

## Notice of Meeting and Agenda Communities and Housing Policy Board

Date	Time	Venue
Tuesday, 25 October 2022	13:00	Council Chambers (Renfrewshire), Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

MARK CONAGHAN  
Head of Corporate Governance

### Membership

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

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

### Webcasting of Meeting

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

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

### Hybrid Meeting

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

### Members of the Press and Public

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

## **Apologies**

Apologies from members.

## **Declarations of Interest**

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

- |          |   |              |
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| <b>1</b> | <b>Police and Fire &amp; Rescue Services Scrutiny Sub-committee</b> | <b>1 - 4</b> |
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Minute of meeting of the Police and Fire & Rescue Services Scrutiny Sub-committee held on 16 August 2022.

## **Finance**

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| <b>2</b> | <b>General Services Revenue, Housing Account and Capital Budget Monitoring Report</b> | <b>5 - 14</b> |
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Report by Director of Communities & Housing Services.

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| <b>3</b> | <b>Greenspace, Parks and Play Park Funding</b> | <b>15 - 38</b> |
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Report by Director of Communities & Housing Services.

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| <b>4</b> | <b>Community Empowerment Fund</b> | <b>39 - 46</b> |
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Report by Chief Executive.

## **Housing**

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| <b>5</b> | <b>Renfrewshire Strategic Housing Investment Plan 2023/28</b> | <b>47 - 74</b> |
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Report by Director of Housing & Communities Services.

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| <b>6</b> | <b>Paisley West End - Regeneration Update</b> | <b>75 - 80</b> |
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Report by Director of Communities & Housing Services.

<b>7</b>	<b>Review of Tenant Participation</b>	<b>81 - 108</b>
	Report by Director of Communities & Housing Services.	
<b>8</b>	<b>Annual Housing Performance Benchmarking Report 2021/22 and Tenant Satisfaction Survey 2022</b>	<b>109 - 122</b>
	Report by Director of Communities & Housing Services.	
<b>9</b>	<b>Regulation of Social Housing - Assurance Statement 2022</b>	<b>123 - 154</b>
	Report by Director of Communities & Housing Services.	
<b>10</b>	<b>Rapid Rehousing Transition Plan and Homelessness Update</b>	<b>155 - 184</b>
	Report by Director of Communities & Housing Services.	
<b>11</b>	<b>Cost of Living (Tenant Protection) (Scotland) Bill 2022</b>	<b>185 - 188</b>
	Report by Director of Communities & Housing Services.	
<b>12</b>	<b>Communities and Housing Services - Service Improvement Plan 2022/22 Mid-Year Monitoring Report</b>	<b>189 - 220</b>
	Report by Director of Communities & Housing Services.	

### **Community Safety & Public Protection**

<b>13</b>	<b>Prohibition of Smoking Outside Hospital Buildings</b>	<b>221 - 226</b>
	Report by Director of Communities & Housing Services.	
<b>14</b>	<b>The Introduction of the Environmental Protection (Single-use Plastic Products) (Scotland) Regulations 2021</b>	<b>227 - 232</b>
	Report by Director of Communities and Housing Services.	

### **Community Learning & Development**

<b>15</b>	<b>Year 1 Progress - Community Learning and Development Strategy 2021/24</b>	<b>233 - 270</b>
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Report by Director of Communities & Housing Services.

<b>16</b>	<b>Summer of Fun 2022</b>	<b>271 - 290</b>
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Report by Director of Housing & Communities Services.

## **Community Justice**

<b>17</b>	<b>Community Justice update and annual return 2021/22</b>	<b>291 - 356</b>
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Report by Director of Children's Services.

## **Property**

<b>18</b>	<b>Disposal of Land to the Rear of 18 Blackstoun Avenue, Linwood</b>	<b>357 - 360</b>
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Report by Chief Executive.

<b>19</b>	<b>Disposal of Land to the Rear of 14 New Street Kilbarchan</b>	<b>361 - 364</b>
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Report by Chief Executive.

## Minute of Meeting

### Police and Fire & Rescue Scrutiny Sub-Committee

Date	Time	Venue
Tuesday, 16 August 2022	15:00	Council Chambers (Renfrewshire), Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

**Present:** Councillor Robert Innes, Councillor Janis McDonald, Councillor Cathy McEwan, Councillor Marie McGurk, Councillor Iain McMillan

#### Chair

Councillor McGurk, Convenor, presided.

#### In Attendance

C Dalrymple, Communities & Regulatory Manager (Communities & Housing Services); Euan Gray, Senior Committee Services Officer; D Cunningham, Assistant Democratic Services Officer and D Pole, End User Technician (all Finance & Resources).

#### Also in Attendance

D Duncan, Divisional Commander (Police Scotland); M Hill, Group Manager, and Ian Sim, Station Commander) (both Scottish Fire & Rescue Service).

#### Declarations of Interest

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

#### Webcasting of Meeting

Prior to the commencement of the meeting the Convener intimated that this meeting of the Sub-committee would be webcast via the Council's website. Thereafter the Clerk undertook a roll call of members in attendance at the meeting, indicating those in the Council Chamber and those participating remotely.

## **1 Consultation on the Scottish Fire and Rescue Service Draft Strategic Plan 2022-25**

The Sub-committee were advised that the Scottish Fire and Rescue Draft Strategic Plan 2022/2025 had been launched previously for public consultation. A paper had previously been presented to the Police and Fire & Rescue Scrutiny Sub-committee on 18 January 2022. At the Police and Fire & Rescue Scrutiny Sub-committee on 7 June 2022 a spotlight on the Strategic Plan was provided by the Area Commander and Group Commander to members.

The outcomes contained within the Strategic Plan aligned with the seven strategic priorities set against the Scottish Government Fire and Rescue Framework for Scotland 2022. The report detailed the response submitted by Renfrewshire Council and advised that the consultation could be found on the Consultation Hub at – <https://firescotland.citizenspace.com/planning-and-performance/draft-strategic-plan-2022-25/>.

The response from the Council was submitted within the timescale set by the Scottish Fire and Rescue Service with the final date for submissions to the consultation being 10 July 2022.

### **DECIDED:**

(a) That the Consultation on the Scottish Fire and Rescue Draft Strategic Plan 2022/2025 be noted; and

(b) That the Council's consultation response submitted as detailed in Appendix 1 to the report be homologated.

## **2 SFRS - Quarterly Performance Report 1.4.22 - 30.6.22**

There was submitted a report, by the Local Senior Officer, Scottish Fire and Rescue Service (SFRS) relative to SFRS performance and local fire and rescue service plan priorities in the Renfrewshire area during period 1 April to 30 June 2022.

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

Accidental Dwelling Fires had decreased by 31% (15 incidents) from Q1 2021/22. Cooking remained the most common source of ignition within Renfrewshire. No firefighting action was required in 35% (12) of the cases, distraction was the cause in 41% (14) with alcohol/drug impairment being the cause in 24% (8) of the cases. The report advised that detection devices were installed in 27 of the 34 incidents and 89% of them had operated and raised the alarm.

There was a decrease of 93% from 15 to one dwelling fire casualty for the reporting period. The injuries sustained by the casualty were slight in nature requiring First Aid at the scene.

Non-fire casualties increased by 3 from this period last year with a total of 28 casualties. Of the 28 casualties 14 were as a result of Road Traffic Collisions (50%). Incidents involving Assisting Other Agencies accounted for 36% (10 incidents) of all the activity within this indicator. Tragically, 3 fatalities were recorded this period from 2 incidents where we were assisting partners and a third incident involving a suicide.

The report indicated that Unwanted Fire Alarm Signals (UFAS) increased by 10% (20 incidents) year on year. Of the UFAS incident recorded 14% (32) were in Hospital premises, Residential Care homes accounted for 11% (25 incidents) with 49% (111 incidents) found to be as a result of human interactions, for example, not isolating the system before testing, cooking, smoking etc.

**DECIDED:** That the contents of the report be noted.

### 3 **Police Scotland Performance Report 1.4.22 - 30.6.22**

There was submitted a report by the Chief Superintendent, Police Scotland, relative to service performance and activities in the Renfrewshire area during the period 1 April to 30 June 2022. The report summarised the key performance indicators and provided statistics relating to the specific key objectives detailed in Police Scotland's Policing Priorities 2018-22, comparisons were made against the previous five-year average.

The volume of recorded crime and offences had fallen by 1.9% on the five-year average, however had risen by 6.0% on the previous year. Crime categories which increased in recorded volume against the previous five-year average were crimes of violence, sexual crimes, crimes of dishonesty, domestic abuse and common assault. These had risen by 26.5%, 19.5%, 7.2%, 13.1% and 6.4% respectively, compared to the five-year averages. The percentage increase of those categories detailed had been impacted by COVID-19 pandemic when many restrictions were in place which had significantly reduced the number of crimes committed.

The report provided, in an infographics format, local updates in relation to Renfrewshire Policing Priorities 2018-22 of drug supply and misuse; violence & antisocial behaviour; dishonesty and road safety. Drug dealing and misuse continued to be a priority area for attention in Renfrewshire as communities advised that they were concerned about the harm caused. However, even with continued focus and proactivity on the issue, there had been a decrease of 19.8% in the number of detected drug supply offences, compared to the previous five-year average. In the reporting period, 26 crimes had been reported to the Crown.

There were 265 recorded missing persons incidents, an increase of 143.1% on the previous year. Over 18% of the total number of incidents related to the five most frequent missing persons within Renfrewshire, all of whom were young people aged under 19 years. Around 86% of all missing persons in Renfrewshire belonged in this age category. Young Persons' Units continued to feature predominantly amongst the most common locations for missing persons incidents (44%). Over 70% of all missing people were traced within 24 hours, with over 48% of all missing people being traced within 12 hours.

**DECIDED:** That the report be noted.

#### 4 **Local Issues**

Councillor McMillan raised concerns around the increasing use of e-scooters on pavements causing a danger to pedestrians. Councillor McEwan echoed these concerns and advised it would be helpful if the police were able to share statistics on e-scooter use.

Councillor McMillan also raised concerns around the volume of traffic at the junction between High Street and Macdowall Street in Johnstone which when combined with the number of cars parked on Mill Brae was becoming increasingly hazardous. The Communities & Regulatory Manager agreed to meet with Councillor McMillan privately to discuss his concerns in greater detail.

Councillor Innes highlighted reports that water safety equipment along the River Gryffe in Houston and Bridge of Weir had been the target of repeated vandalism and queried whether it would be possible for action to be taken to increase surveillance and safety checks.

**DECIDED:** That the information provided be noted.



**To:** Communities and Housing Policy Board

**On:** 25 October 2022

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

**Heading:** General Services Revenue, Housing Revenue Account (HRA) and Capital Budget Monitoring as at 16 September 2022

## 1. Summary of Financial Position

- 1.1. The projected outturn at 31 March 2023 for all services reporting to the Communities and Housing Policy Board, including the Housing Revenue Account, is an underspend position of £0.028m (0.2%) against the revised budget for the year. This can be further analysed as a projected underspend in General Services activities of £0.028m and a break-even position in the HRA.
- 1.2. The projected capital outturn at 31 March 2023 for projects reported to the Communities and Housing Policy Board is a break-even position against the revised budget of £28.087m for the year.
- 1.3. This is summarised over the relevant services in the table below and further analysis is provided in the Appendices.

<b>Table 1: Revenue</b>					
<b>Division / Department</b>	<b>Revised Annual Budget £000</b>	<b>Projected Outturn £000</b>	<b>Total Projected Outturn £000</b>	<b>Budget Variance £000</b>	<b>Budget Variance %</b>
Housing Revenue Account (HRA)	£0	£0	£0	£0	0%
Communities & Housing Directorate	£11	£13	£13	(£2)	0%
Housing - General Services (Not HRA)	£5,172	£5,235	£5,235	(£63)	0%
Communities and Public Protection (including Regulatory Services)	£5,774	£5,681	£5,681	£93	0%
Criminal Justice	£3,713	£3,713	£3,713	£0	0%

<b>Table 2: Capital</b>				
<b>Division / Department</b>	<b>Revised Annual Budget £000</b>	<b>Projected Outturn £000</b>	<b>Budget Variance £000</b>	<b>Budget Variance %</b>
Housing Revenue Account (HRA)	£26,795	£26,795	£0	0%
Other Housing PSHG	£1,292	£1,292	£0	0%

## **2. Recommendations**

Members are requested to:

- 2.1. Note the projected Revenue outturn position detailed in Table 1 above;
- 2.2. Note the projected Capital outturn position detailed in Table 2 above; and
- 2.3. Note the budget adjustments detailed at sections 4 and 6.

## **3. Revenue**

- 3.1. The Revenue Budget Monitoring Statement at Appendix 1 identifies a projected underspend of £0.028m (0.2% of total budget) for all services reporting to this Policy Board. Detailed division service reports can also be found here, along with an explanation of each significant projected variance.
- 3.2. The projected outturn is based on information currently available, and assumptions made by service budget holders. Projections are subject to continuous review, and any changes will be detailed in future reports to the Board.
- 3.3. The main reason for the projected outturn positions are indicated below the Appendix tables, showing both the subjective analysis (what the budget is spent on) and the objective analysis (which division is spending the budget).
- 3.4. The projected underspend is £0.028m. This includes an estimated underspend in operating costs within the Community Learning & Development Service and the CCTV function, and this incorporates an anticipated increase in utility costs.

## **4. Revenue Budget Adjustments**

- 4.1. Following changes agreed by the Council on 29 September 2022, this report excludes Building Standards, which now reports to the Planning & Climate Change Policy Board. The total budget is adjusted by £0.189m to reflect this transfer. Further, this report now includes Regulatory Services, which previously reported to the Infrastructure, Land and Environment Policy Board. The total budget is adjusted by £1.775m to reflect this transfer.

4.2. Members are requested to note from Appendix 1 that budget adjustments totalling £0.464m have been processed since the previous finance report to board. These relate wholly to:

- £0.037m – Housing Support Pay Uplifts
- £0.194m – Transfer from Tenant Hardship Grant Fund Reserve
- £0.233m – Summer Holiday Food & Child Care Programme

## **5. Communities and Housing Services Capital**

5.1. The Capital Investment Programme 2022/23 to 2026/27 was approved by the Council on 3 March 2022. For Communities and Housing Services the approved capital spend for 2022/23 is £28.087m.

## **6. Capital Budget Adjustments**

6.1. The Capital Monitoring report at Appendix 2 indicates that there have been no budget adjustments since the previous Policy Board.

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## Implications of this report

1. **Financial** – The projected budget outturn position for Communities and Housing Services Revenue budget is an underspend of £0.028m (0.2% of total budget). All income and expenditure, in all services within the department will continue to be monitored closely for the rest of the financial year and, where necessary, steps will be taken to mitigate any overspend.

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

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

2. **HR and Organisational Development**

None directly arising from this report.

3. **Community/Council Planning**

None directly arising from this report.

4. **Legal**

None directly arising from this report.

5. **Property/Assets**

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

6. **Information Technology**

None directly arising from this report.

7. **Equality and Human Rights**

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**

Housing Revenue Account Budget & Rent Levels 2022/23 and Housing Capital Investment Plan 2022/23 to 2023/24, Council, 3 March 2022;

Non-housing Capital Investment Programme, Prudential Framework and Treasury Management Strategy, and Capital Strategy 2022/23 – 2026/27, Council, 3 March 2022.

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**Authors:** Kevin Festorazzi, Principal Accountant  
John Kilpatrick, Finance Business Partner

## POLICY BOARD : COMMUNITIES AND HOUSING - All SERVICES

Objective Summary	Annual Budget at Period 3	Budget Adjustments	Revised Annual Budget at Period 6	Projected Outturn	Budget Variance (Adverse) or Favourable		Previous Projected Outturn Variance	Movement
	£000	£000	£000	£000	£000	%	£000	£000
Housing Revenue Account (HRA)	0	0	0	0	0	0.0%	0	0
Communities and Housing Directorate	11	0	11	13	(2)	(18.2%)	0	(2)
Housing - General Services (Not HRA)	4,941	231	5,172	5,235	(63)	(1.2%)	0	(63)
Communities and Public Protection (including Regulatory Services)	5,541	233	5,774	5,681	93	1.6%	0	93
Criminal Justice	3,713	0	3,713	3,713	0	0.0%	0	0
<b>NET EXPENDITURE</b>	<b>14,206</b>	<b>464</b>	<b>14,670</b>	<b>14,642</b>	<b>28</b>	<b>0.2%</b>	<b>0</b>	<b>28</b>

Objective Heading	Key Reasons for Projected Variance
Housing Revenue Account (HRA)	Overall the HRA is projecting a break-even position at the year-end. Employee costs are projected to underspend due to the ongoing recruitment of vacancies within the service. However, Repairs & Maintenance costs are likely to overspend by over £2m against budget. The resultant overspend will decrease debt repayments at the year end in line with the councils financial strategy of debt smoothing.
Communities and Housing Directorate	No significant projected year end variances to report.
Housing - General Services (Not HRA)	There is an operating overspend of £0.063m, mainly due to the demand for furniture for homelessness accommodation, and an increase in expected utility costs.
Communities and Public Protection (including Regulatory Services)	There is an underspend projected, due to a planned reduction in Payments to Other Bodies in Community Learning & Development, along with a projected underspend on telephone costs within the CCTV service.
Criminal Justice	No significant projected year end variances to report

**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2022/23**  
**1 April 2022 to 16 September 2022**

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

Subjective Summary	Annual Budget at Period 3	Budget Adjustments	Revised Annual Budget at Period 6	Projected Outturn	Budget Variance (Adverse) or Favourable		Previous Projected Outturn Variance	Movement
	£000	£000	£000	£000	£000	%	£000	£000
Employees	11,384	157	11,541	11,557	(16)	(0.1%)	(96)	80
Premises Related	1,679	0	1,679	1,743	(64)	(3.8%)	16	(80)
Transport Related	172	0	172	232	(60)	(34.9%)	(15)	(45)
Supplies and Services	2,445	43	2,488	2,611	(123)	(4.9%)	37	(160)
Third Party Payments	87	0	87	86	1	1.1%	(1)	2
Transfer Payments	2,133	264	2,397	2,377	20	0.8%	43	(23)
Support Services	1,091	0	1,091	1,099	(8)	(0.7%)	2	(10)
Depreciation and Impairment Losses	(23)	0	(23)	(23)	0	0.0%	0	0
<b>GROSS EXPENDITURE</b>	<b>18,967</b>	<b>464</b>	<b>19,431</b>	<b>19,684</b>	<b>(253)</b>	<b>(1.3%)</b>	<b>(14)</b>	<b>(239)</b>
Income	(4,761)	0	(4,761)	(5,042)	281	5.9%	14	267
<b>NET EXPENDITURE</b>	<b>14,206</b>	<b>464</b>	<b>14,670</b>	<b>14,642</b>	<b>28</b>	<b>0.2%</b>	<b>0</b>	<b>28</b>

**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2022/23**  
**1 April 2022 to 16 September 2022**

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

Subjective Summary	Annual Budget at Period 3	Budget Adjustments	Revised Annual Budget at Period 6	Projected Outturn	Budget Variance (Adverse) or Favourable		Previous Projected Outturn	Movement
	£000	£000	£000	£000	£000	%	£000	£000
Employees	10,568	0	10,568	9,531	1,037	9.8%	345	692
Premises Related	16,352	0	16,352	18,685	(2,333)	(14.3%)	25	(2,358)
Transport Related	103	0	103	96	7	6.8%	0	7
Supplies and Services	737	0	737	792	(55)	(7.5%)	0	(55)
Third Party Payments	27	0	27	72	(45)	(166.7%)	0	(45)
Transfer Payments	3,900	0	3,900	4,121	(221)	(5.7%)	0	(221)
Support Services	2,490	0	2,490	2,493	(3)	(0.1%)	0	(3)
Depreciation and Impairment Losses	20,775	0	20,775	18,274	2,501	12.0%	(370)	2,871
<b>GROSS EXPENDITURE</b>	<b>54,952</b>	<b>0</b>	<b>54,952</b>	<b>54,065</b>	<b>887</b>	<b>1.6%</b>	<b>0</b>	<b>887</b>
Income	(54,952)	0	(54,952)	(54,065)	(887)	(1.6%)	0	(887)
<b>NET EXPENDITURE</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0</b>

RENFREWSHIRE COUNCIL  
CAPITAL INVESTMENT STRATEGY  
1st April to 16th September 2022  
POLICY BOARD: COMMUNITIES & HOUSING

Project Title	Prior Years Expenditure to 31/03/2022	Current Year 2022-23						Full Programme - All years			
		Approved Budget 2022-23	Budget Adjustments in 2022-23	Revised Budget 2022-23	Projected Outturn 2022-23	Budget Variance (Adverse) or Favourable		Total Approved Budget to 31-Mar-27	Projected Outturn to 31-Mar-27	Budget Variance (Adverse) or Favourable	
		£000	£000	£000	£000			£000	£000		
<b>HOUSING(HRA)</b>											
Improvements To Existing Properties	0	10,967	(3,250)	7,717	7,717	0	0%	57,167	57,167	0	0%
Regeneration	4,633	4,738	750	5,488	5,488	0	0%	20,865	20,865	0	0%
Other Assets	0	2,640	0	2,640	2,640	0	0%	7,795	7,795	0	0%
Non Property Expenditure	0	350	0	350	350	0	0%	1,750	1,750	0	0%
Council House New Build	33,782	9,000	0	9,000	9,000	0	0%	62,782	62,782	0	0%
Professional Fees	0	2,300	(700)	1,600	1,600	0	0%	7,700	7,700	0	0%
<b>Total Housing(HRA) Programme</b>	<b>38,415</b>	<b>29,995</b>	<b>(3,200)</b>	<b>26,795</b>	<b>26,795</b>	<b>0</b>	<b>0%</b>	<b>158,059</b>	<b>158,059</b>	<b>0</b>	<b>0%</b>
<b>HOUSING(PSHG)</b>											
Private Sector Housing Grant Programme	0	1,046	246	1,292	1,292	0	0%	1,292	1,292	0	0%
<b>Total Housing(PSHG) Programme</b>	<b>0</b>	<b>1,046</b>	<b>246</b>	<b>1,292</b>	<b>1,292</b>	<b>0</b>	<b>0%</b>	<b>1,292</b>	<b>1,292</b>	<b>0</b>	<b>0%</b>
<b>TOTAL COMMUNITIES, HOUSING &amp; PLANNING BOARD</b>	<b>38,415</b>	<b>31,041</b>	<b>(2,954)</b>	<b>28,087</b>	<b>28,087</b>	<b>0</b>	<b>0%</b>	<b>159,351</b>	<b>159,351</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.






