the Workforce Plan for Environment & Infrastructure, ensuring that the workforce is in a strong position to deliver key priorities now and in the future.

3. **Community & Council Planning**

**Reshaping our place, our economy and our future** – actively involved in delivering the public realm aspects of Paisley 2021 Legacy and supporting the Invest in Renfrewshire scheme. The service is also contributing towards: the Economic Framework and Paisley Town Centre Action Plan, maintaining and improving strategic road, rail and transport connections; and supporting the Glasgow City Region/City Deal.

**Tackling inequality, ensuring opportunities for all** – The service is also working to develop and deliver a Respectful Funeral Service.

**Creating a sustainable Renfrewshire for all to enjoy** – The service leads on the Environment and Place agenda, promotes and encourages waste minimisation through reducing, reusing and recycling, and increasing the use of alternative fuels in the Council fleet. It also works in partnership with the community to make Renfrewshire a cleaner place to live, visit or do business.

**Working together to improve outcomes** – the service is committed to the delivery of the Better Council Change Programme to deliver workforce integration and make better use of the Council's assets.

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

6. **Information Technology** – The Service Improvement Plan supports the implementation of the Enterprise Resource Planning System.
7. **Equality & Human Rights** - The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website. The Service Improvement Plan also links with the Council's Equality Outcomes and Mainstreaming Equality Report and includes actions to ensure the Service contributes positively to reducing inequality.
8. **Health & Safety** – The Service Improvement Plan supports Environment & Infrastructure's commitment to ensuring effective Health & Safety management.
9. **Procurement** – None.
10. **Risk** – The Service Improvement Plan supports the overarching management of risk within Renfrewshire Council and aligns closely with the Environment & Infrastructure Risk Register.
11. **Privacy Impact** – None.
12. **CoSLA Policy Position** – Not applicable

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**List of Background Papers:** None






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## Environment & Infrastructure Service Improvement Plan 2020-2023

### Out-turn Monitoring Report

Action Status			
	Cancelled		Completed
	Overdue; Neglected		Not Started; In Progress; Assigned
	Unassigned; Check Progress		


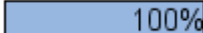

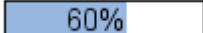
#### Council Plan Strategic Outcome 1: Reshaping our place, our economy and our future

#### Priority Actions

Code	Action	Status	Progress	Due Date	Update
01	Deliver the 2020/21 roads and footways capital investment programme - £8 million		 100%	31-Mar-2021	The Roads and Footways programme was successfully completed in 2020/21 with the schemes postponed during the pandemic now being delivered in 2021/22
02	Continue to invest in infrastructure to support growth – from road and rail links to bridges, cycle and pedestrian routes ( <b>Council Plan Action</b> )		 100%	31-Mar-2021	Restrictions due to the Covid-19 pandemic have had an impact on the ability to deliver infrastructure improvements this year. However, progress continues to be made on improving accessibility for disabled people at

**Council Plan Strategic Outcome I:  
Reshaping our place, our economy and our future**





**Priority Actions**

Code	Action	Status	Progress	Due Date	Update
					<p>bus stops and providing new bus shelters in Renfrewshire and the strengthening of Crosslee Bridge, over the National Cycle Route N7. The opportunity has also been taken to progress designs for an off-road cycle link to the Hawkhead housing development and a bus turning loop in Erskine.</p> <p>The progress of the refurbishment of the footbridge across the White Cart was also delayed by Covid-19 restrictions and is now planned for reopening to pedestrian and cycle traffic in mid-May 2021.</p>
03	Support the delivery of City Deal initiatives, combining roads and active travel projects into a coherent network for all road users			31-Mar-2021	The service continued to support the projects associated with the City Deal programme throughout 2020/21. The joint working arrangements has ensured opportunities are maximised to improve road and active travel infrastructure in areas surrounding City Deal projects.
04	Lead on the works to improve the transport infrastructure in Paisley Town Centre			31-Mar-2021	Public realm works are being led by the Cultural Infrastructure team with Environment & Infrastructure leading on the traffic and transportation improvements. A public consultation exercise was carried out which




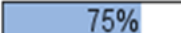

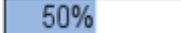
**Council Plan Strategic Outcome I:  
Reshaping our place, our economy and our future**



**Priority Actions**

Code	Action	Status	Progress	Due Date	Update
					outlined broad support for the key interventions identified. The consultation feedback will form a key part of the design stages going forward. This will be subject to further consultation prior to agreement on a final design. The intended appointment of a design consultant in January 2020 was delayed by Covid-19 restrictions.
05	Support economic regeneration and job creation through the regeneration and revitalisation of town centres and the creation of a town centres action plan		 100%	31-Mar-2021	The service successfully concluded an investment programme in Renfrew and Johnstone town centres with upgrades to street lighting and infrastructure through the town centre regeneration fund
06	Deliver an increase in cycling infrastructure across Renfrewshire		 100%	31-Mar-2021	<p>The service has continued to work with its funding partners SPT, Sustrans and Paths for All to introduce and encourage the use of a network of walking and cycling routes to offer realistic alternative commuter routes between residential districts and employment opportunities with the potential to reduce congestion and pollution.</p> <p>Progress includes the building of phase 1 of a cycle route from Bishopton to Glasgow Airport; public consultation exercises on junction safety improvements at Southholm Roundabout,</p>

**Council Plan Strategic Outcome I:  
Reshaping our place, our economy and our future**

**Priority Actions**




Code	Action	Status	Progress	Due Date	Update
					Erskine; cycle routes between Bridge of Weir and Houston and Howwood and Paisley; plus the tendering of a contract to construct a cycle route from Paisley to Renfrew.
07	Implement the transfer of the Council's traffic light infrastructure from analogue to digital			30-Jun-2022	Analogue BT traffic signal communications lines have been replaced with 4G mobile technology. CCTV cameras have also been installed at key junctions throughout the network to improve real time monitoring and reaction times for incident response.
08	Development of a comprehensive transportation improvement plan in response to the new Transport Act, National Transport Strategy and Regional Transport Strategy			31-Mar-2021	The development of the Regional Transport Strategy (RTS) has been delayed due to the COVID-19 pandemic and as such this action will commence once the RTS process is concluded.

Council Plan Strategic Outcome I: Reshaping our place, our economy and our future							Performance Indicators			
Code	Performance Indicator	Current Status	2018/19		2019/20		2020/21		2021/22	Explanation of Performance
			Value	Target	Value	Target	Value	Target	Target	
01	(Maintenance) Carriageway Condition: % of road network considered for treatment (v) Overall		32.8%	35%	32.9%	32.5%	Data for 2020/21 will not be published until January 2022	32.5%	32%	This is an annual indicator and relates to financial year 2019/20 and therefore was before the COVID-19 pandemic.
02	(Maintenance) Carriageway Condition: % of road network considered for treatment (i) A Class Roads		23%	25%	19.97%	22.5%	Data for 2020/21 will not be published until January 2022	22.5%	22%	These are annual LGBF Indicators and relate to financial year 2019/20 and therefore was before the COVID-19 pandemic. The 2020/21 data will not be published until January 2022.

## Council Plan Strategic Outcome I:





### Reshaping our place, our economy and our future

## Performance Indicators

Code	Performance Indicator	Current Status	2018/19		2019/20		2020/21		2021/22	Explanation of Performance
			Value	Target	Value	Target	Value	Target	Target	
03	(Maintenance) Carriageway Condition: % of road network considered for treatment (ii) B Class Roads		24.7%	25%	24.09%	24.5%	Data for 2020/21 will not be published until January 2022	24.5%	24%	These are annual <b>LGBF Indicators</b> and relate to financial year 2019/20 and therefore was before the COVID-19 pandemic. The 2020/21 data will not be published until January 2022.
04	(Maintenance) Carriageway Condition: % of road network considered for treatment (iii) C Class Roads		37.9%	35%	34.19%	36.5%	Data for 2020/21 will not be published until January 2022	36.5%	36%	These are annual <b>LGBF Indicators</b> and relate to financial year 2019/20 and therefore was before the COVID-19 pandemic. The 2020/21 data will not be published until January 2022.
05	(Maintenance) Carriageway Condition: % of road network considered for treatment (iv) Unclassified Roads		36.9%	36%	35.39%	36.5%	Data for 2020/21 will not be published until January 2022	36.5%	36%	These are annual <b>LGBF Indicators</b> and relate to financial year 2019/20 and therefore was before the COVID-19 pandemic. The 2020/21 data will not be published until January 2022.


**Council Plan Strategic Outcome I:  
Reshaping our place, our economy and our future**

**Performance Indicators**

Code	Performance Indicator	Current Status	2018/19		2019/20		2020/21		2021/22	Explanation of Performance
			Value	Target	Value	Target	Value	Target	Target	
06	% of Statutory road inspections categories completed on target: Category A		95%	100%	100%	100%	100%	100%	100%	<p>In 2020/21 the statutory road inspections were achieved for category A, category B &amp; category C. The annual performance for these indicators was 100%.</p> <p>The three categories of statutory inspections relate to the timing of inspections and are categorised as follows: A - Undertaken during the progress of the works; B – Undertaken within the six months following interim or permanent reinstatement; C – Undertaken within the three months preceding the end of the guarantee period.</p>
07	% of Statutory road inspections categories completed on target: Category B		100%	100%	100%	100%	100%	100%	100%	
08	% of Statutory road inspections categories completed on target: Category C		100%	100%	100%	100%	100%	100%	100%	
09	% of pothole repairs completed within timescales		50%	75%	37%	75%	77%	75%	80%	



**Council Plan Strategic Outcome 2:  
Building strong, safe and resilient communities**

**Priority Actions**

Code	Action	Status	Progress	Due Date	Update
01	Deliver a participatory budget programme for infrastructure and transportation		Paused due to COVID-19	31 March 20221	The participatory budget programme for infrastructure and transportation was paused during 2020/21 due to the COVID-19 pandemic. It will be carried out in 2021/22.





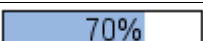
**Council Plan Strategic Outcome 4:  
Creating a sustainable Renfrewshire for all to enjoy**

**Priority Actions**

Code	Action	Status	Progress	Due Date	Update
01	Deliver a programme of enhanced operational environmental and community support activities for environment and place		 100%	31 March 2021	<p>During 2020/21 the service targeted fly-tipping and addressed a number of areas where extensive flytipping over the years had blighted the community. Work was also undertaken to secure other open spaces where fly-tipping is prevalent.</p> <p>The COVID-19 pandemic acted as a catalyst for Team Up to Clean Up litter picking activity. Volunteers, many furloughed or with less hours needed on site for work, ventured out alone, or with their families, to clean up their neighbourhoods. This resulted in almost 700 litter picking kits being handed out to volunteers across Renfrewshire in 2020/21. An unprecedented volume of community activity has taken place over the last 12 months; 2,958 volunteers have gone out litterpicking on 1,842 occasions, removing 8,781 bags of litter from Renfrewshire streets and green spaces. StreetScene Services supported the Campaign by promptly uplifting bags and disposing of flytipping. The group's Facebook community group has grown from 750 members in 2019, to 2.4k group members.</p>

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






**Priority Actions**

Code	Action	Status	Progress	Due Date	Update
02	Commence digital scheduling and real time recording of StreetScene activities		Paused due to COVID-19	31-Mar-2021	Commence digital scheduling and real time recording of StreetScene activities was paused during 2020/21 due to the COVID-19 pandemic.
03	Develop action plans to address flooding risk in Renfrewshire			31-Mar-2021	Through the Flood Risk Management (Scotland) Act 2009 (Cycle 2, 22.06.16 – 22.06.22) collaboration continues with SEPA, Scottish Water, the national parks authority and neighbouring councils to identify the most sustainable combination of measures to reduce overall flood risk to the community, the environment, cultural heritage and the economy.
04	Work to meet the challenging targets set out in our carbon management plan – through our council fleet, street lighting, public realm, waste and consumables <b>(Council Plan Action)</b>			31-Mar-2022	The serviced secured funding from Transport Scotland for 24 electric vehicles. This mix of cars, light vans and 3.5 tonne vans which will replace diesel fleet vehicles based at Underwood Road Depot. In addition, grant funding has been secured following a successful application process with Energy Savings Trust and Office for Zero Emission Vehicles On-Street residential charging point scheme to increase the number of EV charging points across Renfrewshire





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

**Priority Actions**

Code	Action	Status	Progress	Due Date	Update
05	Deliver the objectives and requirements of the Scottish Household recycling charter, Circular Economy and Deposit Return and Extended Producer Responsibility schemes. <b>(Council Plan Action)</b>		On hold	31 March 2023	Development of the Housing Charter, Circular Economy and Deposit Return Scheme (DRS) and Extended Producer Responsibility (EPRS) schemes are currently on hold awaiting a Scottish Government reviewing of the impact of DRS and EPRS and the COVID-19 pandemic.
06	Implement revised access arrangements for vans and trailers to Renfrewshire's Household Waste Recycling Centres			31 March 2021	All vans and commercial vehicles now need a permit before entering HWRC.
07	Implement a new commercial waste service model			31 March 2021	Surveys were being carried out with all commercial customers to gather information in order to provide an efficient service that meets their business needs and improves recycling rates and reduces levels of residual waste. Surveys were halted due to COVID-19 with a large proportion of commercial customers temporarily closing their businesses. The remaining surveys will be carried out when it is possible to do so.