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**To:** Communities and Housing Policy Board  
**On:** 25 October 2022

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

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**Heading:** Greenspaces, Parks & Play Areas and Villages Investment Fund

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## 1. Overview

- 1.1 This report updates the Communities and Housing Policy Board on progress made in supporting community projects through the Greenspaces, Parks & Play Areas and Villages Investment fund, and seeks Board approval for the provision of grant funding for the project described in Section 3 of this report and set out in Appendix 1.
- 1.2 The key objective in allocating funding is to work with, and support, community groups to identify and deliver improvement projects in their local communities, improve their local greenspaces (including parks and play areas) and strengthen the identity, heritage, uniqueness and character of village life.
- 1.3 The Villages Investment Fund will continue to be promoted to members of the relevant Local Area Partnerships to encourage eligible communities to come forward to bid for their share of the remaining funds. 15 village applications have applied through the delegated authority process this year (details of recently concluded projects are included in Appendix 1). Around £200,000 of funding remains available for allocation in the Villages Investment Fund.
- 1.4 A further 8 delegated authority Green Spaces projects have been submitted and approved this year, with more still being developed by communities (included in Appendix 1). As the Fund is now almost fully committed priority will go to supporting project development in areas which have not yet received awards and to smaller bids. The current funding position is detailed in Appendix 1 Summary Table. All approved delegated authority projects are listed in Appendix 2. Appendix 1 lists projects currently awaiting approval.
- 1.5 As the Green Spaces fund moves toward closure in terms of the development of new projects and bids, the work of the team has been increasingly focused on supporting successful community projects to be delivered. Supply chains, skill shortages and other material challenges across the projects have impacted expected delivery dates and costs which have provided challenges for communities in realising their aspirations as quickly as anticipated.

- 1.6 One example is the Lochfield Ladies Bowling & Social Club, together with the Gentleman's Club, which received funding for a synthetic green and feasibility study in 2021 however they are now seeking to repurpose the £55,000 awarded. Increasing prices redirected the group's ambitions, who now look to improve the current offering with increased drainage, new banking, steps, fencing, repairs to the current irrigation system and replacement of the clubhouse kitchen.
- 1.7 Both the Ladies and Gents groups have been working hard to increase external funds by contacting local businesses however to date this has been unsuccessful. The groups propose to take on the annual maintenance of the irrigation system to reduce any additional burden on Environment & Infrastructure and/or OneRen. The Bowlers have further consulted with their local community who are in favour of improving the standards of Lochfield Bowling Club in this way.
- 1.8 Another proposed change comes from Corseford Tenants and Residents Association, which was awarded £5,000 earlier in 2022 to procure tools and a container for storage. Since receipt the group have been offered an unused garage for storage from Linstone Housing Association, negating the requirement for planning permission. The group are seeking to repurpose their allocated funds to create a Butterfly Boulevard in their community with wildflowers. An entire plain grass panel will be re-designed, and flowers and tools will be procured to deliver their aspirations.
- 1.9 This report seeks approval for the funds allocated to Lochfield Bowling Club and Corseford Tenants and Residents Association being repurposed in the way proposed by each group.
- 1.10 In other groups challenges and delays are being overcome and many park installations were completed this year which were approved in 2021. Further information and updates on these projects and the impact that they are having is included in section 4 of this report.
- 1.11 Kilbarchan play/gym equipment, Lochwinnoch Play Park and Ferguslie Park Gardens will be installed throughout October and November. Earlier in the year Spateston, Sandyflats, Barwood and Maxwellton play areas were fitted, as well as the Ardgryffe Outdoor Accessible Gymnasium and Linwood Bicycle Proficiency area.
- 1.12 Improvements are ongoing by community volunteers at Teucheen Woods and Jenny's Well, and an entirely refurbished Maxwellton Sensory Garden was delivered by the 2 local primary schools and nurseries.
- 1.13 Funding ringfenced for Team Up to Clean Up volunteers has seen almost £5,000 used so far to improve the appearance of volunteer's neighbourhoods with the provision of new planters and replenished flower beds. Increasing biodiversity and the appeal of neighbourhoods for local residents and passers-by is offering a great sense of achievement for the volunteers. Committed volunteers have also received waterproof clothing and footwear.

- 1.14 Conversations continue with Renfrewshire primary and secondary schools. During Spotless September activities, officers used the opportunity to teach the pupils the principles of Team Up to Clean Up and COP26, particularly focusing on the consequences of litter and the benefits of a strong community. Applications to the Green Spaces Fund are being promoted to teachers discussing how schools can use this ring-fenced funding to benefit both the pupils and the local community.
- 1.15 A bespoke package has been offered to all secondary schools enabling officers to present to smaller class sized groups. This closer, more personal approach is designed to encourage civic pride and demonstrate the benefits of getting involved in their community, promoting recycling and focusing on small changes that can be made to tackle climate change.
- 1.16 This opportunity has also been taken to engage with young people about the upcoming Celebrating Renfrewshire Fund. Building Communities is leading on community engagement to ensure Renfrewshire's young people can maximise an offer of £3,000 for projects benefitting young people across the 7 Local Partnership areas. While visiting schools to discuss environmental responsibilities, the Celebrating Renfrewshire Fund is being promoted to allow young people to develop and consider suitable projects for their area.
- 1.17 Section 3 of this report seeks approval for one project to the value of £50,000. Appendix 1, table 1 lists all applicants in this round, including those under delegated authority.
- 

## **Recommendations**

- 2.1 It is recommended that the Communities, Housing and Planning Policy Board:
- (a) note the work currently being undertaken to support communities as they develop and deliver projects funded using the Greenspaces, Parks & Play Areas and Villages Investment Fund
  - (b) agree to fund the project detailed in Section 3 of this report and Appendix 1, awarding grant funding totalling £50,000
  - (c) agree to the proposals from Lochfield Bowling Club and Corseford TRA to repurpose their funding as set out in Section 1 of this report
  - (d) note the positive impact of the funding and the benefits to the wider communities delivered by the projects set out in section 4 of this report.
  - (e) note that the current projects being developed by communities and listed in Section 3 will almost fully commit the Green Spaces, Parks and Play areas element of the fund.
-

### 3. Summary of Applications

- 3.1 Renfrewshire Council has supported 86 projects since October 2018 that met the criteria for this fund. Further projects continue to be developed within communities with the following potential applicants currently active and hopeful to apply:
- The Darkwood Crew – Teen Shelter
  - Knockhill Park – extension to pathway to support local runners
  - Millview Park, Renfrew – Play Park Equipment
  - Friends of Jenny’s Well – Signposted Nature Trail
  - Inchinnan Development Trust – equipment to support maintenance of green areas in and around Inchinnan
- 3.2 Where funding is available, reports will be brought back for the consideration of the Board in relation to these projects at future meetings of the Communities and Housing Policy Board.
- 3.3 In this round, 1 application has been assessed which meets the criteria for approval of grant funding. Further information on this project is detailed below, with a summary of all applications included in Appendix 1 to this report.

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<b>Application 1:</b>	<b>Howwood Primary School Parent Council</b>
<b>Funding Requested:</b>	<b>£50,000</b>
<b>Recommendation:</b>	<b>Approve</b>

- 3.4 Howwood Primary School Parent Council has their priorities stated in their constitution - they will “work alongside partners to benefit the school children and the wider community”.
- 3.5 Howwood Primary school acknowledge the high volume of activity outwith school hours in the playground. Football, netball, teens, all ages and all activities meet here to spend time, socialise and play on the grassy space available. However, as the weather gets wetter the site becomes less accessible due to poor drainage and the boggy conditions underfoot.
- 3.6 Although Howwood Public Park recently benefited from new goal posts and a new play park, the demand for places youths can meet, socialise and play in Howwood and the surrounding villages surpasses the availability of good local community resources. Howwood Primary School will continue to remain open to offer young people this additional resource.
- 3.7 The MUGA will offer a hard, all-weather surface, which will be available out of school hours, for local youths, for the wider villages use, as well as the wider Johnstone area.
- 3.8 Additional funding will be required, approximately £5,000, which the Parent Council will achieve through community fundraising.

## **4 Building Communities**

- 4.1 Building Communities was formed to support delivery of the approved Community Learning and Development Strategy in early 2022 and is integrated into Renfrewshire's Community Development structure. Building Communities' focus is fundamentally on community engagement. Forging relations with Renfrewshire groups and individuals to ascertain and align communities needs with Council service delivery. The following showcases current community engagement projects – many of which have accessed and been supported with Greenspaces, Parks and Play Areas and Villages Investment.
- 4.2 The following information provides an update on the activities and projects that have been delivered so far that have not been previously reported to Board.

### **Team Up to Clean Up**

- 4.3 This Campaign, with its 4,000+ community members, was allocated funding from Green Spaces. Funding saw individual volunteers submit requests to procure planters, plants, shrubs and tools to facilitate physical improvements to their local streets and open spaces. Officers further support volunteers seeking neglected local spaces to be cleared by contractors prior to planting with easy to maintain, perennial plants and shrubs. Officers procure requested items and liaise with contractors to ensure the community receive the required goods/services.
- 4.4 Consistent volunteers, evidencing their commitment year-round, are issued caddies to hold the necessary equipment, waterproof clothing and footwear to make them more comfortable while delivering their services, any tools they request, whether to blow leaves, edge grass panels or strim long grass, are also provided.

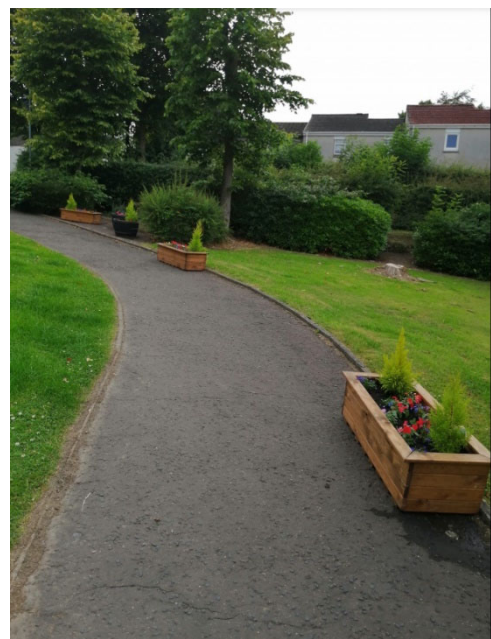
## Cross Road, Paisley

- 4.5 One Team Up volunteer, Gerry McQueen, was offered support and funding to look after a communal green space in her neighbourhood. Gerry recently formed a local constituted group with her neighbours and is looking to continue and extend their work by securing Green Spaces funding.



## Mains Drive, Erskine

- 4.6 Another Team Up to Clean Up volunteer, David Dufton, concentrated on an area in Erskine next to where he lives. Planters and plants were procured and placed at the entrance to the area, benches are being arranged to enable passers-by to enjoy them. The volunteer will maintain the planters while encouraging other local people to assist.



#### **Memorial Area, Hamills Waterfall, Paisley Town Centre**

- 4.7 Another long-standing volunteer, Alan Gilmour, has received a strimmer, leaf blower and hand tools. Alan wishes to enhance the care and attention given to the garden area next to the Hamills waterfall.



#### **Community Garden – South End Action Centre**

- 4.8 The adults attending the South End Action Centre's personal and social development groups also litterpick the surrounding area. The group requested funding to create a community garden on the grounds of the action centre which is open to all to attend. Attendees, often with their children, have been growing vegetables and herbs for their, and their family's use.



## **Celebrating Renfrewshire**

- 4.9 Partnerships and Inequalities are leading on the governance and distribution of the Celebrating Renfrewshire Fund across the Local Partnership areas. Building Communities support Partnerships and Inequalities to raise awareness amongst young people and engage with the demographic to encourage voting.
- 4.10 The steering group (photographed below), consist of young volunteers from StreetStuff and Renfrewshire Youth Voice, who are maximising the opportunity to increase volunteering hours for their Saltire Award while gaining required volunteering hours.
- 4.11 The steering group will support applicants by holding support sessions in local communities and online. They will further promote the vote, assisting young people to decide on successful applicants, as well as plan and deliver the Celebrating Renfrewshire event, where successful projects are announced.



## **#YouDecide**

- 4.12 Building Communities is further supporting Environment & Infrastructure's #YouDecide participatory budgeting project. Engagement with communities will take place in schools, community spaces, libraries, sheltered housing complexes and supermarkets. Team Up to Clean Up volunteers were already involved in promoting the project in their local areas as well as encouraging participation through their own social media platforms.



## Green Spaces 2022 – Delivered Projects

### 4.13 Erskine Outdoor Group – Barwood Park Upgrade

*“Accessing the Green Spaces Fund was a real opportunity for our group. We were supported along the way by the Team to meet the criteria and we really can see the community, especially the children and their parents, are enjoying the new equipment. The experience also helped us to appreciate what we can achieve as a community, again it is very much appreciated, thank you!”*

Carole McLachlan, Erskine Outdoor Group



For a smallish area, the play equipment is all brilliant and you can spend a really good amount of time in it, and there's a good mix of equipment for all ages! Very popular as even in the rain I've never seen it empty which is a testament to how good a job's been done. Arthur's only 5 months but loves the interactive piano board and the swing 🥰

My granddaughter aged 5 has visited it loads of times and seems to enjoy it when she visits. I pass it every day and it's well used

#### 4.14 Sandyflats Tenants and Residents Association – Park Upgrade

Thanks Laura, as you know I was sick of the state of the park the way it was and nothing was being done so me and a few others managed to get the ball rolling and I managed to get this and a few other things done for the area 😊 amazing what we can achieve when we put our minds to it! ❤️💙❤️

Shaun Mitchell, former chair of Sandyflats TRA



Your am inspiration the both of use make me so proud love use loads 🥰🥰🥰

Like Reply 27 w

Absolutely fantastic 🍷 great work Shaun Mitchell 🥰❤️ xxxx

Like Reply 27 w

World needs more people like your Shaun ❤️ xx

Like Reply 27 w

Great work shaun you must b so proud your 1 in a millionxx💯👍❤️💙💚

Well done bro proud of you man 🍷🍷🍷

Like Reply 27 w

Thanks everyone for your lovely comments ❤️

Like Reply 27 w

Shaun Mitchell your very welcome now the kids can enjoy the park some guy 🌟🌟

Like Reply 27 w

Well done!! That looks amazing Shaun kids will luv aswell

#### 4.15 Spateston Community Development Trust – Upgrade to Spateston Play Park

*“This project has caused an incredible sense of civic responsibility to build in the community. People are looking after the park and other projects like the Tunnel Mural etc. We never pass the park where it isn’t absolutely jam-packed with kids, and they are there morning till night. This is something we are so pleased to provide parents with, right on their doorstep - cutting the cost of a day out tenfold. Over 3K was contributed from in community fundraising and every time we had a delay, or an unexpected expense people have flocked to donate, buy a raffle ticket, or attend an event. We feel so much more connected to our community, and it appears our community is connected with one another too.”*



Absolutely brilliant  
Well done to everyone involved  
Lots of hard graft no one sees by you guys  
You should all be so proud

Proud to be partners with these guys well done

Well done Lewis and all involved, its really tough work getting to that stage so a well deserved break is in order 🍷 me and the kids will be up at some point 😊

Great news, I think I know where we'll be going after nursery tomorrow!

Well done to everyone concerned 🙌🙌🙌🙌🙌 what an achievement. So much commitment by all of you

Fantastic effort well done everyone involved yous are doing a fantastic job

Congratulation! Amazing achievement, well done

Amazing well done x

Well done to all involved. Park looks fantastic. I know my grandsons will have lots of fun playing in the new park xx

#### 4.16 Friends of West and St Mary's Primary Schools – Maxwellton Play Park

*"Our pupils and parents have been full of positive feedback about the new playpark! We can see a real increase in users of the play area and children enjoying the new equipment, which is just perfect for their play and social needs. On a dry day, after school, the fun is evident and can be heard as we finish our working day in the nearby schools."*

Mechele Richardson, St Mary's Primary School Parent Council



##### Playpark

"It's lots of fun, especially the basket swing and the spinning seesaw"

It's a great place to hang about with friends"

"I love the fact that it's brand-new for us to play in"

"Lots of new things to play on"

"I like the swings"

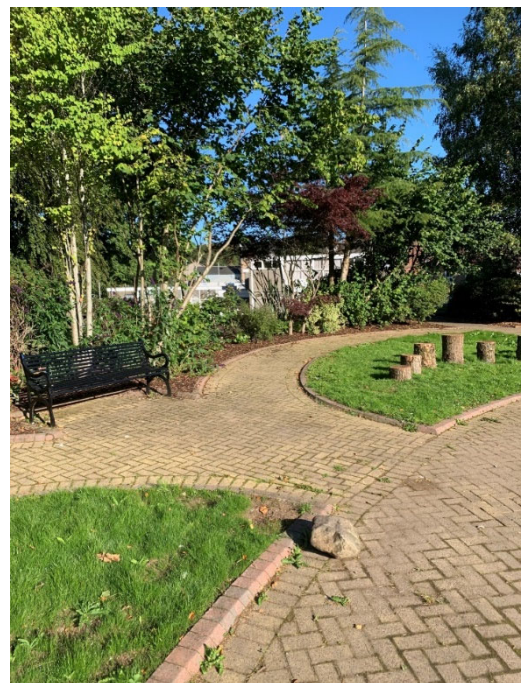
"It's fantastic"

"I like the slides and climbing"

#### 4.17 Friends of West and St Mary's Primary Schools Maxwellton Sensory Garden

The Sensory Garden at Maxwellton is a place local people care deeply about. Pupils from West, St Marys and pre-school children often visit to look at the flowers and mini bugs we can find. We have even planted our own herbs and vegetables on site. The sensory garden has a calming effect on visitors, local people can often see local people wandering through. Over the years the garden has become tired and suffers from anti-social behaviour at times. We applied to the Green Spaces Fund to breathe new life into the sensory garden, to encourage local people to visit and even take care of the site with us. We will continue to visit the site, clearing and planting where we can. Thank you for the opportunity for this funding and the support provided.