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

**Priority Actions**

Code	Action	Status	Progress	Due Date	Update
08	Development of Wildflower Areas and tree planting areas		Paused due to COVID-19	31 March 2021	Development of Wildflower Areas and tree planting areas was paused during 2020/21 due to the COVID-19 pandemic.
09	Develop and implement a long term sustainable leachate and surface water management plan for Linwood Moss		<div><div>80%</div></div>	31 March 2021	<p>The overall aim is to remove the requirement for leachate treatment and to design a passive system where the leachate and surface waters are mixed before being discharged to the unnamed tributary of the River Gryffe. Once all the data has been collated and reported we will present to SEPA and commence discussions to agree the variations to the waste management licence.</p> <p>There will be a period of monitoring required to ensure the leachate mixed with surface water is not causing an impact downstream and following this the existing treatment plant will be de-commissioned and the top lagoon filled in.</p> <p>SEPA are keen to see the surrender of the waste management licences for sites such as Linwood Moss, however, to achieve this they need to be satisfied that the landfill is in continuity with the surrounding environment and robust data is key to this.</p>




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

**Performance Indicators**

Code	Performance Indicator	Current Status	2018/19		2019/20		2020/21		2021/22	Explanation of Performance
			Value	Target	Value	Target	Value	Target	Target	
01	Street Cleanliness Score - % of areas assessed as clean		91.9%	90%	94.5%	92%	Data for 2020/21 will not be published until January 2022	92%	94.5%	<p>The percentage of Renfrewshire's street assessed as clean was 94.5% for 2019/20. This is an improvement of 2.6% on the previous year's performance. This figure is provisional and is awaiting verification by Keep Scotland Beautiful.</p> <p>The cleanliness score is based on 3 sample surveys carried out throughout the year by both the Council and Keep Scotland Beautiful (KSB).</p> <p>This score represents the percentage of areas assessed as acceptably clean (categories A and B) using KSB's Local Environmental Audit and Management System (LEAMS) methodology.</p>
02	Amount of CO <sub>2</sub> emitted by the public vehicle fleet		3,836	2,840	3,427	2,730	2,992	3,250	3,000	The amount of CO <sub>2</sub> emitted by the public vehicle fleet has reduced from 3,427 in 2019/20 to 2,992 in 2020/21 below the target of 3,250.
03	% of the vehicle fleet which uses alternative fuels, such as electricity		9.8%	9%	18.2%	21%	23.7%	23%	25%	Renfrewshire Council have purchased 14 Electric Vehicles to add to our zero emissions fleet of cars, light vans, minibuses and large goods vehicles resulting in almost a quarter of the fleet now using alternative fuel sources.




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

**Performance Indicators**

Code	Performance Indicator	Current Status	2018/19		2019/20		2020/21		2021/22	Explanation of Performance
			Value	Target	Value	Target	Value	Target	Target	
04	Reduce the amount of CO <sub>2</sub> emitted from public space lighting		1,679	1,750	1,493	1,750	1,368	1,700	1,700	<p>There has been a slight reduction in CO<sub>2</sub> emissions from public space lighting due to a small number of the remaining 'conventional' lanterns transferring to LED.</p> <p>This figure shows an improvement in 2020/21 compared to the previous year. There was a 9% reduction in CO<sub>2</sub> between 2019/20 and 2020/21. Any future improvements will level out as the LED programme is substantially complete.</p>
05	% of bins uplifted first time		New performance indicator 2019/20		99.8%	99.9%	99.8%	99.9%	99.9%	<p>The percentage of bins uplifted first time in 20/21 was 99.8%. This is slightly below target of 99.9% however the service was working under the difficult early stages of the Covid-19 pandemic with the associated staff shortages as result of employees shielding and isolating. The service was supported by staff from other service areas within the department and continued to provide full refuse collection services throughout this period.</p>
06	Zone all cemeteries and burial grounds in line with Memorial and Headstone Inspection Policy		New performance indicator 2020/21				100%	100%	100%	<p>All cemeteries and burial grounds were zoned in 2020/21 in line with the Memorial and Headstone Inspection Policy.</p>





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

## Performance Indicators

Code	Performance Indicator	Current Status	2018/19		2019/20		2020/21		2021/22	Explanation of Performance
			Value	Target	Value	Target	Value	Target	Target	
07	Complete Inspection process for all headstones and burial grounds		New performance indicator 2020/21				6%	40%	80%	Inspection process was impacted by COVID-19 pandemic. A new approach has commenced and will allow more resource to be directed to this activity
Code	Performance Indicator	Current Status	2018		2019		2020		2021	Explanation of Performance
			Value	Target	Value	Target	Value	Target	Target	
08	% of Household Waste Recycled (Calendar year data) (LGBF Indicator)		49.2%	50%	53%	54%	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.
09	% of Household waste collected which is landfilled (Calendar year data)		20.3%	33%	5.7%	16%	9.5% (not yet verified)	16%	5%	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.




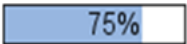
## Council Plan Strategic Outcome 5: Working together to improve outcomes

### Priority Actions

Code	Action	Status	Progress	Due Date	Update
01	Provide our employees with the appropriate support to manage their attendance		<div><div>50%</div></div>	31 March 2021	Environment & Infrastructure Services and officers from HR & Organisational Development meet regularly to monitor and support the progress of employees through the Council's Supporting Attendance process to ensure they are provided with the appropriate support required to return to work.
02	Implement the Council's new Organisational Development Strategy		<div><div>70%</div></div>	31 March 2021	The Organisational Development Strategy has been implemented across all areas of Environment & Infrastructure and will be reflected in the Council's new People's Strategy.
03	A strategic planning approach to future skills, training and service requirements will be implemented		<div><div>100%</div></div>	31 March 2021	Dedicated resource was provided to review the existing arrangements for training and development of employees across the service. This led to a significant increase in training taking place across the service alongside a renewed approach to recruitment of apprentices and graduate apprentices.
04	Active participation in Council's Right for Renfrewshire Transformational Programme		<div><div>50%</div></div>	31 March 2021	The service engaged with the first phase of Right for Renfrewshire and will continue to support the recommencement of this aligned with any existing service reviews.




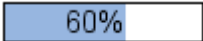




**Council Plan Strategic Outcome 5:  
Working together to improve outcomes**

**Priority Actions**

Code	Action	Status	Progress	Due Date	Update
05	Better use of data and technology to improve services performance and delivery			31 March 2021	<p>The service has developed apps to support officers in delivering frontline operational requirements. It has implemented an online process for special uplifts provided through the Council's customer account portal, "MyAccount". A Gully App has also been developed to support gully maintenance.</p> <p>A new data analytics approach to how management information is used to support service improvement has been rolled out across each service area.</p>
06	Deliver agreed operational efficiencies through fleet utilisation and rationalisation			31 March 2021	<p>The operational efficiencies achieved through this process was delayed due to availability of both new and hire vehicles due to both Brexit and COVID, each affecting manufacturing and transportation supply chains.</p> <p>Renfrewshire's operational fleet numbers were increased to cope with the demand pressures in supporting front line COVID operations and driven by Government regulations for social distancing in vehicles.</p> <p>Fleet Services secured funding from Transport Scotland electric vehicle grants and aligned this to funds from the Vehicle Replacement Fund capitalised by procuring an additional 24 electric vehicles into the core fleet.</p> <p>In addition, grant funding from Transport Scotland was secured for infrastructure development to support on street and residential home vehicles charge points. This funding will also allow electric vehicles to supply 7 day a week community meals and delivery of bus social transport services to homes and centres as well as increasing the Underwood Road Depot charging infrastructure.</p>

**Council Plan Strategic Outcome 5:  
Working together to improve outcomes**





**Priority Actions**

Code	Action	Status	Progress	Due Date	Update
07	Deliver improvements in the Council's Cemeteries estate			31 March 2023	During 2020/21 planned for Inchinnan Cemetery were completed in summer 2020. These works included the construction of an internal road and associated layby within the cemetery with a new access was created. In addition to this drainage works and roads and path upgrades within the cemetery were undertaken. Prep work for the next phase of drainage work at Hawkhead have also been undertaken.
08	Support the Council to implement the Business World system			31 March 2021	Environment & Infrastructure continue to participate in user briefing sessions and staff training to support the implementation of Business World.
09	Support the Council in the creation, implementation and roll out of the new corporate complaints system			31 March 2021	<p>The service has rolled out the new complaint system across all service areas, despite the significant emergency response provided by the service during the pandemic, we have implemented the system and complied with the SPSO statutory duty on complaints handling.</p> <p>In terms of the roll out, as well as using council wide training materials such as webinars, we have also delivered a number of bespoke one on one session to managers and staff, to enhance usage, optimisation and performance. We are working directly with officers in Chief Executive's Service and the Digital First team to further improve the system and reporting mechanisms for Environment &amp; Infrastructure.</p>
10	Embed new approaches to staff engagement across all areas of the service			31 March 2021	The service's staff panel and newsletter were impacted by the COVID-19 restrictions and guidelines. However, staff were kept up to date through letters from the Director and the service were well represented in the Staff Weekly news and letters which were the main vehicles for communicating with staff during the pandemic.







**Council Plan Strategic Outcome 5:  
Working together to improve outcomes**

**Priority Actions**

Code	Action	Status	Progress	Due Date	Update
11	Ensure robust and up to date business continuity arrangements are in place		 100%	31 March 2021	The service's Resilience Management Team hold quarterly meetings chaired by Head of Operations and Infrastructure to review recent incidents and lessons learned, business continuity exercises and any training required.
12	Review and maintain continuous improvement frameworks		 100%	31 March 2021	During 2020/21 audits and assessments were paused due to the demands of the COVID-19 response. These are currently being reviewed in line with Council recovery process.




**Council Plan Strategic Outcome 5:  
Working together to improve outcomes**

**Performance Indicators**

Code	Performance Indicator	Current Status	2018/19		2019/20		2020/21		2021/22	Explanation of Performance
			Value	Target	Value	Target	Value	Target	Target	
01	01 Average number of work days lost through sickness absence per employee (FTE) (cumulative)		13.88	10.74	16.44	13.7	17.02	13.7	13	<p>The cumulative absence performance for 20/21 was 17.02 days lost per FTE employee and was above the 2020/21 target of 13.7.</p> <p>Officers from the service monitor and support the progress of employees through the Council's Supporting Attendance process to ensure they are provided with the appropriate support required to return to work.</p>
02	02 % of members enquiries completed within timescale by E&I		New performance indicator 2019/20		85%	85%	86.4%	85%	85%	<p>Environment &amp; Infrastructure received 5,036 members enquiries in 2020/21, of which 86.4% were responded to within timescale. This is an improvement on the performance for 2019/20 when there were 5,672 members enquiries, of which 85% were responded to within timescale.</p>
03	03 % of FOI requests completed within timescale by E&I		97%	100%	96%	100%	97%	100%	100%	<p>Environment &amp; Infrastructure dealt with 301 Freedom of Information requests in 2020/21, of which 293 (97%) were responded to within timescale. 98 of these requests were cross departmental and 203 were departmental.</p>
04	04 % of front line resolutions dealt with within timescale by E&I		75%	100%	67%	85%	68%	85%	85%	<p>Environment &amp; Infrastructure received 4,109 front line resolutions in 2020/21, of which 68% were responded to within timescale</p> <p>In the same period the service dealt with 445</p>




## Council Plan Strategic Outcome 5: Working together to improve outcomes

## Performance Indicators

Code	Performance Indicator	Current Status	2018/19		2019/20		2020/21		2021/22	Explanation of Performance
			Value	Target	Value	Target	Value	Target	Target	
05	05 % of complaint investigations completed within timescale by E&I		69%	100%	85%	95%	58%	95%	95%	complaint investigations 58% of which were dealt with within the agreed timescale.
06	Cost of Maintenance per Kilometre of roads (LGBF Indicator)		£18,050	N/A	£17,932	N/A	Data for 2020/21 will not be published until January 2022	N/A	N/A	The data is published by the Improvement Service on an annual basis as part of the Local Government Benchmarking Framework and is extracted from the LFR information from the Scottish Government website. Renfrewshire's ranking moved from 25 <sup>th</sup> in 2018/19 to 26 <sup>th</sup> in 2019/20. The 2019/20 costs reflect the £8.1m roads capital investment programme allocation expenditure on roads and pavements. This significant capital allocation to roads improvements is expected to lead to ongoing performance of above average spend reflecting the current focus on investment in the road's infrastructure. Data for 2020/21 will not be published until January 2022 (LGBF indicator)
07	% of adults satisfied with parks and open spaces (LGBF Indicator)		84%	N/A	83.77%	N/A	Data for 2020/21 will not be published until January 2022	N/A	N/A	This is an indicator from the Local Government Benchmarking Framework extracted from the results of the Scottish Household Survey – Renfrewshire's ranking moved from 17 <sup>th</sup> in 2018/19 to 18 <sup>th</sup> in 2019/20. Data for 2020/21 will not be published until January 2022. (LGBF Indicator)




## Council Plan Strategic Outcome 5: Working together to improve outcomes

## Performance Indicators

Code	Performance Indicator	Current Status	2018/19		2019/20		2020/21		2021/22	Explanation of Performance
			Value	Target	Value	Target	Value	Target	Target	
08	Cost of parks and open spaces per 1,000 of the population ( <b>LGBF Indicator</b> )		£30,446	N/A	£25,221	N/A	Data for 2020/21 will not be published until January 2022	N/A	N/A	This is an indicator from the Local Government Benchmarking Framework extracted from the LFR information from the Scottish Government – Renfrewshire's ranking moved from 31 <sup>st</sup> in 2018/19 to 26 <sup>th</sup> in 2019/20. The increased costs of parks and open spaces per 1,000 population for 2019/20 reflects internal changes to how income is included on the Local Finance Return, as the 2019/20 costs now include recharges to other council services. A further increase in costs can be attributed to the pay award and the additional funding received for environmental improvements. ( <b>LGBF Indicator</b> )
09	% of adults satisfied with refuse collection ( <b>LGBF Indicator</b> )		79.63%	N/A	70.63%	N/A	Data for 2020/21 will not be published until January 2022	N/A	N/A	This is an indicator from the Local Government Benchmarking Framework extracted from the results of the Scottish Household Survey – Renfrewshire's ranking moved from 20 <sup>th</sup> in 2018/19 to 24 <sup>th</sup> in 2019/20. ( <b>LGBF Indicator</b> )
10	Net cost of waste collection per premise ( <b>LGBF Indicator</b> )		£59.45	N/A	£67.82	N/A	Data for 2020/21 will not be published until January 2022	N/A	N/A	This data is published by the Improvement Service on an annual basis as part of the LGBF Framework and is extracted from the LFR information from the Scottish Government website. Renfrewshire's ranking moved from 12 <sup>th</sup> in 2018/19 to 20 <sup>th</sup> in 2019/20. Data for 2020/21 will not be published until January 2022. ( <b>LGBF Indicator</b> )

**Council Plan Strategic Outcome 5:**  
**Working together to improve outcomes**

**Performance Indicators**

Code	Performance Indicator	Current Status	2018/19		2019/20		2020/21		2021/22	Explanation of Performance
			Value	Target	Value	Target	Value	Target	Target	
11	Net cost of waste disposal per premise ( <b>LGBF Indicator</b> )		£108.84	N/A	£106.52	N/A	Data for 2020/21 will not be published until January 2022	N/A	N/A	This data is published by the Improvement Service on an annual basis as part of the LGBF Framework and is extracted from the LFR information from the Scottish Government website. Renfrewshire's ranking moved from 24th in 2018/19 to 23rd in 2019/20. Data for 2020/21 will not be published until January 2022. <b>(LGBF Indicator)</b>
12	% of adults satisfied with street cleaning ( <b>LGBF Indicator</b> )		60.10%	N/A	52.77%	N/A	Data for 2020/21 will not be published until January 2022	N/A	N/A	This is an indicator from the Local Government Benchmarking Framework extracted from the results of the Scottish Household Survey – Renfrewshire's ranking moved from 29th in 2018/19 to 31st in 2019/20. Data for 2020/21 will not be published until January 2022. <b>(LGBF Indicator)</b>
13	Net cost of street cleaning per 1,000 of the population ( <b>LGBF Indicator</b> )		£6,114	N/A	£5,974	N/A	Data for 2020/21 will not be published until January 2022	N/A	N/A	This data is published by the Improvement Service on an annual basis as part of the LGBF Framework and is extracted from the LFR information from the Scottish Government website. Renfrewshire's ranking moved from 2nd in 2018/19 to 1st in 2019/20. Data for 2020/21 will not be published until January 2022. <b>(LGBF Indicator)</b>






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**To:** Infrastructure, Land and Environment Policy Board

**On:** 26 May 2021

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**Report by:** Director of Communities and Housing Services

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**Heading:** Communities and Housing Services Service Improvement Plan – Overview of Performance 2020/21

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## **1. Summary**

- 1.1. The purpose of this report is to provide an update on the performance of Communities and Housing Services for the 12-month period to 31 March 2021 in relation to the Service Improvement Plan which was approved in March 2020.
- 1.2. This report provides a summary of performance of Communities and Housing Services for the 2020/21 period, with a detailed explanation on all relevant actions and performance indicators. This includes details of any actions delayed or cancelled as a result of COVID-19 restrictions and/or the need to refocus service priorities in order to manage the pandemic response.
- 1.3. The Service Improvement Plan (SIP) sits beneath the Council Plan and Community Plan, and along with the service's risk register and workforce plan forms a suite of documents which provide the strategic direction for the service. Service Improvement Plans are aligned to the priorities set out in the Council Plan 2017-2022 and include those areas of the Council Plan for which Communities and Housing Services is the lead.
- 1.4. In March 2020, the service identified key actions it aimed to achieve over the next three years, in order to deliver improved outcomes for local people and communities and contribute to the delivery of the Council Plan. Given the unprecedented nature of events in 2020/21, these three-year plans have been replaced by Service Delivery Plans which focus on a single year (2021/22) and outline what each service plans to do to mitigate the effects of the pandemic and associated restrictions, as well as actions to support recovery and renewal. The Communities and Housing Services Service Delivery Plan was presented to the Communities, Housing and Planning Policy Board on 16 March 2021 and the Infrastructure, Land and Environment Policy Board on 24 March 2021.

- 1.5. The action plan is the core of the Service Improvement Plan. It sets out the priorities being addressed, the key tasks to be implemented, the implementation timetable and the measures of success. The service scorecard sets out a range of key indicators against which aspects of performance are measured.
  - 1.6. The COVID-19 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 Community and Housing Services service areas 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 in partnership with other public and third sector organisations.
  - 1.7. As part of the Placeshaping service redesign within the Council's change and transformation programme, "Right for Renfrewshire", 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 since January 2021 this now sits within the Chief Executive's Service. Building Standards, Planning and employees involved in preparation of the Local Housing Strategy also moved to the Chief Executive's Service through the Placeshaping redesign in January 2021.
  - 1.8. The Service Improvement Plan (SIP) was approved by relevant policy boards in March 2020 and contains actions and PI's for these areas which, until January, sat within Communities, Housing and Planning Services. In order to keep the governance line correct with the approved SIP, updates for 2020/21 for these service areas are included within this report. Moving forward, these service areas will be reported within the Chief Executive's Service Delivery Plan.
  - 1.9. The Communities and Housing Services management team reviews progress against all performance indicators and service improvement actions and six monthly reports on the service improvement plan are reported to the appropriate policy boards, with the next updates scheduled for November 2021.
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## **2. Recommendations**

- 2.1 It is recommended that the Infrastructure, Land and Environment Policy Board
    - (i) note the content of this report;
    - (ii) note that this outturn report has also been presented to the Communities, Housing and Planning Policy Board in relation to areas covered within that Board's remit;
    - (iii) note the progress that has been made on areas of service performance which fall under the remit of this Board in 2020/21; and
    - (iv) note the progress made on actions and performance in the action plan.
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### **3. Background**

- 3.1. Communities and Housing Services plays a key role in the development, support, protection and empowerment of Renfrewshire's communities. In relation to the remit of the Infrastructure, Land and Environment Policy Board this specifically relates to delivering regulatory protection services and the Team Up to Clean Up programme.
- 3.2. The service works with partners to ensure that communities are safe, and that public health, the environment, individual consumers, and local communities are safeguarded, with robust civil contingency and public protection arrangements in place.
- 3.3. The service plays a key role in ensuring our neighbourhoods are there to be enjoyed by all - helping to create healthy places particularly through enforcement and monitoring air quality, but also by supporting the creation of attractive places.
- 3.4. The service is also responsible for managing and investing in approximately 12,200 Council houses; delivering housing regeneration and new build programmes; providing support to tenants and prospective tenants; providing housing advice and assistance to residents, including vulnerable and homeless people.
- 3.5. The service plays a key role in reducing inequalities, encouraging people to fulfil their potential and ensuring they have access to a range of learning and development opportunities, working with schools to support achievement and attainment.
- 3.6. The Service Improvement Plan links Community Plan and Council 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.
- 3.7. The action plan details the progress of specific areas of work which were taken forward during the past year to support the Council's priorities and help deliver improved outcomes for Renfrewshire residents.
- 3.8. The service also measures progress by reporting on performance indicators. The scorecard provides details of the progress of these indicators throughout 2020/21 against set targets.

### **4. Overview of performance and key achievements**

- 4.1. During 2020/21 Communities and Housing Services continued to support the strategic goals of the Council across a range of programmes including the following with specific relevance to the remit of the Infrastructure, Land and Environment Policy Board:
  - The service played a key role in progressing the Tranche 1 Right for Renfrewshire service redesigns, including the review of Community Protection and also Developing Communities workstreams.

- Community Protection and Environmental Health and Trading Standards officers have played a key role throughout the pandemic response, including supporting the public health test and protect programme; providing advice, support and guidance to local residents and businesses; interpreting and enforcing significant new Legislative and Statutory Obligations relating to public health; Test & Protect and COVID-19 compliance; and working closely with partners to support the public and businesses when supporting vulnerable residents and undertaking enforcement responsibilities.
  - 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, Parks and Play Areas work and they are also assisting with Team Up to Clean Up. It should be noted that advice was always given on current COVID-19 restrictions and ensuring compliance with gatherings, safety etc.
  - The work of the service contributes to the achievement of the Council's Climate Change targets, in particular the role of housing investment in energy efficiency measures to reduce the Council's own carbon emissions and support partners, businesses and citizens in Renfrewshire to reduce theirs.
- 4.2. Appendix 1 provides an update on the progress made by the service during 2020/21 in terms of implementing the Service Improvement Plan. It includes an update on the Service's action plan and performance scorecard of indicators as at 31 March 2021.
- 4.3. Many actions relate to longer term projects and therefore the progress indicates the progress made against 2020/21's expected outcomes, not whether the project itself is complete. Essentially this shows whether the service achieved what it expected to in 2020/21 and gives an explanation of why (or why not, where it has fallen short).
- 4.4. 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 the regular services which are essential to the communities we serve and has ensured the delivery of a wide range of key activities and achievements across the service which include:

#### **Communities and Public Protection**

- 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 2020/21.
- 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.
- 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, Parks 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 COVID-19 restrictions and ensuring compliance with gatherings, safety etc.
- The Community Safety Partnership 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.
- 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 / multiagency 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.

- 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.
- During the lockdown and restrictions over the last year 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's 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.

## **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, since March 2020 the needs of those who were homeless or in housing need have continued to be met:
  - There has been a total of 851 new statutorily homeless households from the initial lockdown to the end of March 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 a very limited number of occasions to use of B&B accommodation, in line with many other Scottish local authorities.
  - 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 3,931 new enquiries handled from April 2020 to March 2021.
  - Staff from Homeless Services and the Housing Support team have worked throughout 2020/21 and have helped almost 300 homeless households to 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.
- Housing Repairs Remobilisation - whilst emergency, very urgent and compliance works within our housing stock continued throughout the last 4 month lockdown period, non-urgent works were not permitted in line with Scottish Government guidance, and customers were not able to report these during this period.
- As restrictions have eased, customers have been able to report non-urgent repairs from Monday 26 April. These repairs are being logged as they are reported, with customers advised that as we are working through backlog repairs they will be contacted by telephone when an appointment date can be given
- There is an unavoidable backlog of outstanding repairs from the previous lockdown periods but these are being prioritised for completion in date order. There is no need for customers who have already reported a repair to contact us, as they will be contacted by telephone to advise them of an appointment for their repair to be carried out.
- This information has been communicated via the council's social media channels and the reduction in the backlog and the delivery of new repairs is being monitored closely.
- Annual gas servicing has continued throughout the year and since March 2020, 10,287 properties have had a gas service carried out, the service reported to the Scottish Housing Regulator the number of gas services which were unable to be completed within the statutory 12 month period as a result of COVID-19 restrictions.
- Energy Efficiency Standard for Social Housing (EESH) – Social Landlords are reporting on the first milestone target for EESH. We have achieved 86.6% compliance and have applied exemptions in line with Scottish Housing Regulator guidance to 6.4% of the stock. This means after applying allowable exemptions, the council is 93% compliant with the EESH 2020 target. From next year, social landlords will be measured against the new EESH 2032 target – our compliance against this measure will be significantly lower, however,

an EESSH Strategy is in development to address the requirements of the 2032 standard.

- A comprehensive review of regulatory landlord compliance covering operational policies and procedures on issues such as, electricity, lifts, fire safety, asbestos management and water management was completed, which will be included in the suite of documents reported to the Board in the Annual Assurance Statement.
- Tenants have moved into the new build housing at Johnstone Castle While at Dargavel Village, Bishopton 80 new Council homes across two sites are now complete and tenanted.
- Work has commenced at 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.
- 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.

### **Development Standards**

- Since the pandemic and lockdown in March 2020, the Planning and Building Standards teams have continued to offer a full service to customers, processing enquiries and applications via electronic means and by phone. Officers are accepting alternative evidence such as photographs, reports from suitably qualified persons, video, or utilising remote means of conducting site inspections.
- Officers were advised to work with developers and building owners to ensure that, where possible, completion certificate submissions continued to be processed.
- In spring 2021 a new applications system was introduced which can lead to the digitisation of a number of previously lengthy administrative processes and there is the expectation that performance will be improved through the introduction of this new system.
- Also, within Building Standards, Dangerous Building cover continued to be maintained on a 24/7 basis.

## 5. Actions and Performance Indicators

5.1. Due to the impact of the pandemic, some actions have been affected, including

- Regulatory functions have experienced significant pressures and changes to work priorities 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, this will leave 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 produce an up to date Business Regulation Service Plan to advise how it will catch up with inspections.
- 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 reprofiled to allow them to be carried out when restrictions will allow.
- 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.