Gill Scott, Friends of West Primary School (Parent Council)



!!)



##### Quotes from the pupils

"I like the flowers"

"I like the stone in the cage"

"It's a nice place to have a wander around"

"I like the big lunch table"

"I like the dinosaurs" (great imagination)

"There are lots of living things – we've seen some butterflies and toadstools"

"It's much nicer now because it's not wrecked"

"There is lots of space to run about and play hide and seek"

#### 4.18 Jenny's Well Nature Reserve – Rediscovering Jenny's Well

*"Two years ago, Jenny's Well was as much a rubbish dump as a Nature Reserve, and not an attractive place to visit. However, with the support of Team Up to Clean Up and the Greenspaces fund, the Friends of Jenny's Well have been gradually transforming the area. We have been able to establish a base for our equipment, purchased the necessary gear, and have so far installed 5 seats around the reserve so that people can sit and enjoy being in the natural environment. Rubbish and Fly-tipping have been removed and the paths have been cleared & improved so people can exercise easily without fighting through brambles. We have a rolling programme of bulb planting and seed sowing to boost the biodiversity of the reserve with native plants, supporting our pollinators. Volunteering is open to all, so there's opportunity for local people to experience conservation work, and we are building community links for example with schools and nurseries.*

*The greenspaces fund has been key in making all of this happen. Our experience of applying to this fund has been very positive, and advice has been available when we needed it.*

*Reversing the neglect of Jenny's Well is a long-term project. We hope the fund will continue to so that this precious greenspace (and others like it) can be improved and protected in the long term."*

Matthew Smith, Chair, Friends of Jenny's Well



Chilly start! Put another two bits of artwork into one of the 12 Jenny's Well marker posts this morning. This is a Wood Blewit, which grows in the nearby woodland in Autumn. Thanks to [Sarah Furie](#) for the mushroom knowledge!



So we started clearing all the park, digging up the weeds. Was a much bigger job than we thought 🤔👉 so next Wednesday around 2 we are going back up, would love to see some people coming to help. Big big thanks to connor and ryan for doing a great job. 🙌

76

14 comments 2 shares

Like

Comment

Share



## 4.19 Houston Community Council – Outdoor Accessible Interactive Gym

How nice to hear from you. I'd be delighted to give you feedback on the Community Outdoor Gym in Houston, and have already responded to Glen's request for an additional photograph.

The first thing I would like to do is to thank both you and Graham Ternent for all the help and support that you provided at every stage of the process, from initial funding application to the final installation. Without this the result would have been nowhere near as amazing as the one we achieved.

The response from our local community was universally positive, as seen by the comments and enormous number of "likes" on our community council Facebook page. Virtually every time I have visited the site, I have found people using it, so it has definitely been well received.

The enthusiasm was also seen in the number of local companies who enthusiastically sponsored the project. Over 20 companies, many of which I didn't even know existed, and most of which were small 1 or 2 person enterprises, offered to help, giving us a total of over £6,000 in addition to the major grant from the Renfrewshire Council Green Spaces Fund. This has also given us access to over 20 companies that we can approach for sponsorship for future projects.

For me, two of the best benefits are its accessibility to people of across the physical ability spectrum and the fact that it allows those who do not have the resources to join an expensive private gym to get the use of equipment that is just as good.

As for the application process, I found it simple and straightforward, in large part because the paperwork was pretty much identical to the Local Partnership grant application process that I was already familiar with.

Once again, thanks for everything.

Kind regards,

John



Well done. What a fantastic achievement.

10 w Like Reply

Looks fantastic!

10 w Like Reply

Been on it...brilliant!

10 w Like Reply

Absolutely tremendous!! Thank you to all business , local donations keeping our local village as fabulous as it is.

10 w Like Reply

Looks great, well done 🍌🍌

10 w Like Reply





#### 4.20 Corseford Tenants and Residents Association – Tools, flowers and planters

*“The Renfrewshire Council green space, parks and play areas fund has provided valuable support to Corseford Tara in helping us purchase the tools and materials required to establish attractive and vibrant community gardens and flower beds across the estate. Not only has this improved the aesthetic appeal of the area by providing colourful plants and food for local wildlife, but the encouragement also to get residents involved in borrowing our tools to look after their own areas in Corseford is forging a pride in the area again. The Tara is very thankful for the support this fund has provided and aim to ensure these benefits continue in the years to come.”*

George MacDonald, Corseford Tenants and Residents Association




 [Redacted]  
Gorgeous and thank you for keeping it so good x  
1 y Like Reply 2

 [Redacted]  
Beautiful ❤️❤️ well done guys ❤️❤️  
1 y Like Reply 2

 [Redacted]  
So nice to see these raised beds planted out, well done 🙌  
1 y Like Reply 1

 [Redacted]  
Lovely colours xx  
1 y Like Reply 1


 [Redacted]  
Beautiful! Well done! X  
1 y Like Reply 1

 [Redacted]  
Absolutely gorgeous x  
1 y Like Reply 1

 [Redacted]  
Brilliant  
1 y Like Reply 1

 [Redacted]  
Stunning 🤩  
1 y Like Reply 2

 [Redacted]  
Beautiful, well done xx  
1 y Like Reply 2

 [Redacted]  
That's soo nice. The colour of all the flowers are lovely 🌸🌺  
1 y Like Reply 2

## KlasCare, Linwood – New concrete Bicycle Proficiency Zone

*“The children now have a better awareness of road signs and what they mean, they have an increased road safety knowledge and understanding, the children are going out bike riding with their family and are bringing their bikes and scooters to school to play in the area, increasing their physical fitness. Feedback from families tells us it is supporting children, and their parents, mental health and wellbeing by being out in the fresh, improving their knowledge and giving them confidence to head out on the local cycle paths.”*

**Lesley Compston, Childcare Manager**



## Implications of the Report

1. **Financial** - Council approved the allocation of £2.020 million to establish the Greenspaces, Parks & Play Parks and Villages Investment Fund in March 2018. Due to the capital works being undertaken, Officers are ensuring that there are minimal recurring revenue costs to Services in the coming years.
2. **HR & Organisational Development** - None
3. **Community/Council Planning** –  
The Greenspaces, Parks & Play Parks and Village Investment Fund will be important to achieving and assisting the Community Plan by ensuring that Renfrewshire is thriving, well, fair and safe for residents, workers and visitors.
4. **Legal** - All legislative requirements will be taken cognisance of during this process wherever required e.g. health and safety requirements.
5. **Property/Assets** - There is the potential for property/assets to be included as part of this fund.
6. **Information Technology** - None
7. **Equality & Human Rights**  
The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** - Cognisance will be taken of health and safety requirements wherever required e.g. for play park equipment.
9. **Procurement** - There is no potential for the Council to be procuring and installing equipment of behalf of a community group as part of this grant funding process.
10. **Risk** - Discussions with the Council Risk Manager are on-going to ensure that the risk to the Council, as part of this grant funding process, is minimised.
11. **Privacy Impact** - None.
12. **COSLA Policy Position** – Not Applicable
13. **Climate Risk** – Not Applicable

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## List of Background Papers

None

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**Author:** Oliver Reid, Head of Communities and Public Protection.

**Appendix 1**  
**October 2022 Application(s) and Summary Table**

<b>Applicant</b>	<b>Project Description</b>	<b>Requested</b>	<b>Recommendation</b>	<b>Reason</b>	<b>Geographical Area</b>
1. Howwood Parent Council	Multi-use Games Area in Howwood Primary school	£50,000	Approval by Communities and Housing Policy Board.	The village of Howwood already had a park with goals however the demand seems to far outstrip available resource with the Howwood Park pitches often used by local organised football clubs. Consultation An area for ball games, not just football, would be a welcome addition village.	Howwood
2. Langbank Bowling Club	New store and safety improvements to grounds for visitors	£5,000	Delegated Approval	Although Langbank's Bowling Club is a private membership Club, it is situated on community owned land and works very closely alongside the onsite, but divided community facility MUGA. The groups have historically shared a store and their current offering is no longer fit for purpose. A further point to note is local elderly people and people with disabilities spectate here and there are a few hazards which funding would resolve.	Langbank
3. West End Growing Grounds (WEGGA)	New batteries for lawnmower and power tools	£600	Delegated Approval	WEGGA received £2,500 funding from Green Spaces in 2019 to procure an industrial lawnmower and strimmer to ensure the wider area of Sanctuary Gardens was well maintained. It has been noted that the batteries have a limited life span and the group have requested funds	Paisley
4. Lochwinnoch Arts Festival	Supporting the Lochwinnoch Community Arts Festival	£2,312	Delegated Approval	A community film section introduced this year has proven popular with families and children and the annual Winter Windows Trail promises to be bigger than previous years. Funding will support the groups	Lochwinnoch

				venue hire, artists fees, publicity drive and materials for the Winter Windows Trail.	
5. Bee Happy Houston	Environmental Enhancements across Houston, Craigends and Crosslea	£4,800	Delegated Approval	Funding will restock existing planters with appropriate winter shrubs and improve bedding with flowers, shrubbery and trees in open areas of the village. Bee Happy further plan to develop wildflower areas. Funding will further boost the spring bulb planting programme, purchase, maintain and renew power tools and hand tools required for such activity, enable the purchase of essential miscellaneous items such as soil etc. as well as renew the groups public liability insurance.	Houston
6. Cross Road Community Planting programme	Procuring tools, PPE and bedding plants	£2,000	Delegated Approval	The newly constituted community group had been focusing their efforts in Maxwellton Sensory Gardens unaware they could make desired changes to their own local green space. The group, having attracted new members, have become constituted and are empowered by changing the landscape outside their homes.	Paisley

<b>Project</b>	<b>Funding proposed</b>	<b>External Funding (or other Council funding)</b>
Howwood Multi-use Games Arena	£50,000	Group already have up to £2,000 for additional costs however with additional sum required estimated to be approximately £5,000 they will fund raise within the community
Langbank Bowling Club	£5,000	n/a
WEGGA – Replacement batteries for power tools	£600	n/a
Lochwinnoch Arts Festival	£2,321	n/a
Jenny's Well Mural	£2,500	n/a
Bee Happy – Enhancing our Local Environment	£4,800	n/a
Cross Road Community Planting	£2,000	n/a
Glencorse Woodland Improvements	£4,997	n/a

<b>Funding</b>	<b>Allocated Budget</b>	<b>Committed Budget</b>	<b>Potential Additional Projects</b>
Greenspace, Parks and Play Areas	£1,280,000	£1,269,943	£55,000
Village Investment Fund	£720,000	£506,626	£20,000
Staffing costs	£220,000	£220,000	-
Total	£2,220,000	£1,996,569	£75,000

## Appendix 2

### Approved Delegated Authority Projects

Six more projects included in this round of delegated authority (Appendix 1) are not included below.

#### Green Spaces

Group	Project Description	Awarded
Brediland Allotment – Entrance upgrade	Repairs and improvements to entrance of allotment	£1,945
Corseford Underpass	Improvement to entrance and exit points after community mural painted	£1,800
Corseford Container, Tools and Planters	Tool bank enabling community to maintain newly procured planters and vegetation	£4,999
Create Paisley	Mural in Fountain gardens celebrating green space	£5,000
Craigilea Renfrew - Green Space Improvement	Communal area tidied and presented to wider community with seating	£5,000
Erskine - Newshot Island Upgrade	Repairs and improvements to nature reserve	£5,000
Ferguslie Community Garden	New community garden	£4,820
Lancraigs Community Playground	Community playground lines and new items purchased	£4,875
Linwood Woodlands Path Network (LCDT)	Improved path network in partnership with ParkRun	£4,800
Lochfield Ladies Social Bowling Club	Replacing clubhouse kitchen	£5,000
Pals of Privies Container	Tools to enhance Council groundwork in Glencoats park	£4,999
Pachedu	Community Garden in RAMH	£5,000
West End Growing Grounds (Maintenance Equip)	Lawnmower/trimmer/tools to keep wider Sanctuary Gardens area neat and appealing	£2,609
West End Growing Grounds (User Tools)	Tools for community use	£4,800

## Villages Investment Fund

Group	Project Description	Awarded
Bridge of Weir Festival Committee	Community Gala Day	£2,500
Bonnie Bishopton	Christmas lights for the village	£5,000
Bonnie Bishopton	Planters throughout village maintained by community	£4,950
Elderslie Community Council	Bags provided across the village	£1,200
Elderslie Community Council	Old goalpost repainted	£235
Elderslie Community Council	New seating area for socialising	£1,702
Elderslie Community Council	New "Welcome to Elderslie" signage	£1,600
Elderslie Community Council	Village planting – beds and planters	£800
Elderslie Community Council	Mural to be painted at Railway Station	£1,400
Friends of Howwood Park	Bank of tools to enhance Council groundworks	£2,110
Gryffe Valley Walkway Project	Signage and path improvements connecting villages	£4,900
Houston Community Council	Creation of Community Meadow and planters	£4,050
Howwood Community Council	Benches placed at meaningful rest points in the village	£2,100
Howwood Woodlands and Wildlife	Planters and improvements to green spaces	£4,999
Inchinnan Planters (Brighter Inchinnan)	Community Planters in village maintained locally	£4,950
Kilbarchan Gala Day	Gala day	£1,500
Kilbarchan Smile	Mary Barbour planters	£1,000
KIPcO Old Library Garden	Community Garden created	£4,999
Lochwinnoch Sustainable Community Garden	Equipment to fund ongoing improvements	£1,950

Lochwinnoch - Seed Funding - Social Garden	Plans for large scale Community Social Garden	£5,000
Lochwinnoch Gala Day	Gala Day	£2,000
Paisley FM - Signal Booster	Signal booster to reach villages	£3,581



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**To:** Communities and Housing Board

**On:** 25 October 2022

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**Report by:** Chief Executive

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**Heading:** Community Empowerment Fund

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**1. Summary**

1.1 The purpose of this report is to seek approval from the Communities and Housing Board for the award of grants from the Community Empowerment Fund.

1.2 The key objective of the fund is to support community organisations to acquire and develop community assets. The fund aims to support and develop community organisations, with a specific focus on assisting those organisations that wish to acquire and develop community assets.

1.3 One new application was received through this round and one application previously deferred was considered, as detailed within Section 4 and Appendix 1.

1.4 The next deadline for applications is 7<sup>th</sup> November 2022

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## 2. **Recommendations**

2.1 It is recommended that the board approves the recommendations as detailed in Section 4 and Appendix 1, to award:

- £7,720 to Inchinnan Development Trust for support with legal fees relating to the CAT lease for India Tyres Playing Fields
- £9,200 to Lochwinnoch Development Trust for soil testing on the Lochhead Gardens site

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## 3. **Background**

3.1 At its meeting on 2 March 2018, Council agreed to commit £1.5million (£0.5million in revenue and £1million in capital) to establish a Community Empowerment Fund that will be used to support community asset transfers, by providing up-front investment in the condition of assets prior to transfer. It should be noted that the £1.5million represents a one-off investment fund.

3.2 On 20th June 2018, Leadership Board agreed the key objectives and criteria of the fund, and agreed that applications to the Community Empowerment Fund be submitted to Communities and Housing Board for final approval.

3.3 The key objectives of the fund are to support and develop community organisations with a specific focus on assisting those organisations that wish to acquire and develop community assets in three ways:

- **Project:** Support the development of the Business Plan for an asset
- **Organisation:** Develop the organisational capacity to manage and develop an asset
- **Property:** Upfront investment in assets prior to or after transfer

3.4 The fund is comprised of £0.5million in revenue funding and £1million in capital funding. As such, it is anticipated that revenue funding will support applications to develop the project or organisation, and the capital funding will be used to support property costs.

3.5 It will be important applicants to the fund are able to demonstrate the following:

- Able to demonstrate positive impact for local communities

- The community are involved in the design and delivery of the project
- Good working relationships and partnership with others
- The project is financially sustainable
- Strategic fit with the fund objectives and criteria
- Value for money and leverage of additional funding and/or resources

3.6 The award of funding from the Community Empowerment Fund does not commit the Council to a particular outcome as part of the Asset Transfer process, which will be subject to a separate decision-making process through relevant governance arrangements.

#### 4. **Summary of applications**

4.1 One new application was received by the deadline date of 5th September 2022 and one application previously deferred was considered. The total value of requested grants through this round is £16,920.

4.2 A cross-service panel of officers has been established to review and assess the applications against the agreed objectives and criteria outlined at Section 3.2 and 3.3 of this report.

4.3 The officer recommendation is:

- To approve the application submitted by Inchinnan Development Trust (£7,720) for support with legal fees relating to the CAT lease for India Tyres Playing Fields
- To approve a partial award for the application submitted by Lochwinnoch Development Trust (£9,200) for soil testing on the Lochhead Gardens site

Elected Members are asked to note:

- That the award being made to Lochwinnoch Development Trust is a partial award of the full amount requested. This is to allow the group the opportunity to carry out the soil testing of the ground at Lochhead Ave, to ensure there is no asbestos present before the consideration of any capital costs.

4.4 A summary of the applications can be found at Appendix 1.

#### 5 **Additional Information**

- 5.1 Elected Members are also asked to note that following the Community Empowerment Fund award of £50,000 to Renfrew Victoria FC in a previous round, the group have secured a further £83,000 from Sports Scotland to upgrade the facilities at Kirklandneuk.

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## Implications of the Report

1. **Financial** - Council approved the allocation of £1.5million to establish the Community Empowerment Fund in March 2018.

2. **HR & Organisational Development** – Not applicable

3. **Community/Council Planning** –

The Renfrewshire Community Plan 2017-2027 states “There are new opportunities for communities to use, manage or take ownership of public sector assets and also to participate in the planning and delivery of services through the Community Empowerment Act. Over the last few years, there are over a dozen examples of community groups that have taken over public sector buildings or land in Renfrewshire, and more community groups are now thinking about assets and participation requests. As a partnership, we are committed to supporting this wherever we can.”

The Renfrewshire Council Plan also has a number of relevant priorities as part of the ‘Building strong, safe and resilient communities’ outcome. These include:

- Strengthening existing community networks and empowering local people to become more involved in their area and the services delivered there.
- Working with communities to support the regeneration of some of our most disadvantaged areas.
- Ensuring all towns and villages in Renfrewshire are better connected and able to participate in social, cultural or economic activities across the Renfrewshire area.

4. **Legal-** The establishment of this fund supports the delivery of a number of the Council’s obligations as part of the Community Empowerment Act 2015.