5.2. Service scorecard - Areas delayed/ requiring monitoring

- The number of individual participants engaged in learning programmes was below target for 2020/21. Throughout 2020/21 the Adult Learning and Literacies Services team focussed on engaging with our more vulnerable learners and ensuring they had appropriate support to reduce feelings of isolation and anxiety. This figure does not include engagement with communities as a result of staff redeployment to support Renfrewshire's COVID-19 Response, for example working in Neighbourhood Hubs; nurseries, family centres and out of school care; summer childcare hubs for children of key workers or the asymptomatic testing centre.
- As it has not been possible to carry out on site audits, currently there is not the 2020/21 updates on housing land, vacant and derelict land business and industrial land or commercial uptake for the three indicators below.



- Amount of land brought forward for re-use and development contributing to economic activity and enhancing the built and natural environment.
- Affordable housing completions
- Private housing completions
- Re-letting activity has been severely affected since March 2020, with the number of properties re-let over the year by around two-thirds compared to last year. Additionally, due to the pandemic there have been restrictions in bringing void properties back into the letting pool.

## 6. Reporting progress

- 6.1. Progress on the implementation of the Service Improvement Plan is regularly monitored by Communities and Housing Services' management team and will be reported to the appropriate Policy Boards on a six-monthly basis.
- 6.2. A review of progress of the Service Delivery Plan throughout 2021-22 will be brought to this Board in November 2021.

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## Implications of this report

1. **Financial** - the report highlights resourcing pressures arising from increasing demand for services and the current financial environment.
2. **HR and 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** - none
7. **Equality & Human Rights** - The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only.
8. **Health and Safety** - none
9. **Procurement** - none
10. **Risk** - none
11. **Privacy Impact** - none

12. **COSLA Policy Position** - none

13. **Climate Change** - none

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### **List of Background Papers**

Infrastructure, Land and Environment Policy Board– 18 March 2020. Agenda item 6(b) – CHAPS Service Improvement Plan 2020-23

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

## Appendix 1 – Actions and Performance indicators



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

What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
To develop Paisley's ongoing plans for cultural regeneration	<p>We will make progress against the 6 step changes with targets for 2027 and 2035:</p> <ul style="list-style-type: none"> <li>• To grow significant new dimensions to Paisley's economy, e.g. creative, cultural and tourism.</li> <li>• Radically change Paisley's image and reputation.</li> <li>• Paisley will be recognised for its cultural excellence.</li> <li>• Lift communities out of poverty and inspire a generation to fulfil their potential.</li> <li>• Transform Paisley into a vibrant cultural town centre.</li> <li>• Establish Paisley as a centre of excellence for cultural regeneration through leadership, partnership, participation and collaboration.</li> </ul>	<p>The 2020/21 programme was significantly disrupted by the COVID-19 pandemic and the FP team were deployed to support the COVID-19 emergency response. Despite this, key achievements were delivered to support progress against each of the step changes by transitioning activity online and be revising project delivery. The Future Paisley Partnership Board met virtually in September and March. Future Paisley Projects receiving national funding secured extensions to allow activity to be rescheduled - Great Places Scheme and EventScotland funding for major events.</p> <p>New management arrangements to lead delivery of Future Paisley were confirmed by Renfrewshire Council in December 2020:</p> <ul style="list-style-type: none"> <li>• Programme of work under Future Paisley to be broadened to focus on a wider set of strategic objectives both for Paisley and the wider geography of Renfrewshire, led by the Head of Marketing and Communications</li> <li>• Cultural lead sitting wholly with the Chief Executive of Renfrewshire Leisure</li> </ul> <p>Since January 2021, work has focussed on delivery of digital programme, re-scheduling and re-framing partner activity and the conclusion of the programme step change review and evaluation framework.</p> <p><b>1. Grow significant new dimensions to Paisley's economy</b>  Informed by a Renfrewshire business survey conducted during the first phase of the pandemic, the Council and Renfrewshire Economic Leadership Panel, developed a 24-month economic recovery plan. This was supplemented by a tourism recovery action plan developed with the local sector and Renfrewshire's Tourism Sub-Group. The Future Paisley funded Tourism Officer provided the conduit to VisitScotland and Scottish Government and provided a touchpoint to help connect the sector, mobilise partnerships, link to business support and funding, promote skills and training in the sector and share insights.</p>	60%

What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
		<p>To support Renfrewshire's cultural sector, the £200,000 Renfrewshire Cultural Recovery and Renewal Fund (RCRRF) was developed to distribute critical funding to artists, groups and organisations in response to the pandemic. Funding has been allocated to 28 artists and 14 organisations, ensuring paid work and stability for Renfrewshire's cultural sector.</p> <p><b><u>2. Radically change Paisley's image and reputation</u></b>  The impact of COVID-19 resulted in shut down of the tourism sector and the cancellation of major events. In 2020 destination marketing pivoted to focus on engaging local people to support Visit Scotland's strategy and <i>Scotland Loves Local</i> from Scotland's Towns Partnership. Campaigns included Spend Local, Steal Back Summer, Be a Tourist in Your Own Town and the promotion of digital events, outdoors activities and attractions and local trails. The marketing strategy for Paisley Museum was delivered. Targets for OTSH and digital engagement continued to be met.</p> <p><b><u>3. Paisley recognised for its cultural excellence</u></b>  The cultural programme was paused and re-scheduled with planned theatre and large-scale productions postponed to 2022 and 2023, maintaining national partnerships. New cultural activities and events were developed to support local people at a community and neighbourhood level - promoting health and wellbeing and reducing loneliness. A number of planned events and projects successfully transitioned online or were delivered in a socially distanced way, strengthening engagement with key audiences. Examples include Future Paisley volunteer project, Black History Month cultural programme, Paisley Book Festival, Out of Place, The Radical War Project, ArtBOSS, Sma Shot Day, Doors Open Day, Open Mind Summit, Renfrewshire Mental Health Arts Festival and Light Up Renfrewshire, Creative Scotland Place Partnership, Glen Cinema project, Colouring Renfrewshire, Artists and Residents programme.</p> <p><b><u>4. Lift communities out of poverty &amp; inspire a generation to fulfil their potential</u></b>  The Castlehead School partnership with Glasgow School of Art was significantly affected by the coronavirus pandemic. GSA developed Lockdown Lessons, 2 resource packs which were circulated to all primary schools in Renfrewshire, family learning organisations and community groups. GSA also delivered 2-week online courses for students taking higher art and design courses, supporting independent learning and helping students in 'making work at home'. A digital guide/tutorial on applying for art school admission was developed. Art Boss, Open Mind Summit and the Criminal Justice Fidget Blanket project continued to be delivered by transitioning online/hybrid models.</p>	

What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
		<p><b>5. Transform Paisley into a vibrant cultural town centre</b> The FP programme has been reset to end in financial year 2023/24 – aligning with the delivery of the cultural infrastructure and reopening of our cultural venues.</p> <p><b>6. Paisley as a centre for excellence for cultural regeneration through leadership, partnership, participation and collaboration</b> Delivered Future Paisley Podcast series, Centre for Culture, Sport and Events (CCSE) continued to deliver on its portfolio of research, dissemination and events, the PHD students working within CCSE have continued to progress their studies, adapting to the challenges and barriers presented by COVID-19, OECD Culture, Creativity and Local Development project transitioned online.</p>	
Deliver the Economic Strategy within the current Local Development Plan (LDP)	<p>Economic Strategy will help deliver the following LDP objectives</p> <ul style="list-style-type: none"> <li>• Development locations supported by existing or planned physical infrastructure and services</li> <li>• An enhancement in the natural and built environment of Renfrewshire in support of the health of its communities, attractiveness of its places and setting for economic recovery.</li> </ul>	<p>The Adopted Renfrewshire Local Development Plan (2014) continues to set the policy framework for the projects and proposals as they evolve.</p> <p>This is evident in the Advanced Manufacturing Innovation District Scotland (AMIDS) at the Glasgow Airport Investment Area, which is guided by a Plan Led System, providing confidence in the investment proposals coming forward.</p> <p>Progress in 2020/21 has seen the first developments commence on site with the National Manufacturing Institute Scotland (NMIS) and the Medicines Manufacturing Innovation Centre (MMIC) as well as the continued implementation of the infrastructure to support AMIDS.</p>	100%
Deliver the Centres Strategy within the current Local Development Plan (LDP)	<p>Centres Strategy will help deliver the following LDP objectives</p> <ul style="list-style-type: none"> <li>• The housing-led regeneration and evolution of strategic centres and other town and village centres as places of municipal, commercial and community value</li> <li>• An enhancement in the natural and built heritage environment of Renfrewshire in support of the health of its communities, attractiveness of its places and setting for economic recovery</li> </ul> <p>Regeneration and renewal of existing urban areas as energy efficient, healthy and safe places</p>	<p>Delivery of Dargavel Village through a masterplanned approach to remediate and redevelop the brownfield site has been led by planning from an early stage in partnership with a range of stakeholders, demonstrating successful and ongoing delivery of the spatial strategy from the Local Development Plan.</p> <p>The importance of the delivery a new village commercial core in heart of Dargavel has proved to be really successful and popular as residents stay local and shop local. 20 minute neighbourhoods are already being implemented at Dargavel, supporting key placemaking principles and creating a strong and sustainable new neighbourhood at scale.</p>	100%

What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
Deliver the Infrastructure Strategy within the current Local Development Plan (LDP)	<p>Infrastructure Strategy will help deliver the following LDP objectives</p> <ul style="list-style-type: none"> <li>• Development locations supported by existing or planned physical infrastructure and services</li> <li>• A framework for local solutions to energy needs, waste generation</li> <li>• Measures to reduce and mitigate for the effects of climate change</li> </ul>	<p>The Local Development Plan continues to demonstrate how the framework, policies and guidance can support sustainable inclusive growth by directing the right development to the right places.</p> <p>As part of the AMIDS development, connectivity is key. The addition of the Wright Street Bridge not only provides additional walking, cycling and vehicular connectivity it also was key to the regeneration and economic investment into brownfield sites on Wright Street as well as key to unlocking the masterplanned investment programme for Westway Business Park in Renfrew.</p> <p>As the City Deal investment intended, the implementation of this infrastructure unlocks brownfield sites and brings investment into the Glasgow City Region.</p> <p>As this planned investment in infrastructure has been brought through a Local Development Plan framework, this has meant the granting of the associated infrastructure with AMIDS has allowed a plan led approach to regeneration and investment in the right locations.</p>	100%
Develop and adopt new LDP 2	<p>The Renfrewshire Local Development Plan (LDP) sets out the spatial strategy that will facilitate investment and guide the future use of land in Renfrewshire, with a focus on supporting sustainable inclusive economic growth.</p> <p>In reviewing the Plan, it is considered that the main components of the current adopted Renfrewshire Local Development Plan remain relevant and central to facilitating investment, directing development to existing built-up areas, creating sustainable mixed communities, delivering high quality place and delivering sustainable inclusive economic growth.</p>	<p>The Proposed Renfrewshire Local Development Plan was submitted to the Scottish Government on 31<sup>st</sup> January 2020 for Examination.</p> <p>Four Reporters were appointed to examine the Plan and the 1,444 unresolved representations submitted to the Council during the Proposed Plan consultation.</p> <p>The Examination Report was published on 2 February 2021 and includes a number of recommendations from the Reporters which identify amendments to the Proposed Plan.</p> <p>The Examination Report recognises the extensive consultation and engagement that has taken place in preparing the Proposed Plan and concludes that the Spatial Strategy and policy framework of the Plan is appropriate.</p> <p>The recommendations in the Examination Report largely relate to minor text and graphic changes as well as additional wording to some of the policies within the Plan as well as some new housing sites.</p> <p>The modifications to the Proposed Renfrewshire Local Development Plan were considered by the Communities, Housing and Planning Policy Board on 14 April 2021. The Head of Economy and Development will now notify the Scottish Ministers of the Council's intention to adopt the Local Development Plan, subject to any modifications which the Board did not wish to accept.</p>	90%

Performance Indicator	Current Status	Trend	2018/19		2019/20		2020/21				2020/21 YEAR END		Comments
			Value	Target	Value	Target	Q1 Value	Q2 Value	Q3 Value	Q4 Value	Value	Target	
Amount of land brought forward for re-use and development contributing to economic activity and enhancing the built and natural environment			20.4	20	18	20	Not measured for quarters				N/A	20	As we have not been able to go out on site to do any audits we do not currently have the 2020/21 updates on housing land, vacant and derelict land business and industrial land or commercial uptake

## **Strategic Outcome 2: Building strong, safe and resilient communities**

What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
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.	Preparatory discussions and work have begun on the Housing Asset Management Strategy. The majority of work on this will take place during 2021/22 and a report will be presented to board within the planned timescales	100%
We will deliver key outcome 1 from the Local Housing Strategy (LHS) - <i>The supply of homes is increased.</i>	<p>The LHS sets out plans to increase the supply of housing by:</p> <ul style="list-style-type: none"> <li>Ensuring that sufficient land is made available for new housing through the Local Development Plan process and that brownfield sites are brought forward for development;</li> <li>Delivering new build affordable housing projects through the SHIP programme in partnership with housing associations;</li> <li>Developing a better mix of housing of the right tenure, type and size and in the right places; and,</li> <li>Developing innovative approaches which facilitate mixed tenure housing developments on brownfield sites.</li> </ul>	<p>The Renfrewshire Proposed Local Development Plan identifies a generous supply of housing sites to meet all tenure need and demand across Renfrewshire for the next 10 years.</p> <p>The Strategic Housing Investment Plan 2021/2022 – 2025/2026 was approved by the Communities, Housing and Planning Policy Board in October 2020. The Plan outlines how investment in affordable housing will be targeted to meet the objectives of the Local Housing Strategy.</p> <p>The Council and Housing Association partners continue to work towards the delivery of new affordable homes. The Coronavirus pandemic has led to delays with these delivery of new homes. However new affordable homes are being delivered across Renfrewshire with developments currently progressing in Paisley, Renfrew, Johnstone, Bishopton and Kilbarchan.</p>	100%