5. **Property/Assets** - The development of this fund will support Asset Transfer, and support the Council to meet its obligations as part of the Community Empowerment Act.
6. **Information Technology** – None
7. **Equality & Human Rights** - It is anticipated that the fund will have a positive impact on equality and human rights, and applications for the fund will be assessed to ensure they take relevant equalities implications into account.
8. **Health & Safety** – None
9. **Procurement** – None
10. **Risk** – None
11. **Privacy Impact** – None
12. **Cosla Policy Position** – None

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### List of Background Papers

- (a) Background Paper 1 – None

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**Author:** Annabelle Armstrong-Walter, Strategic Partnerships and Inequalities Manager, 0141 618 5968

Organisation	Amount Requested	Purpose	Recommendation	Additional Info and/or Areas of Concern
Inchinnan Development Trust	<b>£7,720</b>	<p>Inchinnan Development Trust are planning to take up a 50-year lease of India Tyres Playing Fields - allowing them to begin work on a 3-5 year development plan to preserve, enhance and upgrade the site in line with the needs/wants of the community and their environmental ambitions.</p> <p>As part of the CAT long lease option the process requires solicitors to negotiate and agree the lease. The Trust also requires their solicitors to negotiate and draw up a letter of agreement with St. Mirren Youth FC who are currently using the playing fields for football training and home fixtures.</p> <p>As part of their development costs the Trust requires a full design brief for the site, which includes guidance on required planning permissions.</p>	£7,720	The Panel felt that funding would allow Inchinnan Development Trust to progress their plans for a Community Asset Transfer long lease, building on a previous small award from the Community Empowerment Fund for support with their business planning.
Lochwinnoch Community Development Trust	<b>Development Funding</b> <b>£9,200</b>  <b>Capital Funding</b> <b>£30,500.00</b>	Lochhead Gardens is a valuable, multipurpose community space for socialising, workshops, training, demonstrations and events, benefitting community wellbeing and social inclusion. The area will offer functional premises to their partners Lochwinnoch Community Larder, tackling food insecurity, reducing food miles, waste and	£9,200	The Panel felt that partial funding should be awarded to allow Lochwinnoch Community Development Trust to carry out the necessary soil testing for the site in the first instance.

		<p>production and carbon emissions. It will host community markets for food/crafts generating income for the Trust to invest back into other projects and site maintenance. The project seeks to develop areas for vegetable/ seed crops and include build on-site facilities for community use, and for our partnering social enterprise, including a vital community service of outdoor childcare.</p> <p>The group have applied for £9,200 revenue funding to support with soil testing for underlying soil which may possibly have contamination from heavy metal soils from historic industry on site.</p> <p>The group have further applied for £30,500 capital funding for new build of storage space, workshop, toilet and water services, alongside market stalls.</p>		<p>Officers will continue to work closely with the group throughout this process, and in the case of a satisfactory outcome of the soil testing then a further application for capital costs can be considered.</p>
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**To:** Communities and Housing Policy Board

**On:** 25<sup>th</sup> October 2022

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

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**Heading:** Renfrewshire Strategic Housing Investment Plan 2023–2028

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## 1. Summary

- 1.1 Following a period of consultation, the Renfrewshire Strategic Housing Investment Plan 2023 to 2028 has been finalised for submission to the Scottish Government. It sets out how investment in an ambitious affordable housing programme will be targeted to deliver the objectives of the Renfrewshire Local Housing Strategy.
  - 1.2 The Strategic Housing Investment Plan 2023 to 2028 can be found on the Council's webpages at [Strategic Housing Investment Plan](#).
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## 2. Recommendations

- 2.1 It is recommended that the Policy Board:
    - (i) Approves the Renfrewshire Strategic Housing Investment Plan 2023 to 2028 for submission to the Scottish Government.
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## 3. Background

- 3.1 Scottish Local authorities are required to prepare an annual Strategic Housing Investment Plan and submit this to the Scottish Government. The Strategic Housing Investment Plan sets out how government funding for affordable housing will be targeted to achieve the objectives set out in Renfrewshire's Local Housing Strategy.
- 3.2 Through the Affordable Housing Supply Programme, the Scottish Government allocates grant funding (known as Resource Planning Assumptions) to local authority areas.

3.3 The Scottish Government has confirmed the level of funding allocated to Renfrewshire to support the delivery of affordable homes for the period to 2026, as set out below:

- £17.189M in 2022/23;
- £17.140M in 2023/24;
- £17.200M in 2024/25; and
- £17.485M in 2025/26.

3.4 Resource Planning Assumptions support the delivery of new affordable homes across Renfrewshire by providing grant support at benchmark rates. Scottish Government benchmark grant rates are £71,500 for new Council homes and £78,000 for new social rented homes delivered by housing association partners.

3.5 In addition to the grant benchmark rates, additional grant funding is also available where affordable housing developers meet Scottish Government criteria in relation to specific quality and design features, including: zero emissions; the installation of automatic fire suppression systems; electric vehicle charging points; space for home working; and digital connectivity.

#### **4. The Strategic Housing Investment Plan 2023 – 2028**

4.1 The draft Strategic Housing Investment Plan 2023 to 2028 was approved for consultation by the Communities and Housing Policy Board on 16 August 2022.

4.2 A 4-week consultation period followed which involved all housing associations operating in Renfrewshire, local stakeholder groups such as Community Councils and tenants and residents' associations, community planning partners, other stakeholder groups and Renfrewshire's residents.

4.3 Five representations were received during the consultation period, including responses from a Renfrewshire resident, two Scottish Government Key Agencies, Renfrewshire's Health and Social Care Partnership and Bishopton Community Council, which have been taken into account in finalising the Strategic Housing Investment Plan 2023 to 2028. Each individual / body making the representation has received a response from the Council commenting on matters which directly influence the Strategic Housing Investment Plan along with matters related to areas out with the influence of the Strategic Housing Investment Plan.

4.4 The Strategic Housing Investment Plan 2023 to 2028 details how the Council and partners will deliver the ambitious programme of new affordable homes across Renfrewshire. It also contains funding provision for newbuild Council housing in the Renfrewshire Housing Regeneration Programme.

- 4.5 The plan also includes funding to purchase appropriate properties for social rent on the open market where this would help to meet identified housing needs or enable social landlords to undertake pro-active management and maintenance of housing stock.
- 4.6 The Council continues to work closely with the Scottish Government, Housing Associations and other developing partners to manage and deliver the development programme and facilitate delivery of the affordable housing programme for Renfrewshire.
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### Implications of the Report

1. **Financial** – Provision has been made within the HRA Budget in relation to the projects where the Council is the developing organisation.
  2. **HR & Organisational Development** – None.
  3. **Community/Council Planning** – Building strong, safe and resilient communities - Increasing the supply of affordable housing and regenerating communities.
  4. **Legal** – Conveyancing work associated with land transfers and disposals.
  5. **Property/Assets** – Transfer of General Services land to the Housing Revenue Account for affordable housing and disposal of Council-owned land to housing associations for affordable housing.
  6. **Information Technology** – None.
  7. **Equality & Human Rights**
    - a. The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
  8. **Health & Safety** – None.
  9. **Procurement** – None.
  10. **Risk** – Risks will be identified and managed for individual projects.
  11. **Privacy Impact** – None.
  12. **COSLA Policy Position** – None.
  13. **Climate Risk** – The Strategic Housing Investment Plan aims to deliver high quality, energy efficient homes in sustainable locations across Renfrewshire.
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### Appendix 1: Strategic Housing Investment Plan 2023-2028

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# Renfrewshire Strategic Housing Investment Plan 2023 to 2028

# RENFREWSHIRE STRATEGIC HOUSING INVESTMENT PLAN 2023 TO 2028

## **Renfrewshire's Strategic Housing Investment Plan**

Renfrewshire's Strategic Housing Investment Plan 2023 to 2028 sets out how investment in affordable housing will be targeted to meet the Strategic Priorities of Renfrewshire's new Local Housing Strategy and support the delivery of the right homes in the right places.

The Scottish Government's Affordable Housing Supply Programme sets out a framework to deliver local housing projects and priorities to assist in the provision of safe, energy efficient homes that meet people's needs and contribute to the creation of sustainable thriving communities.

The Scottish Government allocate grant funding to Councils through the Affordable Housing Supply Programme to facilitate the delivery of projects within the Strategic Housing Investment Plan.

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

## **Preparation and Consultation - Renfrewshire Strategic Housing Investment Plan 2023 to 2028**

A draft Strategic Housing Investment Plan covering the period 2023 to 2028 was prepared for consultation following initial discussions

with Registered Social Landlords operating in Renfrewshire and the Scottish Government with a public consultation running between the 22<sup>nd</sup> August 2022 to 23<sup>rd</sup> September 2022.

A draft Strategic Housing Investment Plan was published on the Council's website and was also promoted on social media. A copy of the draft Strategic Housing Investment Plan was also sent to local Tenants and Residents Associations, Community Councils and other key partners, stakeholders, community groups and third sector organisations.

The comments and feedback received as part of the consultation process were then used to shape the finalised Strategic Housing Investment Plan for the period 2023 to 2028.

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

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

## **The Scottish Government's Housing Programme**

The Scottish Government published their 'Housing to 2040 Strategy' in March 2021 which set out their approach to increasing the supply of homes across all tenures.

# RENFREWSHIRE STRATEGIC HOUSING INVESTMENT PLAN 2023 TO 2028

In terms of affordable housing, the 'Housing to 2040 Strategy' included a target to provide 110,000 affordable homes over the 10-year period to 2032 with at least 70% of these homes to be developed for social rent.

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

Continued financial support in terms of future funding commitments from the Scottish Government will also be essential to support the delivery of Renfrewshire's contribution to national affordable housing delivery targets.

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

In addition to the 'Housing to 2040 Strategy', this Strategic Housing Investment Plan takes cognisance of the Scottish Government's Housing and Planning Delivery Framework (HPDF) which promotes more efficient collaboration between Housing and Planning Services in relation to the Local Housing Strategy, Housing Need and Demand Assessment and Scottish Planning Policy.

Renfrewshire's Strategic Housing Investment Plan, the Local Housing Strategy and the Local Development Plan all aim to

support the implementation of the Housing and Planning Delivery Framework which aims to increase the supply of housing; make the housing system more responsive to demand; improve long term housing affordability and reduce volatility in the housing market.

## **Resources for Housing Delivery**

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

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

For the four year period 2022/23 to 2025/26, the following minimum levels of grant funding have been confirmed by the Scottish Government:

- **£17.189M** in grant support for the financial year 2022/23;
- **£17.140M** in grant support for the financial year 2023/24;
- **£17.200M** in grant support for the financial year 2024/25; and
- **£17.485M** in grant support for the financial year 2025/26.

# RENFREWSHIRE STRATEGIC HOUSING INVESTMENT PLAN 2023 TO 2028

## **Revised Scottish Government Grant Benchmarks and New Affordable Housing Design Features**

Resource Planning Assumptions support the delivery of new affordable homes across Renfrewshire by providing grant support at flexible benchmark rates for each affordable home developed.

In late 2021, the Scottish Government increased benchmark grant rates following discussions with COSLA, local authorities and housing associations with new flexible benchmark rates now set at £71,500 for new Council homes and £78,000 for new social rented homes delivered by housing association partners.

Over and above the increased flexible grant benchmark rates, additional grant funding is available from existing Resource Planning Assumptions to affordable housing developers who meet Scottish Government criteria in relation to specific quality and design features, including:

- The delivery of homes to Silver Level of the 2019 Building Regulations in respect of Energy for Space Heating;
- The provision of balconies within flatted developments where the provision of private or communal outdoor space is not possible;

- The provision of space for home working or study where it is not possible to incorporate such space within the design of the homes under current space standards;
- By ensuring that all new social rented homes are digitally enabled with tenants able to arrange for an internet connection without the internet service provider having to provide additional cabling to the premises;
- The installation of ducting infrastructure for electric vehicle charge point connectors;
- The installation of automatic fire suppression systems; and
- Installation of heating systems which produce zero direct emissions at the point of use.

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

# RENFREWSHIRE STRATEGIC HOUSING INVESTMENT PLAN 2023 TO 2028

## **Affordable Homes for Renfrewshire**

The Council are working with local authorities across the Glasgow City Region to prepare a Housing Need and Demand Assessment (HNDA 3). This assessment will identify the amount of new affordable homes that need to be delivered across Renfrewshire.

An additional comprehensive 10-year affordable housing assessment of the Renfrewshire area has also been commissioned to support the delivery of the Strategic Priorities contained within the new Local Housing Strategy.

This detailed research will complement the wider HNDA 3 by identifying housing need at a Renfrewshire sub-area level across Renfrewshire's towns and villages. This comprehensive evidence base will also inform the application of the new Affordable Housing Policy in Renfrewshire.

The amount of new affordable homes that require to be delivered will be set-out in the new Renfrewshire Local Housing Strategy.

There continues to be need and demand for different types of affordable housing across Renfrewshire, the projects included in this Strategic Housing Investment Plan reflect these needs.

The delivery of affordable housing will be further strengthened over the next five years working with private sector partners to ensure

effective delivery of mixed tenure developments throughout Renfrewshire as part of the new Affordable Housing Policy.



**Auchengreoch Road, Johnstone (Renfrewshire Council)**



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

# RENFREWSHIRE STRATEGIC HOUSING INVESTMENT PLAN 2023 TO 2028

## Renfrewshire new Local Housing Strategy

A new draft Local Housing Strategy which covers the period 2022 to 2027 has now been developed with a 12 week public consultation now complete.

All feedback is being reviewed with a finalised Local Housing Strategy to be submitted to a future meeting of the Communities and Housing Policy Board.

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

The new draft Local Housing Strategy has been a collaborative process with local communities, the third sector, key stakeholders and partners all contributing to the development of the new draft Local Housing Strategy. The new draft Local Housing Strategy includes 5 strategic priorities as shown opposite.

## New draft Local Housing Strategy Strategic Priorities

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

# RENFREWSHIRE STRATEGIC HOUSING INVESTMENT PLAN 2023 TO 2028

## Meeting Renfrewshire's Housing Need

New build affordable housing must reflect local demographics with both private sector and affordable housing developers delivering flexible homes across a range of property types and sizes with a proportion of all new homes to be developed as accessible, including some wheelchair standard housing.

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

- In 2021, 179,940 people lived in Renfrewshire according to the latest official population and household statistics from National Records of Scotland. Renfrewshire's population was spread across 87,910 different households with an average household size of just over two people.
- By 2028, the number of households in Renfrewshire is expected to increase to around 90,600 through a combination of small projected increases in the population combined with an increasing number of people living alone which places upwards pressure on the overall number of households.

- Renfrewshire's population like Scotland's is ageing with people living longer. In 2021, almost one fifth (19.6%) of Renfrewshire's population was 65 years of age or older.

## Renfrewshire Affordable Housing Investment Priorities

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

Together with our partners, Renfrewshire Council acknowledge the important contribution good quality affordable housing makes to people's lives with good quality housing having a positive impact on health, general wellbeing, educational attainment and the reduction of child poverty.

Good quality affordable homes also contributes to enhancing Renfrewshire's towns and villages by encouraging a sense of place and community with place making principles employed when taking projects forward to foster housing's role in creating successful and sustainable places.

This Strategic Housing Investment Plan supports the provision of a range and choice of affordable housing of the right type and size to meet the needs of different groups throughout Renfrewshire.

## RENFREWSHIRE STRATEGIC HOUSING INVESTMENT PLAN 2023 TO 2028

This will be achieved through new build affordable housing development and through the purchase of appropriate homes on the open market where this is the most appropriate option in line with the priorities of the Local Housing Strategy.

This Strategic Housing Investment Plan includes a range of projects that will meet the needs of individuals, families and those who require accommodation to meet a particular housing need such as housing for older people and housing to meet the needs of those with physical disabilities.

This Strategic Housing Investment Plan identifies projects for both general and particular needs with particular needs provision included as standalone purpose-built accommodation as well as within mainstream general needs developments.

This provision alongside appropriate support will assist people to live independently and successfully for as long as possible in their own homes and communities.

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

In recent years, affordable homes have been delivered through the Strategic Housing Investment Plan process across a range of affordable tenures, this approach will continue to support the delivery of a range of affordable housing options.

The Strategic Housing Investment Plan also supports the delivery of affordable homes on larger private sector sites by making appropriate use of Renfrewshire's Affordable Housing Policy to support delivery of affordable housing in areas of pressure and to promote the creation of mixed tenure communities.

As well as new build affordable housing, this Strategic Housing Investment Plan places a strong emphasis on making best use of existing stock where possible and taking any necessary action to address issues in terms of housing quality and sustainability.

This includes progressing Council plans for targeted regeneration activity with new build Council development and/or significant investment and improvements to existing homes.

# RENFREWSHIRE STRATEGIC HOUSING INVESTMENT PLAN 2023 TO 2028

## **The Strategic Housing Investment Plan will support the delivery of the new Local Housing Strategy by:**

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

## **Addressing the Climate Crisis in Renfrewshire**

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

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

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

## **Climate Change Adaptations**

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

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

# RENFREWSHIRE STRATEGIC HOUSING INVESTMENT PLAN 2023 TO 2028

## Renfrewshire Council New Build Programme

This Strategic Housing Investment Plan rolls forward the Council's own ambitious new build programme and follows the completion of new build Council homes at both Dargavel Village, Bishopton and at Johnstone Castle in Johnstone in recent years.

Other new build Council housing projects are currently progressing well with completion of new Council homes anticipated at Auchengreoch Road in Johnstone in Autumn 2022 and at Ferguslie Park, Paisley in late Summer 2023.

The Council's Regeneration and Renewal Programme will also deliver new Council homes as part of a £100 million pound investment package over the next 10 years.



Ferguslie Park, Paisley (Renfrewshire Council)

## Renfrewshire Council Regeneration and Renewal Programme

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

The Council's £100 million investment programme is intended to significantly improve the Council's existing housing stock through enhanced investment in homes, including works to the external fabric of properties as well as environmental improvements.

This significant investment will also support the delivery of new build Council homes where enhancement and improvement of existing stock has been determined not to be viable following consultation with local communities.

Phase 1 of the Council's regeneration programme identified 8 initial areas to participate in a first phase of regeneration activity with each of these areas identified based on having a combination of one or more of the following factors - low demand, high void rates, high turnover, estate management issues, high current repair costs and high future investment requirements with these areas often also forming part of the most deprived areas of Renfrewshire according to the Scottish Index of Multiple Deprivation 2020.

# RENFREWSHIRE STRATEGIC HOUSING INVESTMENT PLAN 2023 TO 2028

For each of the eight areas, a range of regeneration and renewal proposals were developed and consulted upon. In some areas, these proposals included selective demolition with plans now being developed for newbuild housing on any resulting cleared site or where redevelopment is not possible, on alternative sites nearby.

Grant support from the Strategic Housing Investment Plan will be required to support the delivery of new Council homes in 4 regeneration areas where existing stock is being demolished as part of phase 1 of the regeneration programme. These areas are:

- Howwood Road Area, Johnstone;
- Thrushcraigs Area, Paisley;
- Broomlands Area, Paisley; and
- Springbank Area, Paisley.

Other areas identified for improvements to existing stock include:

- Auchentorlie Quadrant/Seedhill Road, Paisley;
- Howard Street, Paisley;
- Moorpark, Renfrew and;
- Waverly Road, Paisley

It is the Council's ambition that this housing led regeneration becomes a catalyst for wider regeneration and a means to address inequalities including health inequalities, recognising that good quality housing can be a contributor to positive health outcomes.

## Delivering New Affordable Homes in Renfrewshire

As shown in **Appendix 3**, plans are in place to deliver significant levels of new affordable homes throughout Renfrewshire.

Regeneration activity remains a key focus with this Strategic Housing Investment Plan reflecting the strategic importance of regeneration activity across Renfrewshire.

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

Detailed information with regards to ongoing and proposed affordable new build developments can be found in **Appendix 1**.