What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
		<p>The first phase of affordable development at Dargavel Village, Bishopton to build 80 new Council homes for social rent is complete and occupied by new tenants.</p> <p>Renfrewshire Council is also nearing completion of 95 new Council homes for social rent at Johnstone Castle.</p> <p>Link Housing Association have provided 24 new homes for social rent at New Sneddon Street in Paisley Town Centre.</p> <p>With new homes for social rent being built at Thrushcraigs, Glenburn, Millarston, the former Arnotts site, Foxbar and Kilbarchan.</p>	
<p>We will deliver key outcome 2 from the Local Housing Strategy (LHS) - <i>Through targeted investment and regeneration activity, Renfrewshire has attractive and sustainable neighbourhoods and well-functioning town centres.</i></p>	<p>The LHS sets out plans to create sustainable communities by:</p> <ul style="list-style-type: none"> <li>• Building new affordable homes in housing regeneration areas – including Johnstone Castle, Ferguslie Park, Paisley West End;</li> <li>• Developing area-based strategies for areas with low demand / low value housing stock and creating opportunities for graduated housing markets with greater tenure mix; and,</li> <li>• Continuing to support housing investment in Renfrewshire's town and village centres to increase the number of people living in the town centres and promote economic growth.</li> </ul>	<p>Housing investment proposals within the Tannahill area of Ferguslie Park are now being implemented with work commencing in spring 2021 on the construction of 101 new Council homes on the site of the former St Fergus Primary School.</p> <p>Proposals have been informed by consultation with the local community to ensure the development is designed to meet the needs of current and future tenants and engagement will continue during the construction process.</p> <p>Complementing housing investment in Tannahill, officers have also been working in partnership with the local community to prepare a development framework for the wider Ferguslie area, with a focus on reimagining under used and vacant land, enhancing greenspaces as well as opportunities for community uses and activities.</p> <p>An emerging strategy has been developed following consultation and will be subject of a second phase of community engagement in late spring 2021.</p> <p>Plans for 39 newbuild Council homes in South West Johnstone are about to commence on site. A mix of 1 and 2 bed cottage flats and 2, 3 and 4 bedroom homes will be delivered in the Spateston area of Johnstone.</p> <p>Link Housing Association are commencing their fourth and final phase of redevelopment of the former Arnott's store site in Paisley.</p>	100%
<p>We will deliver key outcome 3 from the Local Housing Strategy (LHS) - <i>People live in high quality, well managed</i></p>	<p>The LHS sets out plans to improve the quality of homes by:</p> <ul style="list-style-type: none"> <li>• Developing the information base on private tenemental property which is in poor condition and inform policy development;</li> </ul>	<p>In partnership with housing associations, a good practice design guide is being developed to assist affordable housing developers in the provision of general needs, amenity and wheelchair accessible housing.</p>	100%





What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
<i>homes.</i>	<ul style="list-style-type: none"> <li>Working in partnership with Paisley Housing Association to achieve the comprehensive improvement of 5 tenement blocks at Orchard Street and Causeyside Street; and,</li> <li>Working in partnership with other council services to improve conditions in the private rented sector through registration enforcement activity and raising awareness.</li> </ul>	Paisley Housing Association (PHA) in partnership with the Council continues to progress the Orchard Street Housing Renewal Area which aims to deliver comprehensive improvement of the existing buildings on Orchard Street.	
We will deliver key outcome 5 from the Local Housing Strategy (LHS) - <i>Homelessness is prevented and vulnerable people get the advice and support they need.</i>	<ul style="list-style-type: none"> <li>The LHS sets out plans to tackle homelessness with focus around four key themes:</li> <li>Preventing homelessness occurring in the first place through a range of initiatives;</li> <li>Developing the housing options approach which looks at an individual's housing options and choices in the widest sense at an early stage in the hope of avoiding a housing crisis;</li> <li>Ensuring there is access to appropriate services, particularly for people with convictions, complex needs associated with alcohol misuse, substance abuse and/or mental health issues; and,</li> <li>Providing sustainable solutions for homeless households through the provision of appropriate support.</li> <li>Delivering our Rapid Rehousing Transition Plan (RRTP), ensuring those who are homeless are provided with settled accommodation more quickly; spend reduced time in temporary accommodation and have more access to up-scaled support.</li> </ul>	<p>The 5-year Rapid Rehousing Transition Plan for Renfrewshire continues to be implemented. The Rapid Rehousing Transition Plan details how those who are homeless will be provided with settled accommodation more quickly; spend reduced time in temporary accommodation and have more access to up-scaled support.</p> <p>A Rapid Rehousing Transition Plan Steering Group has been formed, with membership from a range of landlords and support providers.</p> <p>The George Street Service continues to offer a range of advice and support services to young people aged 16 to 25 years who have been homeless or threatened with homelessness including "Homes for Keeps" pre tenancy training to support a young person in maintaining their own home.</p>	100%
We will deliver key outcome 6 from the Local Housing Strategy (LHS) - <i>People are able to live independently for as long as possible in their own home.</i>	<p>The LHS sets out plans to:</p> <ul style="list-style-type: none"> <li>Ensure that appropriate community-based supports and preventative services are provided to enable people to live as safely and independently as possible within the local community and which help to prevent the need for more expensive and disruptive interventions at a later stage;</li> <li>Identify, facilitate and deliver an appropriate range of accommodation options, that gives people choice and an appropriate home environment; and,</li> <li>Consider and address the housing needs of key groups</li> </ul>	<p>Renfrewshire Council continue to support the development of amenity standard housing to support people with varying needs throughout Renfrewshire with new amenity standard homes at Dargavel Village, Bishopton (Council).</p> <p>Renfrewshire Council have been working with housing association partners to produce a target for the development of wheelchair accessible homes on sites delivered as part of the Strategic Housing Investment Plan. Discussions are ongoing with a target for wheelchair accessible homes to be included within the next Local Housing Strategy.</p>	100%







What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
Deliver the Places Strategy within the current Local Development Plan (LDP)	<p>Our Places Strategy will help deliver the following LDP objectives</p> <ul style="list-style-type: none"> <li>• Development locations supported by existing or planned physical infrastructure and services</li> <li>• Creation of strong communities and attractive places focusing on housing-led regeneration and renewal of existing urban areas, supporting sustainable development and a low carbon economy</li> </ul>	<p>An up to date policy framework set out in a Local Development Plan is key to enabling a high quality planning system to assist in the delivery of quality places with homes, infrastructure and investment in the right places as well as addressing Climate Change along with sustaining and supporting communities.</p> <p>Following the preparation of a pilot Local Place Plan within Foxbar and the Local Place Plan 'How To' Guide, which provides clear and concise guidance on the key requirements of Place Plans and steps in their preparation, this supported members of the community of Spateston, to prepare a Local Place Plan for the area, providing a framework for a range of social and economic initiatives, community activities and local environmental improvements.</p> <p>The Spateston Local Place Plan, identifies a vision and eight actions which build on the existing assets of the area, supporting a sustainable, well connected and sustainable place which reflects the priorities of the community.</p> <p>Outcomes of the plan have been developed in cognisance of the Proposed Renfrewshire Local Development Plan and the priorities of the Johnstone and Linwood Local Area Partnership, helping the Council and its partners to identify where resources and investment are best targeted to meet community aspirations and deliver positive outcomes.</p>	90%
Lead on the development of an Empowering Communities model for the Council	<p>Communities will be better engaged and involved in the development of their community assets</p>	<p>Over £1.4m of Green Spaces, Play Parks and Villages Investment Fund has been allocated to communities to support them to make improvements to local parks, green spaces and strengthen the heritage of our villages.</p> <p>The fund criteria saw communities to pull together to demonstrate the need for the new resource through thorough consultation. Community group further organised grass roots fundraising to ensure the Council funds were boosted by locally raised funds.</p>	100%
Develop community interventions that build community resilience, improve safety and security and reduce victims of harm through improved intelligence sharing, partnership working and diversionary activities	<p>Safer and stronger communities delivered through provision of the Your Home, Your Street, Our Community Programme. Tailored interventions to meet the specific needs of communities and:</p> <p>Introduce Monthly Tasking and review high tariff cases with partner agencies to tackle issues including vulnerability.</p>	<p>As part of the Cross Partnership collaborative learning programme, it was recognised that the areas of public protection are often inter-linked and can impact on each other. Whilst acknowledging the relationship between the strategic areas of Adult Support and Protection and Child Protection, it was noted that there are very different working arrangements and structures that support vulnerable individuals. Community Safety Partnership Monthly Tasking was established in October 2020 to form a critical role in identifying those individuals who are regularly being discussed at the Community Safety Partnership Hub Daily Tasking meetings including locations that cause the most concern for the community.</p>	100%







What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
		<p>Monthly Tasking is evolving and has recently embedded deliberate fire raising which helps inform partners of hotspot areas and high tariff locations where a wraparound response is required as part of prevention.</p> <p>A terms of reference is in place after a consultation with partners and there are now 10 identified partners regularly contributing.</p> <p>A new recording system is in place so the partnership can process and track all relevant data.</p>	
Work with key partners to develop a multi-agency counter terrorism strategy	Officers and partners confident in understanding the risks posed by terrorism and aware of threat levels and current guidance	The Meetings of the Divisional CONTEST / SOC group which covers both Inverclyde and Renfrewshire Council areas have been held regularly. Participants were able to receive and consider the updated Annual Overview Product (AOP) presented by the Scottish Government and Home Office which has now replaced the former emerging and residual risks report. Relevant actions and information have been considered as appropriate at Public Protection Chief Officer Group and the Community Safety and Public Protection Steering Group for Renfrewshire. Initial returns on local actions to respond to the AOP were completed and following this the Home Office and Scottish Government released updated Prevent guidance which has been fully adopted by Renfrewshire Council with relevant updates to procedures and governance now agreed. Multi agency meetings to address and support particular individuals of concern were held and successfully concluded. Over the course of the year the national terrorism threat level was reviewed and adjusted down to "substantial" from "severe" , meaning an attack is considered "likely" rather than "highly likely".	
Carry out a strategic review of Public Space CCTV cameras in Renfrewshire	<p>This will review the data (both Council and Police Scotland) around anti-social behaviour and usage of cameras to ensure they are sufficiently utilised and are in the correct locations. This will provide reassurance to the public and Elected Members.</p> <p>The strategic review will also highlight potential gaps and where future public space CCTV cameras could be located (funding dependent).</p>	<p>A comprehensive review was completed in 2020. The realm of public space CCTV from an analytical report and the internal movement report, looked at the areas that merit serious Anti-Social Behaviour and disorder. There were several hot-spot areas that were noted that would benefit from public space CCTV if possible, e.g. Robertson Park. All options were considered to utilise other available CCTV options i.e. mobile and overt cameras, to help find a short-term solution.</p> <p>In relation to Robertson Park funding was received from the town centre fund to install Public Space CCTV and whilst delayed due to COVID-19, this is currently being installed.</p>	100%

What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
Increase awareness of the Renfrewshire Community Partnership, including the Renfrewshire Community Safety Hub to highlight the partnership working taking place.	This will provide reassurance to the public that the partnership exists, and work is being undertaken to tackle issues across Renfrewshire	<p>Notice Check Share training is being delivered as part of the work of the Community Protection PREVENT Steering Group to help inform partners of the services within the Community Safety Partnership and the newly established safeguarding sub-groups around Prevent/Divert and Disrupt/Deter.</p> <p>The Information Sharing Protocol is also evolving with new partners joining the partnership such as Migrant Help, Home Office and the Armed Forces who have all signed up to the protocol.</p>	100%
Review and refresh the conditions with regards to Animal Licensing to ensure they remain fit for purpose.	Licensing is a key component to ensuring safety and good conditions for animals, including reducing potential issues for neighbouring properties and other members of the public. These conditions ensure that businesses comply and there is an acceptable standard of care.	The review is ongoing but is in its preliminary stages with the intention of completing the review and reporting amended licence conditions to the Infrastructure, Land and Environment Policy Board by the end of 2021. The review and inspections have been curtailed by the on-going pandemic and Officer workload. However, this remains a priority to review and ensure safety and welfare.	25%
Introducing and reviewing the provision of trainees in regard to Fair Trading and Trading Standards	The increase in trainee provision and introduction of Fair Trading Officers will allow the Service to tackle key issues for the community in relation to fair trading, public safety and vulnerability.	<p>3 Fair Trading Officers are now in post and are progressing through the qualification framework. Two Officers are in Stage 1, with the other now at Stage 2.</p> <p>The qualification framework has only recently been restructured and completing the training has been challenging at times throughout the pandemic. Nevertheless, the resource required to train the Officers has been an excellent investment to date, and all 3 Officers have settled very well into the Team and are providing valuable resilience in visiting businesses.</p>	100%
Increase consumer product safety activity in relation to importations at Glasgow Airport, specifically in relation to the EU Withdrawal.	Increasing the level of checks at Glasgow Airport, including sampling and testing of products in line with direction from the Office for Product Safety & Standards (OPSS), will increase assurance across Renfrewshire and Scotland as a whole, that products are safe.	<p>The service is part of the Scottish Ports &amp; Borders Group, which is a partnership between the Society of Chief Officers of Trading Standards (SCOTSS) and the Office for Product Safety &amp; Standards (OPSS). OPSS provide additional funding to enhance enforcement activity required at ports &amp; borders, and in turn the Group will target activity towards priority outcomes.</p> <p>Regular communication is maintained with the Airport to tackle both product safety and inspection of goods.</p>	50%
Increased inspection regime with regards to Food Law inspections to ensure full compliance with national the Code of	Ensures that all businesses in Renfrewshire are compliant with Food Law requirements.	Due to the COVID-19 pandemic, the Minister for Public Health and Sport issued several deviations from the Food Law Code of Practice to allow Environmental Health to focus on ensuring COVID-19 compliance. Whilst proactive and routine interventions were halted, intelligence driven interventions and inspections of higher risk premises continued. Officers from Renfrewshire Council sit alongside	25%

What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
Practice.		Food Standards Scotland on the Food Law Recovery Group and work is being undertaken to update the Scottish National Database and create an updated timeline for the re-inspection of food premises over the coming years.	