Millarston, Paisley (Link Group)

# RENFREWSHIRE STRATEGIC HOUSING INVESTMENT PLAN 2023 TO 2028

## Particular Housing Needs

The new draft Local Housing Strategy highlights the need for housing that meets the particular housing needs of a range of client groups with a particular focus on homelessness prevention (*Strategic Priority 4*) and enabling people to live independently for as long as possible in their own home with their different housing needs being met (*Strategic Priority 5*).

This Strategic Housing Investment Plan carries forward a number of projects to address identified particular needs with projects having been refined since the last Strategic Housing Investment Plan.

- **16+** Amenity standard homes at Abbey Quarter Phase 4, Paisley which will sit alongside general needs housing;
- Amenity standard housing at Station Road, Paisley with around **45** amenity standard homes being developed for social rent;
- Older Persons housing reprovisioning, Erskine with around **24** new older persons homes being developed to replace existing provision.

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

## Wheelchair Accessible Housing

Renfrewshire Council and its Housing Association partners aim to deliver a range of property types and sizes to meet people's different housing needs, this includes the development of homes that meet wheelchair accessible standards.

Moving forward, all new build developments proposals will be required to design homes that are able to meet occupants changing needs over time and the needs of an ageing population by providing accessible and adaptable homes.

In line with Scottish Government guidance, targets for the inclusion of wheelchair accessible homes as part of all tenure new build developments have been identified as part of the development of the new draft Local Housing Strategy 2022-2027.

The new draft Local Housing Strategy proposes that:

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

# RENFREWSHIRE STRATEGIC HOUSING INVESTMENT PLAN 2023 TO 2028

## **Rapid Rehousing Transition Plans**

Renfrewshire Council and partners worked together to prepare a Rapid Rehousing Transition Plan (RRTP) covering the 5 year period to 2024.

The Rapid Rehousing Transition Plan details how those who are homeless will be provided with settled accommodation more quickly; spend reduced time in temporary accommodation and have more access to up-scaled support.

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

## **Gypsy/Travellers**

The Renfrewshire Local Development Plan includes a policy which supports the identification of new privately-owned transit or permanent sites.

Should a requirement for accommodation/sites be identified to meet the needs of Gypsy/Travellers, future updates of the Strategic Housing Investment Plan will include details.

## **Child Poverty (Scotland) Act 2017**

This Strategic Housing Investment Plan recognises the fundamental role housing has in tackling child poverty.

This Plan aims to support the delivery of a range of property types and sizes that meet the needs of families of all sizes through the creation of high quality energy efficient homes in sustainable communities that support health, wellbeing and attainment.

## **Ukrainian Resettlement / Asylum Dispersal Programme**

Renfrewshire Council are working with the UK and Scottish Governments and COSLA to determine what Renfrewshire can provide in terms of matching refugee arrivals from the Ukraine as well as those arriving within the context of the Asylum Dispersal Programme to properties in Renfrewshire that are available from either the Council's or housing association partners supply.

At present, the number of homes required to support Renfrewshire's contribution towards these national resettlement schemes is unclear. However, this additional housing need may in part be met through strategic acquisitions of private housing with grant provided in line with the proposed support levels for other strategic acquisitions on the open market.

# RENFREWSHIRE STRATEGIC HOUSING INVESTMENT PLAN 2023 TO 2028

## **Acquisition of Private Housing (Rental Off the Shelf)**

As part of this Strategic Housing Investment Plan, provision is made for a proportion of available resources to be used to assist social housing providers - both the Council and housing association partners - to purchase appropriate properties for social rent on the open market where this would help to meet identified housing needs or enable social landlords to undertake pro-active management and maintenance of housing stock.

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

Available resources will continue to be prioritised to support the delivery of new build affordable housing with open market acquisitions supported where there is slippage in the programme in any given year and funding may therefore be available.

Where funding is available, grant support may be made available to the Council and housing association partners to support these strategic acquisitions of up to £40,000 per property to support strategic acquisitions.

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

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

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

# RENFREWSHIRE STRATEGIC HOUSING INVESTMENT PLAN 2023 TO 2028

## Council Tax on Empty and Second Homes

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

Over the last 3 years, the Council's Empty Homes Officer has successfully helped to bring 63 long term empty homes back into the effective housing supply (*2018/19: 14 homes, 2019/20: 26 homes and 2020/21: 23 homes*).

## Programme Management and Project Prioritisation - Core and Shadow Programme

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

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

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

proceed earlier. This may mean that project timescales are subject to change.

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

The inclusion of a 'core' and 'shadow' programme allows for more effective management of available resources whilst allowing an element of flexibility that assists in addressing slippage on projects due to draw down grant support in any given year.

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

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

# RENFREWSHIRE STRATEGIC HOUSING INVESTMENT PLAN 2023 TO 2028

## Delivery

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

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

## Housing Infrastructure Fund

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

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

## Monitoring Progress

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

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

Throughout the duration of this Strategic Housing Investment Plan, progress will continue to be monitored to support project delivery.



Glenburn, Paisley (Sanctuary Scotland/Paisley Housing Association)

# RENFREWSHIRE STRATEGIC HOUSING INVESTMENT PLAN 2023 TO 2028

## Strategic Housing Investment Plan Appendices and Priorities

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

**Appendix 2** shows recent affordable housing completions.

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

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

## Equalities

This Strategic Housing Investment Plan includes housing provision for a range of different needs groups with provision included for older people and those with physical disabilities with a range of development sites supporting the provision of both clustered accommodation which is being developed to meet an identified need as well as mixed developments that support inclusive and independent living with blended general and particular needs accommodation.

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

In line with The Equality Act 2010 and the associated protected characteristics, an Equality and Human Rights Impact Assessment has been prepared alongside the preparation of the Strategic Housing Investment Plan 2023 to 2028.

The aim of this assessment was to identify the likely or actual effects of this Strategic Housing Investment Plan 2023 to 2028 on people.

This includes identifying where there will be a positive impact and further opportunities to further promote equality. Where there are any potential negative impacts identified, we have identified actions required to eliminate or mitigate these negative impacts.

## Appendix 1: Renfrewshire Affordable Housing Project Updates

### 1A: Projects completed in 2022/23 or currently on site and expected to complete in full during 2022/23

Development	Units	Status	Comment
Glenburn, Paisley	131	Completed Summer 2022	This development of <b>109</b> new homes for social rent and <b>22</b> new home for shared equity low cost home ownership add to the mix of affordable homes in this area. Completed Summer 2022.
Millarston, Paisley	99	Completed July 2022	This development of <b>99</b> new homes for social rent adds to the mix of affordable homes in this area. Completed in July 2022.
Auchengreoch Road, Johnstone	39	On site, due to complete in October 2022	This development of <b>39</b> new Council homes adds to the affordable housing supply in South-West Johnstone. Completion expected October 2022.
Bishopton Phase II, North Renfrewshire	58	On site, due to complete in October 2022	This second phase of development within Bishopton Community Growth Area (CGA) (Dargavel Village) will provide <b>58</b> social rented homes by Loretto Housing Association. Completion expected October 2022.
Albert Road, Renfrew	42	On site, due to complete in February 2023	This social rented development of <b>42</b> homes by Williamsburgh Housing Association will add to the affordable housing supply in Renfrew. Completion expected early 2023.

**1B: Projects currently on site or due to start on site in 2022/23 (includes phased completions in 2022/23 and beyond)**

Development	Units	Status	Comment
Ferguslie Park, Paisley	101	On site, due to complete August 2023	This development of <b>101</b> new homes being developed by the Council will assist in the regeneration of the Ferguslie Park area. Completion is expected in phases between January and August 2023.
Abbey Quarter Phase IV, Paisley Town Centre	81	On site, Due to complete August 2023	Link Group are on site delivering <b>81</b> new affordable homes. This fourth phase of development will complete the redevelopment of the former Arnott's site which is a key strategic location in Paisley Town Centre. This development will complete in phases during 2022/23 and 2023/24.
Napier Street, Linwood	51	On site, Due to complete August 2023	This social rented development of around <b>51</b> homes by Sanctuary Scotland Housing Association will add to the affordable housing supply in Linwood.
Woodend House, Houston, West Renfrewshire	14	Due to start on site November 2022	Link Group are providing <b>14</b> new homes for social rent within a larger private sector development in Houston, West Renfrewshire. These affordable homes will add to the supply of affordable homes in West Renfrewshire. The overall development will complete in phases during 2022/23 and 2023/24.
Orchard Street, Paisley	50	Due to start on site in early 2023	Plans are progressing for a Comprehensive Tenement Improvement (CTI) project at Orchard Street/Causeyside Street, Paisley following 5 blocks of flats being designated as a Housing Renewal Area (HRA) in March 2017. The overall development is expected to complete in 2023/24.
Johnstone Castle Phase II	68	Due to start on site in March 2023	Link Group are progressing plans for a second phase of affordable housing in Johnstone Castle. This development will provide around <b>68</b> new homes for social rent as well as infrastructure and green spaces. This development will complete in phases during 2023/24 and 2024/25.
Bishopton Phase III, North Renfrewshire	62	Due to start on site in March 2023	This third phase of development at Bishopton Community Growth Area (CGA) (Dargavel Village) by Loretto Housing Association will provide <b>62</b> new homes for social rent across 2 sites. The first 44 homes are expected to complete in October 2024 with a further 18 new homes expected to complete in early 2026.

### 1C: Projects expected to start on site in 2023/24 or later or when a projected site start date has still to be confirmed

Development	Units	Status	Comment
Cartha Crescent, Paisley	33	Due to start on site in April 2023	This social rented development of around <b>33</b> homes by Williamsburgh Housing Association will add to the affordable housing supply in central Paisley.
Gibson Crescent, Johnstone	28	Due to start on site in October 2023	This social rented development of around <b>28</b> homes by Williamsburgh Housing Association will add to the affordable housing supply in Johnstone.
Station Road, Paisley	45	Due to start on site in October 2023	This development by Linstone Housing Association will provide amenity housing for older people (around <b>45</b> new homes).
Gallowhill, Paisley	60	Due to start on site in October 2023	This social rented development of around <b>60</b> homes by Renfrewshire Council will add to the affordable housing supply in the Gallowhill area. Site Investigations at this location are currently ongoing.
Carbrook Street, Paisley	20	Due to start on site in January 2024	Renfrewshire Council regeneration area. Following public consultation, plans are being progressed to deliver around <b>20</b> new Council homes in the Carbrook Street Area of Paisley.
Howwood Road, Johnstone (Site 1 of 2)	80	Due to start on site in October 2024	Renfrewshire Council regeneration area. Following public consultation, plans are being progressed to deliver around <b>80</b> new Council homes in this first phase of development in the Howwood Road Area of Johnstone.
Stirling Drive, Linwood	64	Due to start on site in January 2025	This social rented development of around <b>64</b> homes by Linstone Housing Association will add to the affordable housing supply in Linwood.

Springbank, Paisley (Phase I)	65	Due to start on site in April 2026	Renfrewshire Council regeneration area. Following public consultation, plans are being progressed to deliver around <b>65</b> new Council homes in this first phase of development in the Springbank Road Area of Paisley.
Thrushcraigs, Paisley	50	Due to start on site in July 2026	Renfrewshire Council regeneration area. Following public consultation, plans are being progressed to deliver around <b>50</b> new Council homes in the Thrushcraigs Area of Paisley.
Broomlands (West Campbell Street), Paisley	25	Due to start on site in April 2027	Renfrewshire Council regeneration area. Following public consultation, plans are being progressed to deliver around <b>25</b> new Council homes in the Broomlands Area of Paisley.
Howwood Road, Johnstone (Site 2 of 2)	80	Due to start on site in April 2027	Renfrewshire Council regeneration area. Following public consultation, plans are being progressed to deliver around <b>80</b> new Council homes in this second phase of development in the Howwood Road Area of Johnstone.
Springbank, Paisley (Phase II)	35	Due to start on site in September 2029	Renfrewshire Council regeneration area. Following public consultation, plans are being progressed to deliver around <b>35</b> new Council homes in this second phase of development in the Springbank Road Area of Paisley.
Paisley West End, Sutherland Street	22	<i>Site start date tbc</i>	Sanctuary Scotland are progressing plans for the redevelopment of this site as part of the regeneration of Paisley's West End with <b>22</b> new homes developed for social rent.
Paisley West End, Underwood Lane	13	<i>Site start date tbc</i>	Sanctuary Scotland are progressing plans for the redevelopment of the former University of the West of Scotland student accommodation site as part of the Paisley West End Regeneration Masterplan. It is anticipated that <b>13</b> new affordable homes will be developed.
Paisley West End, Phase II	111	<i>Site start date tbc</i>	Sanctuary will progress the later phases of the Regeneration Masterplan to deliver around <b>111</b> new homes at Well Street and Clavering Street East as part of the Paisley West End Regeneration Masterplan.
Ryefield, Johnstone	36	<i>Site start date tbc</i>	This social rented development of approximately <b>36</b> homes by Linstone Housing Association will add to the affordable housing supply of houses in the Johnstone area.

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

## Completions between 2017 and 2022 & estimated completions 2022/23

## Appendix 2

<b>2017/2018</b>				
Sanctuary	Andrew Avenue Phase I	Renfrew	77	<b>77</b>
<b>2018/2019</b>				
Sanctuary	Inchinnian Road (Western Park)	Renfrew	67	
Sanctuary	Andrew Avenue Phase II	Renfrew	60	<b>127</b>
<b>2019/2020</b>				
Sanctuary	Paisley West End (Phase I (Co-op))	Paisley & Linwood	39	
Sanctuary	Love Street	Paisley & Linwood	132	
Link	New Sneddon Street	Paisley & Linwood	24	<b>195</b>
<b>2020/21</b>				
Link	Smithhills Street	Paisley & Linwood	26	
Renfrewshire Council	Bishopton Phase I	North Renfrewshire	80	
Williamsburgh HA	Milliken Road, Kilbarchan	West Renfrewshire	18	<b>124</b>
<b>2021/22</b>				
Renfrewshire Council	Johnstone Castle	Johnstone & Elderslie	95	
Link Group	Amochrie Road, Foxbar	Paisley & Linwood	36	
Link Group	Thrushcraigs Phase II (St Ninians)	Paisley & Linwood	23	
Paisley HA	Westerfield House	Paisley & Linwood	16	<b>170</b>
				<b>693</b>

<b>2022/2023 - Estimated Completions</b>				
Sanctuary/Paisley HA	Glenburn	Paisley & Linwood	131	
Link Group	Millarston	Paisley & Linwood	99	
Renfrewshire Council	Auchengreoch Road	Johnstone & Elderslie	39	
Loretto	Bishopton Phase II	North Renfrewshire	58	
Williamsburgh HA	Albert Road	Renfrew	42	
Renfrewshire Council	Ferguslie Park (Phase 1 of 2)	Paisley & Linwood	32	
				<b>401</b>

### Appendix 3 - Core & Shadow Programme

#### Core Programme

Projects in the Affordable Housing Supply Programme	Number of Affordable Units	£ Million			
		Total Grant Requirement (£M)	Estimated Total Spend by End March 2023	Estimated Grant Requirement (Yrs 1-3) 2023/24-2025/26	Estimated Grant Requirement (Yrs 4-5) 2026/27-2027/28
Auchengreoch Road, Johnstone	39	£2.302	£2.302	£0.000	£0.000
Bishopton Phase II, North Renfrewshire	58	£1.057	£1.057	£0.000	£0.000
Ferguslie Park, Paisley	101	£6.112	£6.112	£0.000	£0.000
Albert Road, Renfrew	42	£3.317	£3.317	£0.000	£0.000
Napier Street, Linwood	51	£4.280	£4.280	£0.000	£0.000
Woodend House, Houston, West Renfrewshire	14	£1.318	£1.318	£0.000	£0.000
Abbey Quarter Phase IV, Paisley	81	£7.893	£7.893	£0.000	£0.000
Orchard St/Causeyside Street (HRA), Paisley	50	£5.241	£3.259	£1.982	£0.000
Johnstone Castle Phase II, Johnstone	68	£11.802	£1.350	£10.452	£0.000
Bishopton Phase III, North Renfrewshire	62	£4.836	£0.500	£4.336	£0.000
Gibson Crescent/North Road, Johnstone	28	£2.381	£0.000	£2.381	£0.000
Cartha Crescent, Paisley	33	£2.806	£0.000	£2.806	£0.000
Station Road, Paisley	45	£4.590	£0.508	£4.082	£0.000
Gallowhill, Paisley	60	£4.290	£0.044	£4.246	£0.000
Sutherland Street/UWS site, West End, Paisley	35	£4.155	£1.838	£2.317	£0.000
Ryefield, Johnstone	36	£3.664	£0.150	£1.171	£2.343
East Lane, Paisley	48	£3.744	£0.000	£3.744	£0.000
Older Person's Housing Reprovisioning, Erskine	24	£1.872	£0.150	£1.722	£0.000
West End Balance, Paisley	111	£7.994	£1.645	£3.600	£2.749
Private Sector Acquisitions that meet identified Housing Need	70	£2.400	£0.600	£1.100	£0.700
LDP Affordable Housing Policy Future Reqs	tbc	tbc	£0.000	tbc	tbc
	<b>1056</b>	<b>£86.054</b>	<b>£36.323</b>	<b>£43.939</b>	<b>£5.792</b>

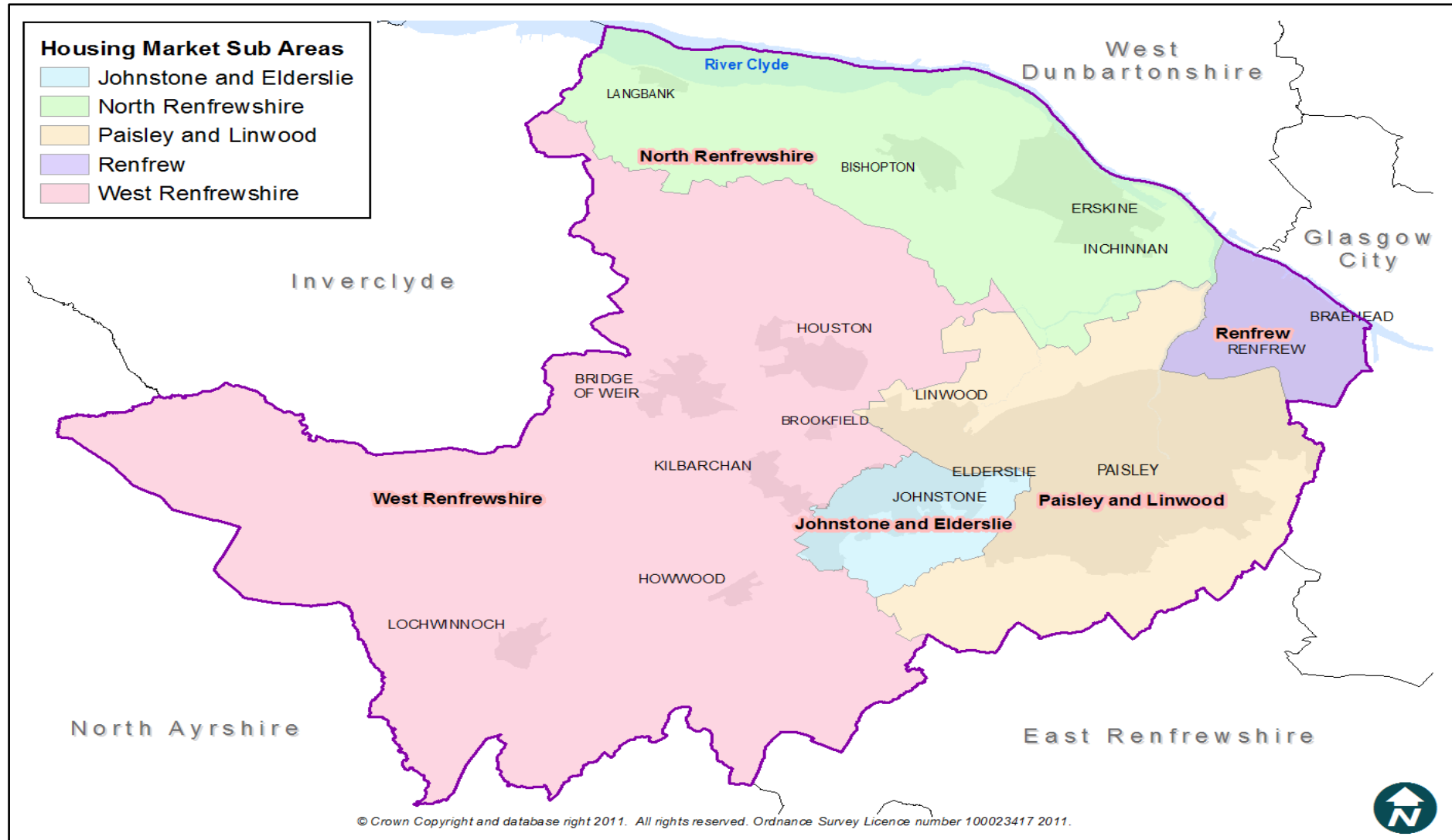
#### Shadow Programme

Projects in the Affordable Housing Supply Programme	Number of Affordable Units	Total Grant Requirement (£M)	Estimated Total Spend by End March 2023	Estimated Grant Requirement (Yrs 1-3) 2023/24-2025/26	Estimated Grant Requirement (Yrs 4-5) 2026/27-2027/28
Stirling Drive, Linwood	64	£6.936	£0.982	£5.954	£0.000
Foxbar Rivers, Paisley (Renfrewshire Council)	40	£2.860	£0.000	£2.860	£0.000
Foxbar Rivers, Paisley (Paisley HA)	40	£3.120	£0.000	£3.120	£0.000
Carbrook Street, Paisley	20	£1.430	£0.268	£1.162	£0.000
Howwood Road, Johnstone (Site 1 of 2)	80	£5.720	£0.328	£3.000	£2.392
Springbank, Paisley (Phase 1 of 2)	65	£4.648	£0.500	£1.150	£2.998
Thrushcraigs, Paisley	50	£3.575	£0.000	£0.575	£3.000
Broomlands (West Campbell Street), Paisley	25	£1.788	£0.000	£0.350	£1.438
Howwood Road, Johnstone (Site 2 of 2)	80	£5.720	£0.300	£0.600	£4.820
Springbank, Paisley (Phase 2 of 2)	35	£2.503	£0.000	£0.350	£2.153
Paisley Town Centre	48	£3.744	£0.000	£1.872	£1.872
Westburn Avenue/Blackstoun Road, Ferguslie Park, Paisley	22	£1.716	£0.220	£1.414	£0.000
Garthland Lane, Paisley	40	£2.860	£0.328	£0.000	£2.532
Bishopton Phase IV & Future Phases	136	£10.608	£0.000	£3.536	£7.072
West Renfrewshire Villages	59	£4.602	£0.000	£2.886	£1.716
	<b>804</b>	<b>£61.830</b>	<b>£2.926</b>	<b>£28.829</b>	<b>£29.993</b>

#### Sub-Areas

1. Paisley & Linwood	All Units	Core + Shadow	Core + Shadow	Core + Shadow	Core + Shadow
2. Renfrew	<b>1860</b>	<b>£147.884</b>	<b>£39.249</b>	<b>£72.768</b>	<b>£35.785</b>
3. Johnstone & Elderslie					
4. North Renfrewshire					
5. West Renfrewshire					

## Appendix 4 Renfrewshire sub-areas






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**To: Communities and Housing Policy Board**

**On: 25 October 2022**

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

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**Heading: Paisley West End – Regeneration Update**

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## **1. Summary**

- 1.1 This report seeks to update the Policy Board on progress being made in the implementation of the regeneration masterplan for Paisley West End which is being led by Sanctuary (Scotland) Housing Association Ltd in partnership with the Council and Scottish Government.
  - 1.2 Approval is also being sought to continue the acquisition process for properties within the masterplan area both on a voluntary basis and through Compulsory Purchase Orders.
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## **2. Recommendations**

- 2.1 It is recommended that the Policy Board:
  - (i) note the positive progress being made in implementing the Regeneration Masterplan for the West End of Paisley in partnership with Sanctuary Housing Ltd;
  - (ii) note the progress being made in acquiring properties within the masterplan area including through Compulsory Purchase Order no 1; and
  - (iii) authorise the use of Compulsory Purchase Order procedures to ensure the acquisition of properties where voluntary acquisition cannot be secured as indicated on the area set out in the appendix.

### **3. Background**

- 3.1 A Regeneration Masterplan for Paisley West End was approved by the Leadership Board of Renfrewshire Council on 12 December 2017 to be implemented in partnership with Sanctuary Housing. This required the acquisition of 129 private properties, noting that they should be demolished to facilitate the delivery of new development within the context of a masterplan.
- 3.2 Sanctuary's development team has been liaising with the local community and those within the wider West End area over the course of the last few years. In this time, Sanctuary and the Council have held a number of community consultation events and issued letters and information newsletters to tenants and owners who may be affected by the development plans for the area.
- 3.3 The Communities, Housing and Planning Policy Board of 18 August 2020 requested that officers continue to work with Sanctuary and its agents to communicate with owners of properties throughout the masterplan area. Contact has been established with the majority of private owners and private tenants but despite the best efforts of Council officers, Sanctuary and its agents, it has not been possible to contact all of the property owners.
- 3.4 Sanctuary's appointed agent has successfully negotiated the acquisition of a number of privately owned residential and commercial property interests throughout the masterplan area and continue to actively negotiate terms with private owners with transactions at various stages of the legal process.
- 3.5 Sanctuary's application for Full Planning Permission for 35 new residential units on two sites on Sutherland Street and on the former student accommodation and sports ground site in Underwood Lane was granted on 21 April 2021. Sanctuary is currently procuring a contract for the erection of the houses and provision is included in Renfrewshire Council's Strategic Housing Investment Plan (SHIP) for grant funding from the Scottish Government to support delivery.
- 3.6 Sanctuary has appointed architects Anderson, Bell + Christie to design the subsequent phases of development for the West End. This design process will consider arrangements for traffic, cleansing and waste services, geotechnical & land Remediation, parking, open space, tenure, archaeology, demolition & conservation. This will be progressed to a detailed design which will be subject to community consultation and stakeholder engagement with a view to submitting an application for full planning permission for the remainder of the masterplan area.

#### **Properties at 1 Underwood Lane and 22 Well Street**

- 3.7 Council officers have acquired on a voluntary basis six of the twelve properties. It has not proved possible so far to acquire the other six on this basis. As such, the Director of Communities and Housing has signed a Compulsory Purchase Order in accordance with the previous approval of the Policy Board and this has been submitted to the Scottish Government.

- 3.8 Letters were issued to all owners affected by the Compulsory Purchase Order and the requisite public notices were published in the Daily Express informing that representations must be submitted to the Scottish Government by 21 October 2022. The Scottish Government have a period of three months to confirm the Order which if approved will allow the remaining properties to be acquired and transferred to Sanctuary for demolition.
- 3.9 Regular external checks of the properties which are in a state of dereliction continue to be undertaken to ensure that public safety is maintained but it is recognised that early demolition of these properties will be a positive step for the local community.

**Properties at: 1–5 Clavering Street East; 2 & 4 Underwood Lane; 2–20, 26, 30–34 and 13–17 Well Street and land behind 2 – 20 Well Street**

- 3.10 There are 132 properties in these seventeen blocks, of which 98 are already owned by the Council or Sanctuary (90 residential and 8 commercial) excluding all of the properties at 24 and 28 Well Street.
- 3.11 Negotiations are ongoing with the private owners at these locations, but some have so far failed to respond to communications from Sanctuary and their agents, who have advised that at least one owner has reached an impasse despite numerous attempts to agree mutually acceptable terms.
- 3.12 The Leadership Board of 12 December 2017 previously approved the approach of utilising Compulsory Purchase Order powers to facilitate delivery of the Regeneration Masterplan if, despite all reasonable attempts to voluntarily acquire properties in the Masterplan area, such voluntary acquisition has not been possible.
- 3.13 The Communities, Housing and Planning Policy Boards of 18 August 2020 and 18 May 2021 respectively authorised the use of Compulsory Purchase Orders at 1 Underwood Lane & 22 Well Street and 26 & 30–34 Well Street.
- 3.14 Authorisation is now sought to progress Compulsory Purchase Order procedures to cover all remaining private properties in the Masterplan area provided that all reasonable attempts to contact owners and agree voluntary acquisition have been made by Sanctuary and its agents.
- 3.15 These Compulsory Purchase Order processes would run in parallel with continued efforts to acquire the properties on a voluntary basis. During this time, if an acquisition were successful, the property would be removed from the list of those subject to the Order.

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## **Implications of the Report**

1. **Financial** – Sanctuary will continue to acquire where voluntary agreement is reached. Costs associated with the acquisition of properties accrued as part of a successful CPO action will be paid by the Council and recharged to Sanctuary as part of the overall agreement approved for the regeneration masterplan for Paisley's West End.

2. **HR & Organisational Development** – none.
3. **Community/Council Planning** –
  - Reshaping our place, our economy and our future – improving neighbourhoods and introducing new social rent and shared equity opportunities to current and future residents.
  - Building strong, safe and resilient communities – increasing resident satisfaction with neighbourhoods and communities.
4. **Legal** – conveyancing and legal advice associated with the CPO and transfer of Council owned properties and land within the masterplan boundary to Sanctuary Scotland in line with the overall agreement approved for the Paisley West End regeneration masterplan.
5. **Property/Assets** – removal of void properties from Council stock as detailed within the Regeneration masterplan.
6. **Information Technology** – none.
7. **Equality & Human Rights** -
  - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – None relevant to Council services.
9. **Procurement** – none.
10. **Risk** – None relevant to Council services
11. **Privacy Impact** – none.
12. **COSLA Policy Position** – none.
13. **Climate Risk** – none.

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## List of Background Papers

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

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

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

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

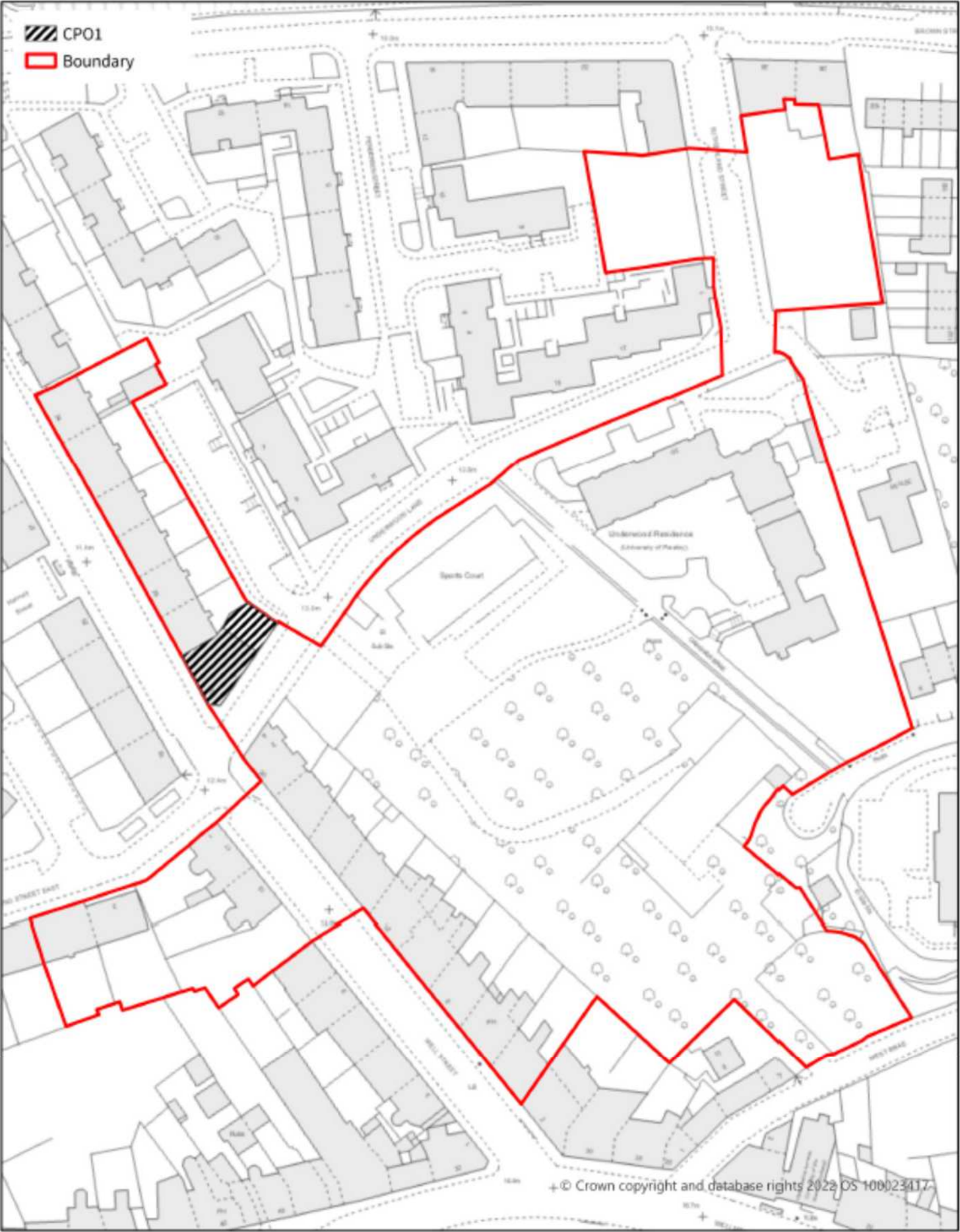
Report to Communities, Housing and Planning Policy Board on 18 August 2020:  
Paisley West End: Regeneration Update

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

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

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Appendix – Paisley West End Masterplan Area





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**To: Communities and Housing Policy Board**

**On: 25 October 2022**

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

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**Heading: Renfrewshire Council Tenant Participation Strategy**

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## **1. Summary**

- 1.1 This report advises the Board of the outcome of the Consultation on the Draft Tenant Participation Strategy presented to Board on 16 August.
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## **2. Recommendations**

- 2.1 It is recommended that the Policy Board:
- (i) Approve the Renfrewshire Council Tenant Participation Strategy 2022 – 2027 as set out in Appendix 1.
  - (ii) Authorises the Director of Communities & Housing to progress the Action Plan set out in the Strategy in partnership with tenants and relevant agencies and to provide an Annual Report to the Policy Board on progress.
- 

## **3. Background**

- 3.1 At its meeting of 16<sup>th</sup> August 2022 the Communities and Housing Policy Board was presented with the Draft Tenant Participation Strategy and authorised the Director of Communities & Housing to undertake consultation and to submit a report in relation to the outcome of the consultation and the proposed final Strategy to the Communities & Housing Policy Board for approval.

- 3.2 Tenant representatives played a central role in developing the strategy and contributed to the content at all stages of the process working closely with staff and the consultants in the project group.
- 3.3 A further digital consultation exercise ran from 12<sup>th</sup> September to 30<sup>th</sup> September asking tenants and all tenants groups if they had any further comments on the new strategy.
- 3.4 Members of the Communities and Housing Policy Board were also provided with opportunities to comment on the Strategy before the Board meeting.

#### **4. Strategy approval**

- 4.1 These additional consultation exercises have concluded and the proposed new strategy is presented to the Policy Board attached at Appendix 1 for approval and will be subject to annual updates to Members for consideration and review.

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### **Implications of the Report**

1. **Financial** – none arising directly from this report.
2. **HR & Organisational Development** – none
3. **Community/Council Planning** –
  - **Our Renfrewshire is thriving** – effective tenant participation gives tenants the opportunity to influence decisions about housing services and gives the Council stronger links with local communities.
4. **Legal** – none
5. **Property/Assets** – none
6. **Information Technology** – to support tenants the new strategy will be aligned to the Council's Digital Strategy.
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** – external consultants will be commissioned in line with the Council's requirements on the procurement of services.
10. **Risk** – none
11. **Privacy Impact** – none
12. **COSLA Policy Position** – N/A
13. **Climate Risk** – N/A

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### **List of Background Papers**

- (a) Report to the Housing and Community Safety Policy Board, 10 August 2010, 'Outcome of Consultation on draft Customer Engagement Strategy'
- (b) Report to the Housing and Community Safety Policy Board, 18 January 2011, 'Consultation with Tenant Groups'
- (c) Report to the Communities, Housing and Planning Policy Board, 27 October 2020, 'Housing Customer Engagement Annual Report 2019/20'
- (d) Report to the Communities, Housing and Planning Policy Board, 17 August 2021, 'Review of Tenant Participation'
- (e) Report to the Communities, Housing and Planning Policy Board, 16 August 2022, 'Review of Tenant Participation'

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**Author:** Ray Walkinshaw, Housing Regeneration and Development Manager,  
ray.walkinshaw@renfrewshire.gov.uk

**Renfrewshire Council**  
**Tenant Participation Strategy 2022-2027**

**Working together to improve services**

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**Our Action Plan**

## Foreword by the Director of Communities and Housing

Renfrewshire Council has a long history of working with tenants and residents to shape the services that we provide. In housing, we have many excellent examples of working with tenants and residents both through formal Registered Tenant Organisations (RTOs), and through other engagement mechanisms such as our Neighbourhood Forums, Quality Circles, and Tenant Scrutiny Panel.

Over the last couple of years, the way we have provided services and engaged with tenants and residents, has had to adapt to take account of restrictions on face-to-face contact brought about by the COVID-19 pandemic. New ways of keeping in touch and engaging have been developed, and this includes much more use of digital technology and new tools – including virtual meetings that have provided us with new, convenient, and innovative ways to connect.

The development of this new Tenant Participation Strategy takes account of the changing context we are working in and the opportunities that we now have to modernise and enhance our approach to customer engagement and which aligns with our Council Digital Strategy.

This five-year strategy will be pivotal in helping the Service engage with tenants and residents in the delivery of our strategic objectives, which include:

- Regeneration and renewal of housing areas
- Building new council housing
- Investing in improving the quality of our housing
- Improving housing services
- Meeting the challenges of climate change
- Help reduce inequality and provide support to those who are most vulnerable

We have developed this strategy following extensive consultation, discussion, and feedback and building on the years of experience we have of working with tenants and residents. We recognise that we must continue to improve how we engage with our stakeholders and to widen our engagement to reach all of our diverse range of customers, and to do this in ways in which suit their needs.

There are many opportunities for people to get involved and influence how our service develops in the coming years, and these are outlined in this strategy.

Meaningful and effective customer engagement is crucial to improving and developing the services we provide, and I would encourage anyone who has an interest in helping us shape and develop our services to do so.

Kind regards,

**Mary Crearie**

Director of Communities and Housing

## Section 1 - Welcome

**Welcome to Renfrewshire Council's Tenant Participation Strategy.** This strategy sets out the range of opportunities available to tenants and residents to get involved and to influence decisions about the housing services we deliver.

We have a long-standing commitment to involving tenants in shaping our housing services and this strategy builds upon the excellent partnership work that has been carried out by tenants and Renfrewshire Council.

“

Involving tenants is at the heart of how Renfrewshire Council plans and delivers its housing services. We benefit hugely from the knowledge and contributions of tenants and residents in the delivery of excellence in our services. Their views are crucial to our work in planning ahead.

**Derek Murray, Housing Services Manager, Renfrewshire Council**

Renfrewshire Council's values were central in developing this strategy, where more than 4,000 voices including our staff, local residents, partners, young people, and community members helped to identify the values that best describe what people can expect of us. These values have been formally adopted by Renfrewshire Council and will guide how we deliver services and make decisions every day.