Performance Indicator	Current Status	Trend	2018/19		2019/20		2020/21				2020/21 YEAR END		Comments
			Value	Target	Value	Target	Q1 Value	Q2 Value	Q3 Value	Q4 Value	Value	Target	
Number of incidents of anti-social behaviour reported to Renfrewshire Council Community Safety Service			1,711	1,800	1,667	1,800	315	454	550	343	1,662	1,800	The downward trend in reported incidents of ASB since 2012/13 continues. Whilst the 2020/21 total of 1662 represents only a very slight reduction in comparison to the preceding Financial Year total, notable reductions were identified within incidents of youths gathering and causing disorder, as well as reported incidents of fire raising. These were, however, off-set by notable increases in reported incidents of parking disputes and abandoned vehicle complaints, both of which are likely to have been influenced by the greater prevalence of home-working due to COVID-19 restrictions during the past year. With these restrictions due to ease in line with the ongoing national vaccination programme, and with the warmer summer months approaching, it is very likely that there will be a significant spike or increase in overall levels of reported ASB during the forthcoming two quarterly reporting periods.

Percentage of adults who agree that Renfrewshire is a safe place to live.			84.6%	84%	84.6%	85%	Not measured for quarters	75%	85%	This comes from the Renfrewshire Public Services Panel which was carried out in December 2020.
Percentage of adults who agree with the statement "I am satisfied with my neighbourhood as a place to live".			83.5%	87%	83.5%	88%	Not measured for quarters	82%	85%	This comes from the Renfrewshire Public Services Panel which was carried out in December 2020.
Percentage of Council housing stock which meets the Scottish Housing Quality Standard			94.49%	100%	94.6%	100%	Not measured for quarters	91.65%*	100%	<p>Last year the service saw a small number of properties not meeting the SHQS standard (89) due to work being required which was unable to be carried out to COVID restrictions.</p> <p>At the end of 2020/21, 11,192 of the stock of 12,212 met the standard SHQS standard. There are 290 properties not in scope as they are part of approved demolition programmes and currently void and 730 properties currently in abeyance due to tenant refusal of works.</p> <p>After applying allowable exemptions and abeyances, the council is 99.3% compliant with the SHQS target.</p>



Average time from household presenting themselves as homeless to completion of duty (number of weeks)			23.97	23	23.27	24	23.5	22.42	24	30	25	23	Despite the challenges of providing accommodation during COVID-19 restrictions, this indicator only saw a marginal increase, and it is anticipated that performance will have continued to be better than the national average.  It is likely that 2021/22 will present further challenges in meeting the needs of those who are homeless during the COVID-19 recovery, and the target is being reviewed.
Affordable housing completions			127	127	195	127	Not measured for quarters			N/A		127	As we have not been able to go out on site to do any audits we do not currently have the 2020/21 updates on housing land, vacant and derelict land business and industrial land or commercial uptake
Private housing completions			783	500	612	500	Not measured for quarters			N/A		500	As we have not been able to go out on site to do any audits we do not currently have the 2020/21 updates on housing land, vacant and derelict land business and industrial land or commercial uptake



### **Strategic Outcome 3: Tackling inequality, ensuring opportunities for all**







<b>What are we doing?</b>	<b>What difference will we make?</b>	<b>What did we achieve between April 2020 and March 2021</b>	<b>Percentage complete</b>
We will deliver key outcome 7 from the Local Housing Strategy (LHS) - <i>Affordable housing is accessible to people who need it.</i>	<p>The LHS sets out plans to:</p> <ul style="list-style-type: none"> <li>Strengthen the housing options approach and pilot new ways of delivering housing and related advice;</li> <li>Implement a common housing allocation policy for the Council and local RSLs;</li> <li>Manage the impact of the roll out of Universal Credit in Renfrewshire and monitor and prepare for the potential impact of any future welfare changes</li> <li>Work towards a full Common Housing Register (CHR) with RSL partners</li> <li>Assist applicants to access housing of a suitable size</li> </ul> <p>Support new tenants to settle and sustain tenancies</p>	<p>The Renfrewshire Common Housing Allocation Policy continues to be implemented by the Council and its local Housing Association partners. The Common Policy was developed with a clear focus on meeting housing needs and introduces a common approach to how we allocate homes that are available to let by these partners in Renfrewshire.</p> <p>The Council continues to participate in the Mortgage to Rent scheme, working with owners in financial difficulties where this is appropriate.</p>	100%
Deliver enhanced enforcement activity in the private rented sector	The standard of housing provided through private landlords in Renfrewshire will be improved and maintained	<p>In 2020/21, Communities and Public Protection has investigated 39 allegations of sub-standard properties and has worked with private landlords to have these improved. Referrals to the Housing and Property Chamber First Tier Tribunal have been severely hampered as a result of this organisation not operating during most of the pandemic.</p> <p>Five landlords have been removed from the Register of Private Landlords after being referred to the Council's Regulatory Functions Board where they were found to be unfit to act as a private landlord. There have also been 610 investigations of potential unregistered landlords with action being taken to ensure any who require to register, do so. 204 Rent Penalty Notices have also been issued where landlords have either not registered or renewed their expired registration. Such notices prevent the landlord from collecting rent.</p> <p>It should be noted that due to the pandemic, house visits were severely curtailed to prevent the potential transmission of COVID-19. Where possible, phone calls were made and only as a last resort, a visit made to a property.</p>	100%
Work with and guide SafeLives on the new Domestic Abuse e-learning package and look to roll out across staff within Renfrewshire Council.	Staff will be trained via an e-learning course on Domestic Abuse, in particular the signs to spotting domestic abuse and what steps can be taken to assist colleagues.	<p>As part of the 16 Days of Action against gender-based violence in 2020, the Council launched the new interactive e-Learning course to support managers and staff and continuing to highlight the support and information available through our Domestic Abuse Policy established 2019.</p> <p>This work was carried out collaboratively with our partners SafeLives and our Trade Unions to develop and to support managers and staff.</p>	100%





What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
		<p>The course provides:</p> <ul style="list-style-type: none"> <li>• an introduction and commitment to our zero tolerance approach to Domestic Abuse from the Chief Executive</li> <li>• an awareness of domestic abuse to help managers and staff recognise and identify the signs</li> <li>• details about the Council's Domestic Abuse Policy</li> <li>• Interactive exercises and scenarios to improve knowledge</li> <li>• information and referral pathways to support managers who may have a member of staff experiencing domestic abuse</li> </ul> <p>The new e-learning is now available on i-learn and can be accessed either from the 'Policies and Procedures' or the 'Health and Safety' sections.</p>	
Take forward and deliver the nationally recognised Duke of Edinburgh programme offering young people 14 to 25 years old skills for life and work	Corporate approach to service delivery will have a transformative effect on young people disadvantaged by poverty. Participation in the Award scheme will improve physical and mental wellbeing and enhance the opportunities of attainment and employability skills.	Core areas of work in relation to Duke of Edinburgh Awards were initially impacted by COVID-19, however significant work was undertaken with D of E to update and review requirements for expeditions to allow these to proceed in line with social distancing requirements. Trips are now being based on routes that allow pupils to walk from their schools to pre-designated sites where the camping element of the expedition can also proceed. The success of this approach may be continued following the relaxation of restrictions as it has led to greater awareness amongst participants of the outdoor opportunities and spaces that are within Renfrewshire.	100%
Develop and enhance youth voice and participation initiatives which ensures youth issues are a key element of local and regional decision-making processes.	Young people are actively engaged in influential decision-making processes which brings a positive personal change locally and nationally	Young people have been very active over the COVID-19 period and have successfully continued to deliver the Youth Challenge participatory budgeting process through local area partnerships using online voting and awareness raising. This is one of the few participatory budgeting exercises to have been progressed anywhere in Scotland over the past year. Young people have also continued with regular Renfrewshire Youth Voice activities online and have engaged actively in opportunities to support and combat isolation through the lockdown periods. Erskine Youth Voice have successfully developed the Bargarran Playpark proposal - ensuring all community consultation was carried out and analysed and working with providers to develop a scheme that meets the needs of local residents with an innovative and intergenerational play park scheme which is currently being installed.	100%

Performance Indicator	Current Status	Trend	2018/19		2019/20		2020/21				2020/21 YEAR END		Comments
			Value	Target	Value	Target	Q1 Value	Q2 Value	Q3 Value	Q4 Value	Value	Target	
Number of young people engaged in community programmes			New indicator		1,700	2,000	Not measured for quarters				4, 928	2,200	<p>This includes 2, 080 children and young people, vulnerable or of key workers, participated in the Childcare Hubs and Street Play Initiative that was delivered by the CLAD team over the summer school holidays</p> <p>800 home learning and activity packs were delivered to targeted young people over the year month period, who then took part in campaign and RYV youth survey on the pandemic, online digital activities, mental health and wellbeing activities.</p> <p>22 young people and families have taken part in a STEM outdoor activity.</p> <p>30 young people continue to be involved in Youth Voice Programme, working with wider groups of 35 young people.</p> <p>Supported 87 applications by/for young people to the Celebrating Renfrewshire Fund; 1,721 young people cast 5,163 votes to distribute £150,000 to community-based youth projects.</p> <p>Outreach work in partnership with other youth work agencies resulted in contact with 157 young people to signpost them to support services and to carry out youth consultation.</p> <p>8 young people continue to be involved in Art Boss a partnership project with Renfrewshire Leisure to be arts producers.</p> <p>30 vulnerable young people have participated in youth work activities in an outdoor setting.</p> <p>45 young people and families received a Connected Scotland laptop and MIFI device along with support from Youth Services staff trained as digital champions</p>

									In addition, there were individual support phone-call contact through Neighbourhood Hubs and Local Action Team in order to support residents of Renfrewshire; links to food back/support services/vaccination centres/etc.
Number of Young people in receipt of Young Scot National Entitlement Card			New indicator	17,553	15,900 (+/-3%)	Not measured for quarters	17,218	15,900 (+/-3%)	<p>This figure is reported from our annual Young Scot PI Report (April 2019 - March 2020). This represents approx. 57% of the estimated youth population of 11-25yr olds in the authority.</p> <p>Due to COVID-19 the P7 Bulk process was not able to be delivered as normal in May. The process was postponed and scheduled to be delivered when schools returned in August. The process was interrupted as permission was sought to access schools under the varying restrictions. This resulted in a delay with the process re-started in November. All but one Secondary School was covered, with card processing taking place in Jan/Feb 2021. The number of new cardholders was impacted by COVID-19 in relation to low school attendance; normally every Bulk Process reaches 2,000 young people per year; this Bulk process was 813. An additional 200 card applications were*processed by Youth Services in partnership with partners and trusted sources.</p> <p>The next bulk process is scheduled, and planning is underway to roll out to P7's in May-June 2021.</p> <p>Renfrewshire Council has now registered to enable young people to apply for their NEC card online (Get your Own NEC card). The bulk process still needed for maximum reach and to ensure young people who cannot upload ID, will have their card for the introduction of free bus travel initiative that Scottish government has endorsed and will come in later in the year.</p>

Number of Young Scot reward users			New indicator	4,388	3,800 (+/3%)	Young Scot is no longer measuring or reporting the number of Reward redemptions. The figures in the past reflected the incentives and targeted rewards packages offered through Scottish Attainment Challenge funding partnership with Young Scot.  Annually there have been 880 membership registrations to engage with the Young Scot rewards platform; young people need to register for YS Rewards. There have been 1,289 Activity completions, and 860 Reward redemptions  24 Young Carers have signed up for the Young Carers Opportunities Packages with 217 opportunities available.			
Number of online engagements in local Young Scot information platform			New indicator	14,221	19,300	Not measured for quarters	16,701	19,300	Online engagement had 16,701 views to the Young Scot site from our local authority area.  Celebrating Renfrewshire Fund; 1,721 young people cast 5,163 votes to distribute £150,000 to community-based youth projects.  #YSHive is a service design approach to ensure young people are at the heart of policy design and service improvement. #YSHive empowers young people to share power with organisations as they collectively tackle society’s toughest challenges. Two young people from Renfrewshire have joined the Historic Scotland Youth Forum and three have joined the Youth Loneliness Panel
Number of young people aged 14 plus registered and participating in the Duke of Edinburgh Award programme			New indicator	261	270	Not measured for quarters	584	350	There are 584 registered and active participants in the DofE programme in Renfrewshire; at Bronze, Silver and Gold levels. In response to COVID-19, participants have been encouraged to continue to progress in their award with support on changing and adapting their Volunteering, Physical and Skills sections to on-line and home learning activities. The COVID-19 impact resulted in Youth Services co-ordinating an “Expeditions With A Difference Plan” which supported 85 young people to complete their Bronze expeditions safely on approved local routes within Renfrewshire.  Training and CPD opportunities and support for DofE Leaders and Volunteers are being offered in preparation for the forthcoming expedition season in 2021; this has been delivered in conjunction









									with DoFE Scotland and has aimed at capacity building in schools
The number of individual participants engaged in learning programmes.			New indicator	1,700	2,000	Not measured for quarters	602	2,200	<p>Throughout 2020/21 the ALLS team focussed on engaging with more vulnerable learners and ensuring they had appropriate support to reduce feelings of isolation and anxiety.</p> <p>This figure does not include engagement with communities as a result of staff redeployment to support Renfrewshire's COVID-19 Response, for example working in Neighbourhood Hubs; nurseries, family centres and out of school care; summer childcare hubs for children of key workers or the asymptomatic testing centre.</p>