### Living our values

**We are fair**

We treat each other and everyone we deal with respectfully and work hard to build trust.

**We are helpful**

We care about getting things right and are always approachable.

**We are great collaborators**

We work as one team and with people who care about this place.

**We value learning**

That supports us to innovate, improve, and deliver better services.

### Looking ahead

The work and commitment of tenant and resident volunteers is greatly valued across Renfrewshire. We realise the importance of taking tenants' views into account before we develop and review our services and policies – this helps us to get things right!

In moving forward, we want to increase the number of tenants and residents that get involved to shape our future services. **This strategy sets out how we plan to expand participation opportunities over the next 5 years.**

## Section 2 - Your key messages

In October 2021, the Council commissioned TIS (Tenants Information Service) to carry out a comprehensive review of tenant participation arrangements across Renfrewshire Council, and to develop a new Tenant Participation Strategy for the next five years.

TIS is the leading tenant participation organisation in Scotland, working with tenants and housing organisations to develop effective and innovative tenant participation practice.

A Working Group was established to work with TIS to undertake this review. The group had representation from the Tenant Scrutiny Panel; the Council's Housing Service; and members of local Tenants' and Residents' Associations (TARAs).

“

The independent review highlighted that whilst tenant satisfaction results are high across Renfrewshire Council, the number of tenants who actively engage with the Council is low and this is a critical area to address in the new strategy. Covid lockdown has significantly changed the way we work. The Council has embraced working and communicating online and has seen a demand for online support and resources. A priority in going ahead is to develop more digital opportunities that will support the more traditional face-to-face engagement.

**Ilene Campbell – Chief Executive, TIS**

## You said

A series of tenant and resident focus groups was held during 2021 to consider *“what needs to be in place to encourage more tenants and residents to get involved”*. Here is what the focus groups said:

**There needs to be a wider range of ways for tenants and residents to get involved at a local and Renfrewshire wide level.**

**Digital participation opportunities should be expanded to increase tenant involvement, to support the more traditional face-to-face methods.**

**Tenants need support and training to be able to get involved online.**

**The Council needs to highlight the value and benefits of tenant participation and to share good practice examples.**

**We need to get more groups of people involved to reflect the diverse communities across Renfrewshire, particularly young people.**

<b>Local Tenants' and Residents' Associations (TARAs) need support to sustain and grow their membership.</b>
<b>We need to increase tenant involvement in the regeneration areas so that local communities have more of a say.</b>
<b>The role of the Neighbourhood Forums needs to be reviewed, to ensure local people have more of an input about environmental budgets.</b>
<b>The role of the Renfrewshire wide Council Forum needs to be reviewed.</b>
<b>Tenants' groups would like more opportunities to come together to network and work in partnership.</b>
<b>It would be useful to have more estate inspections and walkabouts, and this will encourage more tenants and service users to get involved.</b>
<b>The Council should ensure that all information provided is accessible, that tenants' and residents' views are considered before a decision is reached.</b>
<b>Tenants require feedback on the outcomes of every consultation exercise.</b>
<b>The grant scheme and budget for local Tenants' and Residents' groups needs to be reviewed to ensure that it is "fit for the future".</b>
<b>A training and support programme for housing officers needs to be in place to ensure a consistent approach to developing tenant participation.</b>
<b>A new Quality Circle should be set up to focus on estate management issues.</b>
<b>Tenants' groups need staff support to apply for grants and funding.</b>

## Section 3 - Legal rights to tenant participation

In Scotland, a legal framework for Tenant Participation was introduced in 2001, with the Housing (Scotland) Act 2001.

### Tenants have the right to:

- Form independent representative associations.
- Access information about housing policies.
- Be consulted on issues that affect them.
- Participate in decisions that affect the services tenants receive and be given adequate time to fully consider proposals.

### Our Council has duties to:

- Produce a Tenant Participation Strategy.
- Make sure that our Tenant Participation Strategy complies with equal opportunities requirements.
- Set up a register of tenant organisations, in line with Scottish Government guidance.
- Consider feedback made by individual tenants or tenants' groups.
- Inform tenants and Registered Tenant Organisations (RTOs) of proposals for housing management, standards of service and the Tenant Participation Strategy.

### Social Housing Charter

In 2010, the first Scottish Social Housing Charter (The Charter) was introduced in the Scottish Parliament. The right to adequate housing is a human right in international law. The Charter supports this right by setting the standards and outcomes that social landlords should achieve for their tenants and other customers by delivering good quality homes and services. The Charter came into effect in 2012 and was last reviewed in 2022.

### The Scottish Housing Regulator (SHR)

The SHR is the independent regulator of Registered Social Landlords (RSLs) and Local Authority housing services in Scotland. The SHR is responsible for monitoring, assessing, and reporting on how well social landlords achieve the Charter's outcomes.

**Annual Return on the Charter (ARC):** The Council is required to provide information each year to report on our performance against the Charter. Following the submission of the ARC report, the SHR then produces an independent report on our performance by the end of August each year. This report is available to the public on the SHR website and can be used to compare performance between landlords and against the national average.

**Annual Performance Report:** The Council is required each year to produce an Annual Performance Report to tenants to communicate the outcome of the SHR assessment and performance information.

**Annual Assurance Statement:** In October each year, we are also required to submit an Annual Assurance Statement to the SHR. The Council needs to confirm to the SHR that it is complying with all regulatory requirements and standards. If it is not meeting these requirements, we must advise

the SHR and say what we are doing to address the issues. Once it has been approved, the Statement is signed and submitted to the SHR and then made available publicly on the Council's website.

More information on SHR responsibilities and landlord annual reports on the Charter can be found at [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)

### **Tenant scrutiny**

Housing organisations have been involving and consulting with their tenants for many years. But the Charter introduced a requirement for landlords to be more proactive in self-regulation and to involve tenants to analyse and challenge their performance and decision making through a process called tenant scrutiny.

### **Ensuring equal opportunities**

The **Equality Act 2010** was a major landmark in re-enforcing and promoting equal opportunities in Scottish housing. The Act requires landlords to approach Tenant Participation in a manner that encourages equal opportunities and observes equal opportunity requirements laid out in the Act. The Charter also includes an outcome on equalities which states that social landlords perform all aspects of their housing services so that:

- They support the right to adequate housing
- Every tenant and other customer have their individual needs and rights recognised, is treated fairly and with respect, and receives fair access to housing and housing services

This outcome describes what social landlords, by complying with equalities legislation, should achieve for all tenants and other customers regardless of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex, or sexual orientation.

It includes landlords' responsibility for finding ways of understanding the rights and needs of different groups of tenants, for example victims/survivors of domestic abuse and delivering services that recognise and meet these.

➤ [Click here](#) to find out more about the Equality Act 2010.

The **Community Empowerment (Scotland) Act 2015** sets the National Standards for Community Engagement and the values that provide the basis for successful community engagement.

➤ [Click here](#) to find out more about the Community Empowerment (Scotland) Act 2015.

The **Fairer Scotland Duty** came into force on 1 April 2018 and places a legal responsibility on named public bodies in Scotland to actively consider how they can reduce inequalities of outcome caused by socio-economic disadvantage, when making strategic decisions

➤ [Click here](#) to find out more about the Fairer Scotland Duty.

## Section 4 - What we want to achieve

**Our vision** is to increase the number of tenants and residents that are involved in shaping and influencing our housing services and to increase your satisfaction with all services provided.

We want to make participation easy and accessible for everyone. To achieve this, we have set this strategy around **four key commitments**:

- 1.** To ensure tenants and residents are well informed by expanding participation opportunities, including digital and traditional methods.
- 2.** To listen to tenants and residents, and make sure your views are considered before decisions are reached.
- 3.** To promote real opportunities to participate in and influence housing services.
- 4.** To provide resources and support for participation to empower you to get involved in the development and review of housing services.

In working with you, we commit to meeting the following good practice principles:

<b>To have trust, respect, and partnership in the work that we do.</b>
<b>To share information and ideas.</b>
<b>To listen to tenants before decisions are reached.</b>
<b>To recognise the independent role of tenants' and residents' groups.</b>
<b>To provide adequate time for responses.</b>
<b>To agree the agenda jointly with tenants.</b>
<b>To provide adequate resources, support, and training to encourage tenant involvement.</b>
<b>To report on the results of all consultations.</b>
<b>To ensure equal opportunities for everyone to get involved in a way that suits their needs and support a Fairer Renfrewshire</b>

## Section 5 - What we will do

**Our plan is to make participation easy and accessible for everyone.** We aim to increase the number of tenants and residents that are involved in shaping and influencing our housing services and to increase your satisfaction with all services.

### Priority 1

#### To ensure tenants and residents are well informed

##### Our objective:

Good communication is essential if tenants are to be in a position to influence housing services.

- We will ensure that tenants have access to all the information they need to make informed choices.
- We will listen to and take tenants' views into account before decisions are reached.

##### What we will do:

- Provide good quality information that meets the needs of tenants and residents.
- Provide information that will be easy to read and in plain language.
- Provide information in a range of formats to suit your needs (for example, large print, audio CD and in community languages).
- Use a range of communication methods (online and offline).
- Provide opportunities for tenants and residents to tell us the types of information they are interested in receiving.
- Ensure you can speak to a staff member if you need support to complete a survey or form
- Provide a range of ways for you to give your feedback.
- Always ensure that enough time is provided to give your views.
- Listen to tenant feedback before decisions about your housing services are reached.
- Where possible we will take appropriate measures to ensure that consultation takes account of tenants personal circumstances.
- Guarantee that the results of consultations will be reported and kept under review.

##### How we will keep you well informed:

- Newsletters.
- Information leaflets.
- Tenant satisfaction surveys.
- Housing consultation register.
- Council's website.
- Meetings and open days.
- Council's social media (for example, Facebook and Twitter).
- By telephone, email, and text message.

## Practice examples

### The Charter report

Each year you will receive a report on how well Renfrewshire Council is doing to meet the standards set in the Scottish Social Housing Charter. This gives you information about our performance and areas where we plan to improve upon.

### Tenant Satisfaction Survey

Every 2 years the Council gets an independent Tenant Satisfaction Survey carried out to find out your views on how we deliver your housing services. In the most recent survey 99% of tenants were very or fairly satisfied with the opportunities to participate.

## Our Digital Vision

COVID-19 has significantly changed the way that we work and communicate. We have embraced working and communicating online and have seen a great demand for online support and resources. A priority going ahead is to develop more digital engagement opportunities that will support our more traditional face-to-face engagement.

In expanding digital opportunities, we are aware that a significant number of people do not or cannot access the internet due to challenging factors such as affordability, connectivity, lack of confidence and skills, and access to technology.

Our Tenant Participation Strategy will provide a unique blended approach and maximise opportunities to ensure technology is being adopted in a way that supports and enriches our traditional offline services. However, we acknowledge that for some tenants they would prefer to be consulted in non-digital methods. This will contribute to the delivery of the Council's Digital Strategy and in particular the Digital Citizen workstream. We will create opportunities to join our work up with Digital Citizen to avoid the duplication of work and resources and strengthen our efforts by working in partnership.

## What we will do

- Build on using these new technologies to complement our traditional strengths, improve business performance, and support the delivery of services more efficiently and with more choice.
- Adopt and expand digital platforms to develop tenant participation that sits alongside the new Tenant Participation Strategy and links with the council Digital Strategy in particular the Digital Citizen workstream.
- Ensure we are represented on Citizen Voice which currently feeds into Digital Citizen and maximise opportunities for working together.
- Look to expand the use of video calling technologies, including Microsoft Teams and the "Near Me" application to increase tenant engagement.
- Support and enhance current interactive online communications with tenants, residents, and groups such as email, text, and explore good use of social media, online community engagement tools such as CONSUL, and smart phone apps

- Support tenants and residents to gain access to digital resources and information where possible.
- Review and expand training programmes to support tenants, staff, and Elected Members to have the new skills required for digital participation and moving towards a blended learning approach.
- Review the staff capacity and resources to deliver the new Tenant Participation Strategy.
- Continue contributing to the Digital Board, maximising opportunities for collaboration, and keeping pace with council digital strategy delivery plans.
- Embed digital engagement across Renfrewshire.

“

Digital platforms are essential for tenants to participate fully with their local council, providing greater accessibility and a flexibility of time and place which are crucial in this age of digital living, and this strategy fully supports digital in its vision.

**Ross McNicol - Digital Participation Officer, Renfrewshire Council**

## Practice examples

### Renfrewshire Council Digital Strategy

A key element of the Digital Citizen workstream of the Council's Digital Strategy is to empower tenants and residents to increase digital skills, confidence, and participation, and promote digital public services and digital partnership.

We are working in partnership with the Scottish Centre for Voluntary Organisations (SCVO) to ensure digital inclusion in four phases:

Step 1 – Find out and report on what are the key local digital inclusion barriers, successes, and priorities.

Step 2 – Work in partnership with the public and third sector stakeholders to develop co-produced priorities and solutions through a network called *Citizen Voice*.

Step 3 - Prioritise and target service delivery to where we know digital exclusion exists i.e., older adults, social housing, BAME population, poverty, care experienced and disabled, etc.

Step 4 - Develop a way to evaluate and report on progress made, celebrate, and share success and learning back to key stakeholders.

## Priority 2

**To listen to tenants and make sure your views and priorities are considered before decisions are reached.**

### **Our objective:**

We will provide a range of ways for tenants and residents to give their views to shape housing services.

### **What we will do:**

- Encourage and make it easy for tenants and residents to give their views.
- Increase the number of tenants and residents that we engage with.
- Provide a range of ways for tenants to give their views in a way that suits them.
- Listen to tenant feedback before decisions about housing services are reached.
- Develop new methods of engagement with groups who often do not get involved, such as young people.
- Guarantee that the results of consultations are reported and kept under review.

### **How we will do this:**

- Tenant satisfaction surveys.
- Complaint and compliment feedback.
- Annual rent consultation.
- Feedback on service delivery.
- Consultation on changes to housing service delivery and policies.
- Consultation in regeneration areas.
- Meetings and open days.

We are committed to hearing tenants' views before we make decisions. Here are some examples of consultation methods the Council use.

#### **Rent consultation**

Each year we consult tenants on the rent proposal and take feedback into account in setting our rents.

#### **Digital Participation Officer**

A Digital Participation Officer has been working with homeless applicants living in temporary accommodation and sheltered housing tenants to support them to develop essential digital skills. **Better Futures, a new web-based tool** has been introduced for tenants in sheltered housing, to enable housing support service users' needs to be recorded over a period of time."

### Housing Support Service

A new **Development Officer** has been appointed to contribute to the development of services and implementation and monitoring of change across Housing Support Services. The **Housing Support Service** publishes a six-monthly newsletter which is distributed to all Council tenants who receive Housing Support.

### Private rented

**Private Sector Officers** from the Owners Services team provide support to private owners, landlords and tenants in the private rented sector. The Council engaged with over 1,851 owners during the year to consult on and organise repairs in common blocks.

### Neighbourhood Renewal Groups

There are plans to set up Neighbourhood Renewal Groups in each of the eight regeneration areas, which among other things would consult tenants and residents on the plans for their areas.

“

The Renfrewshire Tenant Scrutiny Panel has produced tangible results in helping to improve housing services since its inception nine years ago. We work with staff to deliver results which hopefully are beneficial to everyone. All our reports and recommendations are independently compiled and written by the panel members.

**Chris Gilzean, Tenant Scrutiny Panel**

“

I have been involved in the Tenants' and Residents' Associations (TARA) for a number of years. There are 16 active associations, and most groups meet on a monthly basis to deal with local issues that affect our neighbourhoods. We meet with the police, community wardens and elected members and deal issues from play parks, anti-social behaviour, neighbour disputes to updating residents on issues arising in Renfrewshire. The role is very varied and interesting, and we work to make our communities better places to live.

**Shirley McLean, TARA member**

“

I am involved in the Quality Circle in the High- Rise flats. We are a group of tenants and residents living in the High-Rise Flats, who go round with housing staff to review how services are working and improve the lives of those who live in them.

**Margaret Dymond, Quality Circle Member**

### **Priority 3**

#### **To promote real opportunities to participate and influence housing services**

##### **Our objective:**

We are committed to working with and supporting tenants' groups to identify and deal with problems and improve our housing service delivery.

##### **What we will do:**

- Provide a range of tenant participation opportunities to suit the needs of all tenants.
- Increase the number of tenants and residents who participate.
- Continue to recognise the independent role of tenants' and residents' and scrutiny groups.
- Continue to work with and support TARAs across Renfrewshire.
- Replace the Enhanced Registration Scheme with one registration scheme that fulfils legislative requirements and encourages group "sign up".
- Increase the number of young people who get involved.
- Review the role and remit of the Council Wide Tenants' Forum and Neighbourhood Forums.
- Develop partnership working with the Tenant Scrutiny Panel.
- Expand the work of the Quality Circles.
- Provide opportunities for tenants' groups to meet and work together.

##### **Practice Examples:**

Our Council has a long-standing commitment to tenant participation and value the work of tenant and resident volunteers. We have a wide range of groups who work to make a difference in their local communities.

#### **Tenants' and Residents' Groups (TARAs)**

There are around 16 tenants' and residents' groups (TARAs) in Renfrewshire. These groups are made up of local tenants and residents who work to ensure tenants' views and priorities are considered by the Council.

### **Council Wide Tenants' Forum**

This forum is open to local tenants' and residents' groups and meets once a year to discuss issues such as energy efficiency, housing service reviews, Tenant Scrutiny Panel activities and consultation on the annual rent increase.

### **Tenant Scrutiny Panel**

The Panel is made up of local tenants, who independently review housing services to ensure tenants' and residents' perspectives are considered.

### **Neighbourhood Forums**

The Neighbourhood Forums meet to address local areas issues and for tenants to influence the local environmental budget.

## Quality Circles

There are two Customer Scrutiny Quality Circles, one that focuses on multi-storey blocks and the other on sheltered housing complexes. The groups meet four times a year and have tenants and residents on them.

### Priority 4

**To provide resources and support to empower tenants and residents to influence decisions about housing services.**

#### **Our objective:**

We recognise that successful tenant participation requires to be adequately resourced and supported. We will empower local communities to help shape our services

#### **What we will do:**

- Provide a Tenant Participation budget specifically for tenant participation and tenant scrutiny.
- Have this budget reviewed each year by tenant representatives and the Council to ensure it is “fit for purpose”.
- Fund and support all tenant and scrutiny groups to participate fully.
- Provide training to ensure tenants and residents have the skills, knowledge, and confidence to participate.
- Ensure that tenant participation is a key part of all staff’s role, and that staff are trained and supported to ensure that tenant participation is an integral part of service delivery.
- Continue to have a dedicated tenant participation team to support Tenant Participation raising awareness of good practice with other housing colleagues.
- Recognise the role of volunteers in supporting the development of Tenant Participation.
- Ensure tenants have access to independent support and training opportunities.
- Have a training programme in place to support tenants, staff, and Elected Members to have the new skills required to deliver the new Tenant Participation Strategy.
- Review the staff capacity and resources to deliver the new Tenant Participation Strategy.

### Section 6 – How we will measure success

A monitoring group consisting of tenants and housing staff will be set up. This group will meet at least four times each year and will be responsible for ensuring the strategy is effectively implemented and outcomes are monitored. An Action Plan will be reviewed annually.

This group will produce a report each year to report to Elected Members and tenants’ groups on progress being made.