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

What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
Deliver the Environment Strategy within the current Local Development Plan (LDP)	<p>The Environment Strategy will help deliver the following LDP objectives</p> <ul style="list-style-type: none"> <li>• Development that neither individually nor cumulatively causes significant environmental impacts.</li> <li>• An enhancement in the natural, built and cultural heritage environment of Renfrewshire in support of the health of its communities, attractiveness of its places and strength of its diverse economy</li> <li>• Measures to reduce and mitigate for the effects of climate change</li> </ul>	<p>Protection and enhancement of the environment and greenspace are central to supporting the delivery of the spatial strategy within the Renfrewshire Local Development Plan and contributing to the Council's corporate objectives.</p> <p>The Local Development Plan aims to use effective spatial planning to mitigate the impact of climate change, for example supporting the reuse of brownfield land, encouraging sustainable transport modes and incorporating renewable energy technologies in new developments.</p> <p>Through the reporting period this effective spatial planning has provided a framework for the Renfrewshire Food Growing Strategy, good progress in the Renfrewshire Biodiversity Action Plan and seen a refresh of the Renfrewshire Core Path Plan.</p>	100%

What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
We will deliver key outcome 4 from the Local Housing Strategy (LHS) - <i>Homes are Energy Efficient and Fuel Poverty is minimised.</i>	<p>The LHS sets out plans to make homes more energy efficient and tackle fuel poverty by:</p> <ul style="list-style-type: none"> <li>Improving energy and fuel efficiency of existing and newbuild housing</li> <li>Maximising grant funding secured from national energy efficiency programmes.</li> <li>Working with other services to ensure that people have access to good quality, easily accessible, fuel poverty and energy efficiency advice;</li> <li>Working with other services to maximise household budgets;</li> <li>Working with other services to assist householders to use their energy efficiently to reduce their fuel costs;</li> </ul>	<p>Renfrewshire Council continue to install photovoltaic panels and mechanical ventilation as standard within new homes developed as part of the Council's new build programme and full consideration will be given to any new technology developed, for future new build housing.</p> <p>The Council have undertaken a number of pilot projects in recent years, including fabric improvements, renewable energy/technology (such as air and ground source heat pumps), as well as solar photovoltaic, battery storage, heating controls and mechanical ventilation. These projects seek to identify the best use of council investment within our capital programme in order to meet EESSH 2020 and 2032.</p>	100%
Deliver the Team Up to Clean Up campaign throughout Renfrewshire, involving local communities	<p>Renfrewshire will be a cleaner place to live work and visit. Communities will be engaged and participating in Team Up to Clean Up activities</p>	<p>The COVID-19 pandemic acted as a catalyst for Team Up to Clean Up litterpicking activity. Volunteers, many furloughed or with less hours needed on site for work, ventured out alone, or with their families, to clean up their neighbourhoods. This resulted in almost 700 litterpicking kits being handed out to volunteers across Renfrewshire in 2020/21. An unprecedented volume of community activity has taken place over the last 12 months; 2,958 volunteers have gone out litterpicking on 1,842 occasions, removing 8,781 bags of litter from Renfrewshire streets and green spaces. StreetScene Services supported the Campaign by promptly uplifting bags and disposing of flytipping. The group's Facebook community group has grown from 750 members in 2019, to 2.4k group members.</p> <p>The appetite to improve the cleanliness, appearance and safety of communities is evident with volunteers undertaking large scale operations. Almost 800 bags of litter and flytipping were removed from the Black Cart River, the White Cart River and Renfrewshire's River Clyde. Ongoing work in Jenny's Well Nature Reserve continues with a group of around 10 volunteers reclaiming the paths, removing in excess of 300 bags of litter and presenting historical embedded flytipping for uplift by StreetScene Services. These, and other, large community efforts through 2020 were complimented by the removal of 110 tonnes of flytipped waste from the Sergeants Law gorge, and 130 tonnes of flytipping removed from the old Craigielea Playing Fields in Ferguslie. This was funded through Renfrewshire Council's Environment and Place workstream.</p>	100%

What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
		Team Up to Clean Up secured the Renfrewshire Council's Chief Executive Award in January 2020, in addition to a CoSLA and SPSA award in 2019. The team were further shortlisted for a UK MJ Award in 2020 in the Best Council Service Team category. To further demonstrate the success and impact of the campaign, the Local Government Benchmarking Framework, which details Scottish performance data, ranked Renfrewshire 12th in the cleanliness category, from 32 authorities, this is a climb from 21st place in 2019.	

Performance Indicator	Current Status	Trend	2018/19		2019/20		2020/21				2020/21 YEAR END		Comments
			Value	Target	Value	Target	Q1 Value	Q2 Value	Q3 Value	Q4 Value	Value	Target	
Air Quality - Annual average PM10 value across all continuous monitoring sites			13.75	18	14.3	18	Not measured for quarters				N/A	18	Data is calculated annually and not available until the middle of the following year following validation by the Scottish Government.
Air quality - average nitrogen dioxide value of monitoring sites, within AQMA(s) exceeding limits			40.8	43	41.1	42	Not measured for quarters				N/A	41	Data is calculated annually and not available until the middle of the following year following validation by the Scottish Government.
Food Hygiene Information Scheme - % of premises which currently achieve a Pass rating			98%	97%	99%	95% (+/- 3%)	99%	99%	98%	98%	98%	95% (+/- 3%)	Total Number in scheme: 1326. 1299 pass
Number of properties in scope of the EESSH that meet the standard			New indicator		78%	100.0%	Not measured for quarters				86.6%	100%	<p>This indicator previously recorded the percentage of council dwellings that are energy efficient. It has been superseded by EESSH indicators which are returned to the Scottish Housing Regulator.</p> <p>At the end of 2020/21, 10,328 of the stock of 12,212 meet the EESSH2020 standard. There are</p>















									<p>290 properties not in scope of EESSH as they are part of approved demolition programmes and currently void and we have reported 762 properties as exemptions from EESSH in terms of SHR guidance.</p> <p>After applying allowable exemptions, the council is 93% compliant with the EESSH2020 target. From next year, performance will be calculated against the new EESSH2032 target – our compliance against this measure will be significantly lower, however, an EESSH Strategy is in development to address requirements of the 2032 standard.</p>
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### **Strategic Outcome 5: Working together to improve outcomes**







<b>What are we doing?</b>	<b>What difference will we make?</b>	<b>What did we achieve between April 2020 and March 2021</b>	<b>Percentage complete</b>
<p>We will use the Annual Return on the Charter (ARC) to Scottish Housing regulator (SHR) process to drive improvements across housing services.</p>	<p>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.</p>	<p>As anticipated, overall performance during 2020/21 has been significantly impacted by the COVI-19 Pandemic, including;</p> <ul style="list-style-type: none"> <li>• Gas servicing processes.</li> <li>• There has been a reduction in the number of routine repairs carried out, however, emergency repairs have continued to be completed throughout the pandemic period.</li> <li>• Void repair work was undertaken where possible in order to maintain a supply of available housing that could be utilised as additional temporary accommodation.</li> <li>• Letting activity has been severely affected since March 2020, with the service initially focusing on homeless applicants and those with highest level of housing needs.</li> </ul> <p>There has been a slight reduction in the rent collection rate, however, the Council fares well in this indicator when compared to other local authorities.</p>	<p>100%</p>



What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
Implement Communities, Housing and Planning Services' workforce plan	Implementing the plan will ensure our employees are deployed to the right place with the right skills at the right time.	During 2020/21 the Council began to develop "Our People, Our Future", a new People Strategy which will be launched 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.	100%
Develop and implement a programme of self-assessment	We will ensure staff across all service areas within Communities, Housing and Planning Services have an opportunity to be involved in a self-assessment exercise. This work will drive service improvements and identify better ways of working to benefit both staff and service users.	The roll out of the programme is currently on hold as the corporate focus is on engaging with staff through the Council's Values project. We continue to engage at a national level with other local authorities and the Improvement Service to support, learn from and help influence the national direction for self-assessment.	On hold
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 will undertake a review of the Customer Engagement Strategy, to include:</p> <ul style="list-style-type: none"> <li>• Review of consultative processes</li> <li>• Review of the Neighbourhood Housing Forums</li> </ul> <p>Scope out opportunities to consult and engage with tenants using digital methods</p>	<p>Engaging with tenants has proved to be challenging during this last year. However, the service has adapted and carried out on line consultations with tenants groups such as the Tenant Scrutiny Panel and the Council Wide Forum.</p> <p>Tenant representatives have been provided with devices and data sims to allow them to continue to participate.</p> <p>The aims and objectives of the Customer Engagement Strategy have been reviewed and a report will be presented to the CHAPs board in 2021 regarding an improved approach to Customer Engagement.</p>	100%
Ensure Council Officers with incident response duties are suitably trained to carry out this role	Trained Council Officers able to carry out role incident duties effectively and efficiently	While we have had fewer formal training and exercising opportunities, the fact that the Council's responders have been engaged throughout the year in a "slow burn" live event has given more training and live testing of governance, response and recovery arrangements. This has also given us the opportunity to debrief and learn lessons in an ongoing situation than any mock scenario based event could ever hope to achieve.	100%

Performance Indicator	Current Status	Trend	2018/19		2019/20		2020/21				2020/21 YEAR END		Comments
			Value	Target	Value	Target	Q1 Value	Q2 Value	Q3 Value	Q4 Value	Value	Target	
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.			5.76%	5.70%	5.70%	5.70%	6.02%	6.75%	6.94%	6.86%	6.42%	8%	Although rent arrears have increased over the course of the current pandemic. The increases have been marginal. A revised target of 8% (current Scottish Average) has been set for the duration of the current pandemic to take account of effective arrears management during the pandemic.
Rent collected as percentage of total rent due in the reporting year.			100.0 %	98.0%	99.5%	98.0%	95.57%	96.35%	97.56%	98.49%	98.98%	98.0%	Arrears escalation activity has been suspended, officers are making contact with tenants to check on health and well-being and offering advice, support and signposting to relevant services where required.
Average length of time taken to re-let properties in the last year			38 days	38 days	45 days	37 days	87 days	97 days	70 days	93 days	86 days	37 days	Re- letting activity has been severely affected since March 2020, with the number of properties re-let over the year by around two-thirds compared to last year. Additionally, due to the pandemic there have been restrictions in bringing void properties back into the letting pool.
Percentage of rent loss due to voids			1.40%	1.40%	1.52%	1.40%	1.1%	1.14	1.38%	1.6%	1.6%	1.6%	Re- letting activity has been severely affected since March 2020, with the number of properties re-let over the year by around two-thirds compared to last year. Additionally, due to the pandemic there have been restrictions in bringing void properties back into the letting pool.
Percentage of reactive repairs carried out in the last year completed right first time			88.1%	93.%	82.6%	93%	Not reported for quarters				85.07%	93%	From the total number of reactive repairs completed (14,150) a total of 12,037 repairs were completed right first time during the reporting year.
Percentage of Overall Repairs Completed Within Target			95.9%	94.4%	94.3%	94%	96.14%	93.61%	97.48%	96.65%	95.94%	94%	This figure continues to be above target and has increased compared to both 2018/19 and 2019/20.
Average length of time taken to complete non-emergency repairs			6.9 days	15.0 days	7.8 days	15.0 days	13.5 days	17,3 days	8.1 days	9 days	10.7 days	15.0 days	A total of 15,158 non-emergency repairs were completed in the last year.

(days)													
Average Time for processing Planning Applications (Householder)			6.9	8	6.1	8	6	6.9	N/A	N/A	N/A	8	This indicator is verified by the Scottish Government bi-annually. Quarter 3 and Quarter 4 figures (and hence yearend figures) have not been verified and are not yet available.
Application Approval Rate		N/A	97.7%	N/A	97.3%	N/A	97.7%	98.2%	N/A	N/A	N/A	Data only	This indicator is verified by the Scottish Government bi-annually. Quarter 3 and Quarter 4 figures (and hence yearend figures) have not been verified and are not yet available
Percentage of applications dealt with under delegated authority		N/A	97.5%	N/A	98.1%	N/A	100%	97.6%	N/A	N/A	N/A	Data only	This indicator is verified by the Scottish Government bi-annually. Quarter 3 and Quarter 4 figures (and hence yearend figures) have not been verified and are not yet available
Time to issue a building warrant or amendment to warrant from receipt of application (days)			83.9	60.0	85.6	60.0	87.7	96.6	106.3	N/A*	N/A*	60	There is the expectation that performance will be improved through introduction in 2021 of a new applications system which can lead to the digitisation of a number of previously lengthy administrative processes for these teams. * Quarter 4 and consequently year-end figures are not yet available due to the migration to the new applications system.
Percentage of first reports issued within 20 days (Building Standards)			61.2	95.0	59.2	95.0	58.6	59.2	34.6	N/A*	N/A*	95.0	There is the expectation that performance will be improved through introduction in 2021 of a new applications system which can lead to the digitisation of a number of previously lengthy administrative processes for these teams. * Quarter 4 and consequently year-end figures are not yet available due to the migration to the new applications system.
Percentage of building warrants or amendments issued within 10 days of receipt			61.2	90.0	53.0	90.0	61.5	46.4	34.0	N/A*	N/A*	90.0	There is the expectation that performance will be improved through introduction in 2021 of a new applications system which can lead to the digitisation of a number of previously lengthy

of all satisfactory information													administrative processes for these teams. * Quarter 4 and consequently year-end figures are not yet available due to the migration to the new applications system.
Total Percentage of frontline (stage 1) complaints responded to within 5 working days			90.1%	95%	92%	95%	86%	84%	84%	88%	86%	95%	During 2020/21 a total of 603 frontline complaints were received and 517 were answered within 5 working days.
Total Percentage of investigation (stage 2) complaints responded to within 20 days			82.4%	95%	96%	95%	100%	100%	90%	100%	96%	95%	During 2020/21 a total of 26 investigation complaints were received and 25 were answered within 20 working days.
Average number of work days lost per full time equivalent (FTE) employee. (cumulative)			9.73	8.5	11.75	8.5	1.88	2.09	3.23	2.41	9.61	8.5	The number of days lost in 2020/21 was lower than in both 2018/19 and in 2019/20.



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**To:               INFRASTRUCTURE, LAND & ENVIRONMENT POLICY BOARD**

**On:               26<sup>TH</sup> MAY 2021**

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**Report by:     DIRECTOR OF ENVIRONMENT & INFRASTRUCTURE**

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**Heading:       Outdoor Access and Play Area Improvements**

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**1.       Summary**

- 1.1     The Council agreed in March 2021 as part of its budget to invest £2.284million to support improvements in outdoor access and play areas. This report sets the next steps in the development and investment in outdoor access and play area improvements.
- 1.2     The Council currently owns 97 play areas across Renfrewshire, and these range from small (less than 5 pieces of play equipment) to large areas of play equipment areas in parks such as Barshaw, Robertson and Thomas Shanks. The pandemic has shown the importance of our parks, open spaces and free play areas across Renfrewshire for communities to enjoy. Over the next 2 financial years the Council will invest £1,250,000 on enhancing and improving play areas across Renfrewshire to support community use and free play. The capital funding is designed to be flexible, dependant on the condition of the assets, community and the nature of the proposals.
- 1.3     In support of this £780,000 of Cycling, Walking & Safer Streets capital investment will support enhancing the access arrangements to parks, play areas and open spaces across Renfrewshire along with Capital investment support from the Council's £40 million 5 year Roads investment programme to support improvements in infrastructure within our play areas, parks and open spaces.
- 1.4     A full programme of 2021/2022 investment programme will be brought back to the Infrastructure, Land and Environment Board in August which will set out the planned investment across every ward in Renfrewshire during the course of the year.

- 1.5 In addition to the above funding, £150,000 will support a programme of tree works and path clearance across Renfrewshire's key urban conurbations.
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## 2. **Recommendations**

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

- 2.1 Notes the capital investment to improve outdoor access and enhance play parks over the next 2 financial years across Renfrewshire, with a detailed report setting out the 2021/ 2022 investment being brought to the August Policy Board.
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## 3. **Background**

- 3.1 Demand from residents for parks and outdoor green spaces has increased since the COVID outbreak began in March 2020, and highlights the important role and benefits provided by parks, especially urban and community parks and play areas.

Renfrewshire Council owns and maintains 97 play areas. These play areas are typically located in parks or open spaces within communities. In order to provide the best possible play experience for children, and to ensure the health and safety of their users, every play area is subject to routine inspection. In addition, an independent annual inspection of our play areas is carried out by The Royal Society for the Prevention of Accidents (RoSPA). Inspections identify the condition of the play area, any faults with equipment or surfaces, and any safety remedial works required. The Council therefore has a detailed asset condition for each play area and piece of play equipment which will be a key aspect of deciding on the investment needs.

- 3.2 Over recent years the Council has supported investment of £3.55 million in parks and play areas. £2.25 million investment in Robertson and Barshaw parks and 5 neighbourhood parks. Most recently over the last two years £1.3 million of investment has been spent, or is committed, to upgrading 17 play parks across Renfrewshire as a result of the Council's Green Spaces, Play Parks and Villages Investment Fund. This fund supports communities to apply for funding of up to £50,000 to deliver improvements to local parks or play areas suggested by local people.

## 4. **Outdoor Access and Play Park Improvements**

- 4.1 This capital investment will improve outdoor access and play areas across Renfrewshire, encouraging and supporting outdoor play facilities with a focus on enhancing and improving the play experience in council owned recreation areas across Renfrewshire. In addition, the funding will enhance access and infrastructure improves to support increased recreational walking activity and general enjoyment of greenspace in Renfrewshire.

- 4.2 The investment will be led by the condition of the play park assets. As set out above there has been investment in a number of play areas and parks over the last few years, there are however a number of play parks across all wards in Renfrewshire that have not had investment and these will be the focus of this investment programme. There will also be a wider overview taken to look at the provision of play equipment across all communities to seek a balanced provision across communities.
- 4.3 There are many play parks cared for by local communities who actively engage with the Council to deliver enhancements and improvements to their park. Where community involvement is not currently evident, the Service will undertake a community engagement programme to support the investment and obtain local input and views from the community as part of the outdoor access and playpark investment programme.

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## Implications of the Report

1. **Financial** – The budget has been set aside from the Strategic Asset Management Fund as approved by Council. The funding will be allocated based on the asset condition and community requirements.
2. **HR & Organisational Development** - None
3. **Community Planning**  
  
**Our Renfrewshire is well** - the services encourages use of our parks and open spaces to promote a healthy and active lifestyle. It supports communities to have their voice heard and influence the places and services that affect them.  
  
**Creating a sustainable Renfrewshire for all to enjoy** - Developing strong community-based services that respond to local need. 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.'
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 Frameworks.
10. **Risk** - A risk register will be developed as part of the implementation.
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 park improvements and the Council's ambitious actions to tackle climate change.

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**List of Background Papers** – None

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**Author:** Gordon McNeil, Director of Environment & Infrastructure





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**To: Infrastructure, Land & Environment Policy Board**

**On: 26 May 2021**

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**Report by: Director of Finance & Resources**

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**Heading: Paisley Golf Club – Extension to leased area**

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**1. Summary**

- 1.1 The purpose of this report is to seek authority to amend the lease of Paisley Golf Club to include an additional 0.43 Hectares (1.06 acres) or thereby, as indicated on the plan attached.
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**2. Recommendations**

The Board is recommended to:

- 2.1 Approve an amendment to the existing lease between Renfrewshire Council and Paisley Golf Club to include this additional area of 0.43 Hectares (1.06 acres) or thereby.
- 2.2 Request the Head of Corporate Governance to conclude the lease amendment as per the terms of this report.
- 

**3. Background**

- 3.1 Paisley Golf Club currently lease 156.66 acres or thereby from the Council at Gleniffer Braes, Paisley for a period of 99 years from May 1951 at an annual rent of £0.01.

- 3.2 The Club have approached the Council with a request to lease an additional area of land to improve car parking for both members of the club and also members of the public who park in this area to access Gleniffer Braes Country Park. It is anticipated that in the region of 50 new car parking spaces will be provided if an extension to the leased area is approved.
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4. **Proposed terms and conditions of lease amendment:**

Discussions have taken place with Paisley Golf Club, and the following main terms and conditions of lease amendment have been provisionally agreed:

1. The lease to Paisley Golf Club shall be increased by the area shown on the attached plan extending to approximately 0.43 Ha.
  2. The date of entry shall be agreed mutually by both parties and shall be co-terminus with the existing lease which is due to expire on 1 May 2050.
  3. This additional area shall be used as an extension to the existing car park only.
  4. All proposed works must be undertaken in accordance with necessary planning and statutory consents and must be carried out in such a way as to protect the integrity of existing trees and biodiversity in this vicinity. For any trees felled, the club will commit to replanting at least the same number of new trees in or around the golf course. Stockproof boundary fencing shall also be required where appropriate.
  5. The Club will pay the Council a one-off fee of £3,000 (exclusive of VAT) in return for leasing out this additional land.
  6. The Club shall meet the Council's reasonable professional and legal fees incurred in this matter up to a maximum of £1,000.
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**Implications of the Report**

1. **Financial** – £3,000 capital receipt payable by Paisley Golf Club
2. **HR & Organisational Development** – *None*.
3. **Community Planning**  
**Children and Young People** – None  
**Community Care, Health & Well-being** - None  
**Empowering our Communities** - None  
**Greener** - None

**Jobs and the Economy** - None

**Safer and Stronger** - None

4. **Legal** – Lease extension required

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

6. **Information Technology** - None

7. **Equality & Human Rights**

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

8. **Health & Safety** - None

9. **Procurement** – None

10. **Risk** - None

11. **Privacy Impact** - None

12. **Cosla Policy Position** – N/A

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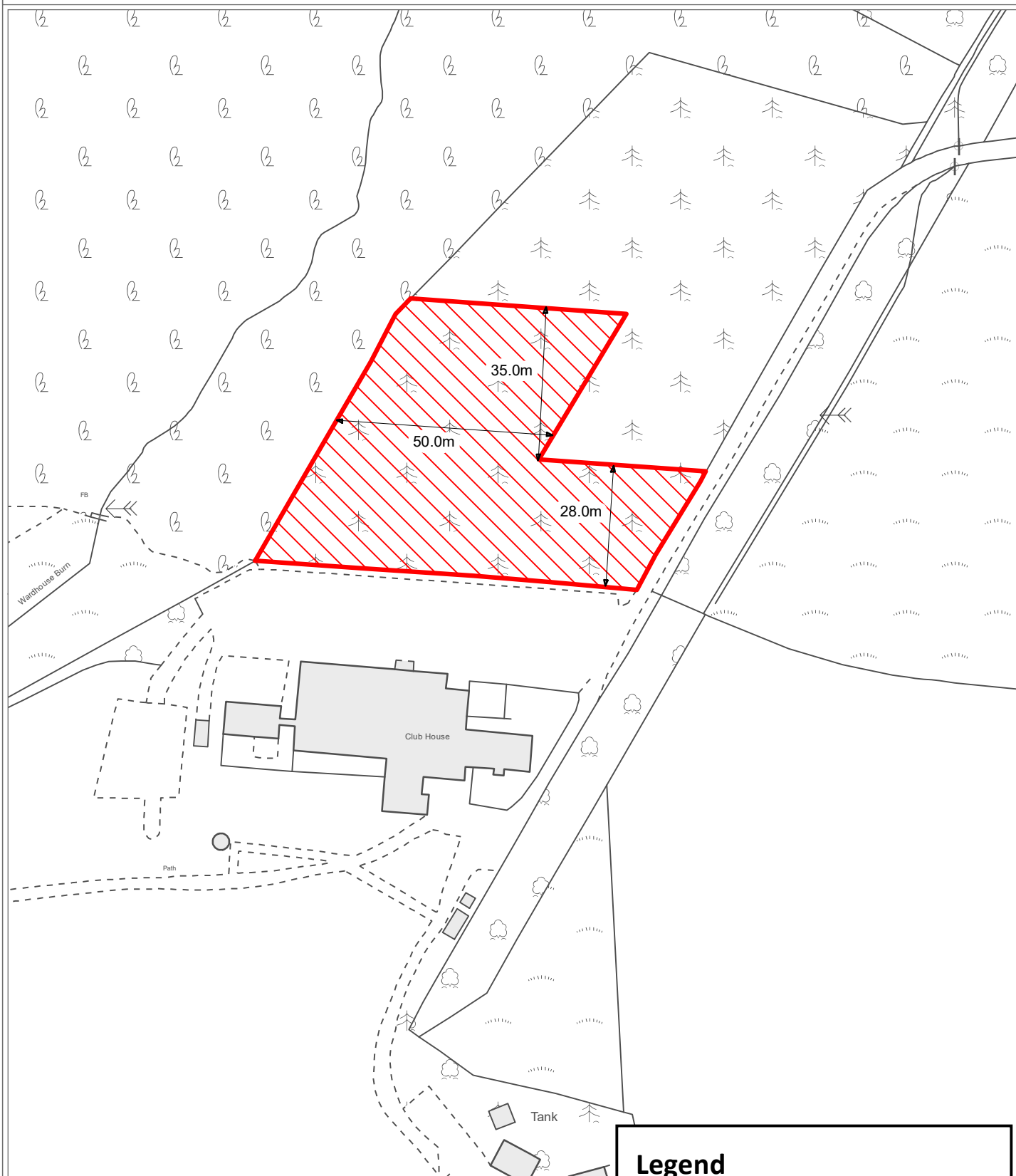
### List of Background Papers

(a) None


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### Legend

 Area extends to 0.43ha or thereby