## Renfrewshire Tenant Participation Action Plan – August 2022 to March 2024

Priority	Actions	How will we do this	Lead	Timescale
<b>To ensure tenants and residents are well informed.</b>	<ul style="list-style-type: none"> <li>○ We will provide good quality information that meets the needs of tenants and service users</li> <li>○ All information will be easy to read and in Plain English</li> <li>○ We will provide information in a range of formats to suit your needs (for example, large print, audio CD and in community languages) if requested</li> <li>○ A range of communication methods (online and offline) will be provided</li> <li>○ We will find out from tenants what types of information they are interested in receiving</li> <li>○ We will ensure there are opportunities to speak to staff if you need support to complete a survey or form</li> <li>○ We will provide a range of ways for you to give your feedback</li> <li>○ We will always ensure that enough time is provided to give your views</li> <li>○ We will listen to tenant feedback before decisions</li> <li>○ We guarantee that the results of consultations will be reported and kept under review</li> </ul>	<ul style="list-style-type: none"> <li>✓ In consultation with tenants and service managers, produce at least two issues of the People's News each year.</li> <li>✓ In consultation with tenants, publish Renfrewshire Council's Tenants' Report on the Charter.</li> <li>✓ All information will be published in a range of formats and platforms to widen access to information.</li> </ul>	Housing Services Improvement Officer/ Development Officer	Review June 2023

Priority	Actions	How will we do this	Lead	Timescale
	<ul style="list-style-type: none"> <li>○ We will share good practice and publicise the benefits of tenant participation.</li> </ul>			
<b>We will develop our digital participation opportunities and embed digital engagement across Renfrewshire</b>	<ul style="list-style-type: none"> <li>○ We will build on utilising digital technologies to complement our traditional strengths, improve business performance, and support the delivery of services more efficiently and with more choice</li> <li>○ We will align with the digital strategy to develop tenant participation that sits alongside the new Tenant Participation Strategy</li> <li>○ We will look at strategies to deliver and ensure digital inclusion</li> <li>○ We will expand the use of digital applications to maximise tenant engagement</li> <li>○ We will continue to improve our interactive online communications with tenants, residents, and groups through better use of social media, email, text messaging and smart phone apps</li> <li>○ We will ensure that Tenant Participation is adequately resourced</li> <li>○ We will enable tenants and residents to become digitally confident.</li> </ul>	<ul style="list-style-type: none"> <li>✓ We will make use of suitable digital platforms to increase and improve participation, such as Near Me, Microsoft Teams and Consul.</li> <li>✓ Support will be provided to tenants and residents to gain access to digital resources and information.</li> <li>✓ Training will be available to support digital participation through the use of existing resources and Council partners where possible.</li> </ul>	Housing Services Improvement Officer/ Development Officer (Digital Participation Officer)	Review December 2023

Priority	Actions	How will we do this	Lead	Timescale
<b>To listen to tenants and consider their views before decisions are reached and promote real opportunities to participate and influence housing services.</b>	<ul style="list-style-type: none"> <li>○ We will provide a range of ways to gather the views of tenants and residents</li> <li>○ We will aim to increase the number of tenants and residents that we engage with</li> <li>○ We will listen to tenant feedback before decisions about housing services are reached</li> <li>○ New methods of engagement with groups who often do not get involved, such as young people, will be developed</li> <li>○ We guarantee that the results of consultations will be reported and kept under review</li> <li>○ We will develop a Renfrewshire “Tenant Approved” stamp for publications to tenants.</li> <li>○ We will provide a range of ways to encourage tenants and residents to participate fully</li> </ul>	<ul style="list-style-type: none"> <li>✓ Commission and report on Tenant Satisfaction Survey results, taking account of comments to improve services</li> <li>✓ Continue to undertake Rent Consultation Surveys prior to any proposed rent increases</li> <li>✓ Continue to carry out tenant satisfaction surveys for key services areas and undertake service improvements where identified from feedback, for example:</li> <li>✓ Standard of temporary Accommodation</li> <li>✓ Repairs Satisfaction</li> <li>✓ Quality of home satisfaction</li> <li>✓ Owners’ survey</li> <li>✓ New build satisfaction</li> <li>✓ We will make use of digital platforms to maximise how we gather tenants’ views, e.g., Survey 123.</li> </ul>	Housing Services Improvement Officer/ Development Officer	Review June 2023

Priority	Actions	How will we do this	Lead	Timescale
<b>Increasing Tenant Participation opportunities</b>	<ul style="list-style-type: none"> <li>○ We will identify the gaps in the groups or communities who currently do not participate and prepare a strategy to address these gaps.</li> <li>○ We will focus support work to increase the number of young people who get involved in housing</li> </ul>	<ul style="list-style-type: none"> <li>✓ Publicise the benefits of tenant participation in Peoples News.</li> <li>✓ We will develop and maintain a bank of interested tenants for feedback on service matters.</li> <li>✓ We will work with tenants and other stakeholders to develop methods to involve usually 'excluded' groups.</li> </ul>	Housing Services Improvement Officer/ Development Officer	Review December 2023
<b>Local Tenants and Residents Associations (TARAs)</b>	<ul style="list-style-type: none"> <li>○ We will conduct annual 'health check' of TARAs across Renfrewshire to identify their training and support needs</li> <li>○ We will support a recruitment campaign for TARAs.</li> <li>○ We will make use of digital platforms to increase and improve communication between groups.</li> <li>○ We will provide opportunities for groups to come together to share views and ideas.</li> <li>○ We will gather and share good practice case studies to highlight the impact of tenant participation.</li> <li>○ We will replace the Enhanced Registration Scheme with one registration scheme that fulfils legislative requirements and encourages group "sign up."</li> </ul>	<ul style="list-style-type: none"> <li>✓ A 'health check' will be devised to help TARAs.</li> <li>✓ We will continue to provide ongoing support for TARAs.</li> <li>✓ We will work with tenants and stakeholders to simplify the Enhanced Registration Scheme.</li> <li>✓ Use and promote digital platforms, when possible, to improve communications.</li> </ul>	Housing Services Improvement Officer/ Development Officer	Review December 2023

Priority	Actions	How will we do this	Lead	Timescale
	<ul style="list-style-type: none"> <li>○ We will provide Officer support to seek and apply for funding.</li> </ul>			
<b>Council wide Tenants' Forum and the role of the local Neighbourhood Forums</b>	<ul style="list-style-type: none"> <li>○ We will merge the work of the Council Wide Forum with the Neighbourhood Forums</li> <li>○ We will review the role and remit of the Forums regarding the number, format, and agenda for meetings to make this format more effective.</li> <li>○ We will review how the Forum links with the work of other tenants' groups.</li> <li>○ We will ensure tenants are involved in the agenda setting process.</li> <li>○ We will support the Forum to develop Terms of Reference for the Forum so that all stakeholders have a clear understanding of its role and remit, accountability, links with other groups and reporting arrangements.</li> <li>○ We will work with tenants to review the role of the forums and agree Terms of Reference which clarifies their role, remit, links with other groups and reporting arrangements.</li> </ul>	<ul style="list-style-type: none"> <li>✓ We will look to establish two Council Wide Forums per year, one of which will be devoted to Neighbourhood Forum business.</li> <li>✓ We will make use of digital platforms to host the CWF for blended meetings.</li> <li>✓ Review the Neighbourhood Forum process and how it can work with the Council Wide Forum.</li> </ul>	Housing Services Improvement Officer/ Development Officer	Review December 2023

Priority	Actions	How will we do this	Lead	Timescale
	<ul style="list-style-type: none"> <li>○ We will look to introduce a participatory budgeting approach for the Neighbourhood Forums.</li> </ul>			
<b>Tenant Scrutiny Panel</b>	<ul style="list-style-type: none"> <li>○ The Panel will develop an Annual Workplan of its work areas to support it to forward plan.</li> <li>○ We will work with tenant representatives to produce a scrutiny framework that details the roles and relationships of all stakeholders involved in scrutiny.</li> <li>○ We will provide training for tenants, staff, and Elected Members on the role of tenant scrutiny where required.</li> <li>○ We will support more opportunities to do onsite inspections as part of its scrutiny work.</li> <li>○ We will arrange training to be provided to the Panel on the role of the Assurance Statement so they can participate fully.</li> <li>○ We will arrange meetings with the Panel to discuss the draft Annual Assurance Statement to seek tenant feedback on this.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Promote and develop the Tenant Scrutiny Panel, by: <ul style="list-style-type: none"> <li>● Promoting benefits of scrutiny</li> <li>● Attracting new members</li> <li>● Delivering training</li> <li>● Supporting Scrutiny Panel</li> </ul> </li> </ul>	Housing Services Improvement Officer/ Development Officer	Review December 2023
<b>Expand the Quality Circles</b>	<ul style="list-style-type: none"> <li>○ We will establish a new Quality Circle focusing on estate</li> </ul>	<ul style="list-style-type: none"> <li>✓ Promote and develop Quality Circles in other service areas by:</li> </ul>	Housing Services Improvement Officer/ Development Officer	Review December 2023

Priority	Actions	How will we do this	Lead	Timescale
	management issues.	<ul style="list-style-type: none"> <li>✓ Establish a new quality circle for estate management.</li> <li>✓ Deliver training</li> <li>✓ Support existing Quality Circles</li> </ul>		
<b>Participation in regeneration areas</b>	<ul style="list-style-type: none"> <li>○ We will use this strategy as a cornerstone to develop more tenant involvement in regeneration.</li> <li>○ We will have a tenant training and support programme in place.</li> </ul>	<ul style="list-style-type: none"> <li>✓ We will continue to support the Neighbourhood renewal Groups</li> </ul>	Housing Services Improvement Officer/ Development Officer/Housing Regeneration Manager	Review June 2023
<b>To provide resources and support to empower tenants and residents to influence decisions about housing services</b>	<ul style="list-style-type: none"> <li>○ We will provide a Tenant Participation budget specifically for tenant participation and tenant scrutiny</li> <li>○ We will review the grant scheme required for TARAs.</li> <li>○ This budget will be reviewed each year by tenant representatives and the Council to ensure it is “fit for purpose”</li> <li>○ We will fund and support all tenant and scrutiny groups to participate fully</li> <li>○ We will provide training to ensure tenants and residents have the skills, knowledge, and confidence to participate</li> </ul>	<ul style="list-style-type: none"> <li>✓ Continue to support existing Tenants’ &amp; Residents’ Associations and assist in establishing new Tenants’ &amp; Residents’ Associations where there are none and there is a demand for such representation</li> <li>✓ Continue to support RTOs: <ul style="list-style-type: none"> <li>- Offer advice and assist to associations with the annual RTO registration procedure</li> <li>- Visit each enhanced registered association to offer support, advice and assistance</li> </ul> </li> <li>✓ Offer grant funding to enhanced RTOs (start-up, annual &amp; one-off)</li> </ul>	Housing Services Improvement Officer/ Development Officer	Review June 2023

Priority	Actions	How will we do this	Lead	Timescale
	<ul style="list-style-type: none"> <li>○ We will ensure that tenant participation is a key part of all staff's role, and that staff are trained and supported to ensure that tenant participation is a key part of our values</li> <li>○ We recognise the role of volunteers in supporting the development of Tenant Participation</li> <li>○ Tenants will have access to independent support and training opportunities if required</li> </ul>	<ul style="list-style-type: none"> <li>✓ Continue to encourage groups to participate in external / national events</li> <li>✓ We will work with tenants to review tenant participation budget matters</li> </ul>		



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**To: Communities and Housing Policy Board**

**On: 25 October 2022**

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

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**Heading: Annual Housing Performance Benchmarking Report 2021/22 and  
Tenant Satisfaction Survey 2022**

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## **1. Summary**

- 1.1 This report provides information on the Council's performance in 2021/22 on key Social Housing Charter indicators compared to other local authorities and Registered Social Landlords (RSLs).
  - 1.2 The report also provides further information in relation to the Tenant Satisfaction Survey reported to the last meeting of the Policy Board, including the Executive Summary and link to the full document which together with the Benchmarking Report will be used to inform the ongoing improvement work of the Service.
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## **2. Recommendations**

- 2.1 It is recommended that the Policy Board:
  - (i) Notes the Council's performance in 2021/22 on key Housing Charter indicators compared to other social landlords and the terms of the Tenant Satisfaction Survey set out in Appendix 1.
  - (ii) Authorises the Director of Communities & Housing to use the information set out in the Benchmarking Report, Tenant Satisfaction Survey and other performance related documents to continue the programme for ongoing improvement in the delivery and operations of the Council's Housing function to ensure that the quality of service to meet the needs of tenants is maintained and enhanced.

### **3. Background**

- 3.1 The Scottish Social Housing Charter enables each social housing provider to compare its performance against all social landlords in Scotland. The Annual Charter Return consists of 32 performance indicators and 14 contextual indicators and is submitted to the Scottish Housing Regulator (SHR) at the end of May each year. A report on Renfrewshire Council's performance against the Charter in 2020/21 was presented to the Policy Board in August 2021.
- 3.2 Renfrewshire Council is a member of Scotland's Housing Network which collects data from participating landlords and produces benchmarking information. The benchmarking data from Scotland's Housing Network allows the Council to compare performance with a peer group of 26 local authorities. This report draws on that peer group data to benchmark Renfrewshire Council's performance in 2020/21.
- 3.3 In addition, comparison with all landlords from the Scottish Housing Regulator's Charter data is included (i.e. including all Registered Social Landlords in Scotland, irrespective of size) to allow comparison with a Scotland-wide average.
- 3.4 As reported to the Policy Board in August, Renfrewshire Council's 2020/21 Charter Return highlighted the impact of the pandemic on the Housing service. Benchmarking is designed to assist with service improvement planning through comparison with other organisations. Key benchmarking results are summarised below.
- 3.5 This shows where Renfrewshire Council performs well compared to other social landlords as well as several areas where there is scope for further improvement. Nationally performance has been affected by the pandemic and in particular there has been a major effect on voids and re-let timescales. Other outcomes have been affected, with a wide variation across local authorities in impact. For example, tenancy sustainment has improved and there have been fewer evictions.
- 3.6 A full list of the Charter performance indicators for 2020/21 is provided at paragraph 4.8 of this report along with the Scotland Housing Network peer group average for 2020/21 and the Scotland-wide average published by the Scottish Housing Regulator for 2020/21.

### **4. Benchmarking Analysis 2020/21**

#### **4.1 Tenant Satisfaction**

Renfrewshire Council collects this information from a Tenant Satisfaction Survey which is carried out every two years by external consultants. The most recent survey was carried out in Spring 2022 and the headline results were reported to the Policy Board in August this year as part of the report on the Annual return on the Scottish Social Housing Charter.

The Executive Summary of the Tenant Satisfaction Survey is attached to Appendix 1 of this Report and a link to the full document is provided for Members. The Survey along with the Performance and Benchmarking Updates will be used to inform the areas programme of ongoing improvement and commitments to meeting the needs of tenants that will be the subject to ongoing reports to this Policy Board.

Members can access the link to the Tenant Satisfaction Survey below:

<https://www.renfrewshire.gov.uk/Tenants>

From the previous survey tenant satisfaction with the overall service provided by the Council has dropped to **82.4%** from 88.8%. This is similar to the SHN group average of 82.7% in 2021/22 but below the Scottish average of 87.7% (21/22).

There are areas of improvement, notably the percentage of tenants who feel rent represents value for money, this has increased to **83.4%** and is better than both the SHN (81.2%) and Scottish averages (82.5%).

#### 4.2 Customer and Landlord Relationship

- **91%** of Renfrewshire Council tenants were satisfied with the way the Council keeps tenants informed. This compares favourably against the SHN (85.4%) and the Scottish (91.2%) averages.
- Similarly, **99%** of Renfrewshire Council tenants said they were satisfied with 'opportunities to participate', a 5 percentage-point improvement from the previous survey in 2020/21, and considerably better than the SHN group average of 80.4% and also well above the Scottish average of 86.8%.
- In 2021/22, **95.9%** of all 1<sup>st</sup> stage complaints were responded to in full, which is better than the SHN group average of 95.2%, but slightly below the Scottish average of 96.8%. **96.2%** of all 2<sup>nd</sup> stage complaints were responded to in full within Renfrewshire which better than both the SHN (92.8%) and Scottish (93.8%) averages.

#### 4.3 Housing Quality and Maintenance

- As a direct consequence of the Council's programme of EICR checks and smoke detector upgrades the Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6) dropped this year to **57%**. The SHN average for SHQS compliance was 72% and the Scottish average was just over 74%. Both of these figures reflect a trend nationally in a reduction for SHQS compliance. This programme is nearing completion and our compliance with SHQS will increase significantly in next year's return.

- **79.9%** of tenants were satisfied with the quality of their home, this is lower than both the SHN group average (81.2%) and the Scottish average (85.4%). This appears to be a trend across Scottish landlords over the past year, where satisfaction levels in this indicator are dropping.
- Renfrewshire Council's average time to complete emergency repairs increased slightly to **7.1 hours** from 6.2 hours in the previous year. This is longer than the SHN group average (4.5 hours) and the Scottish average (4.2 hours).
- The average time to complete non-emergency repairs was **14.6 days**. This is longer than the SHN group average (9 days) and the Scottish average (8.9 days).
- **85%** of non-emergency repairs were completed 'right first time' which is about the same as last year but lower than the SHN average (89.1%) and the Scottish average for 2020/21 (88.3%).
- **95%** of tenants who had repairs carried out were satisfied with the repairs service. This is better than last year (92%), and better than both the SHN average (87.2%) and the Scottish average (88%).

#### 4.4 **Estate Management, Anti-social Behaviour, Neighbourhood Nuisance, Tenant Disputes**

- **87%** of tenants were satisfied with their landlord's contribution to the management of the neighbourhood, this has improved from the previous return (84.5%) and is better than both the SHN average of 81.5%. and the Scottish average 85.1%.
- The Council's rate of refusal of tenancy offers has returned to pre pandemic levels at **39.6%**, this is broadly similar to the SHN average (38.3%) but higher than the Scottish average (32.9%).
- **99.7%** of anti-social behaviour cases were resolved. This is better than the SHN average (94%) and the Scottish average (94.7%).

#### 4.5 **Housing Options and Access to Housing**

- **8.3%** of lettable houses became vacant during the year which is an increase from last year's figure of 6.6%. This is due to an increase in letting activity after the pandemic. Renfrewshire Council's turnover is slightly higher than the SHN average (7.6%) and the Scottish average (7.8%).
- It took an average of **66 days** to re-let properties this is considerably better than last year's figure of 85.7 days. This indicator remains seriously impacted by pandemic restrictions. Wide differences in performance remain between local authorities, ranging from 124 days

to 21 days. The SHN average was 55.5 days, and the Scottish average was 51.6 days.

- The average time to complete approved medical adaptations in 2021/22 was also affected by the pandemic restrictions as the average days increased to **142 days** from 79 days. The SHN average increased to 52.1 days and the Scottish average reduced to an average of 54 days.
- The Council's tenancy sustainment figure has improved slightly 92% to **92.2%** of all new tenancies sustained for more than a year. This is marginally better than both the SHN average and the Scottish average who sit at around 91%.
- The rate of tenancy sustainment for new tenants who were formerly homeless continues to improve (89.4%) and is comparable to the SHN and the Scottish averages (90.2%).

#### 4.6 Homelessness

- **32%** of homeless households were referred to RSLs under 'Section 5' arrangements and through other referral routes which is higher than the SHN average of 26.7% and the SHR average of 27.4%

#### 4.7 Good Value from Rents & Service Charges

- The amount of rent collected as a proportion of the total rent due in the reporting year was **98.2%** which is slightly below both the SHN average of 98.7% and the Scottish average of 99.1%.
- The gross value of rent arrears as a percentage of rent due dipped in 2021/22 to **7.99%** from 6.4%. Performance on gross rent arrears remains better than the SHN group average (8.2%) but higher than the Scottish average (6.3%).
- At **2%** the proportion of rent lost through empty properties is above the SHN group average of 1.5% and the Scottish average of 1.4%.

4.8 Generally the legacy of the pandemic continues to present a number of specific challenges for the service, notably in terms of repairs, voids turnaround time and adaptations. These have been adversely affected with issues of supplies, materials and resources available to complete jobs. The Service will continue to address these challenges by using external contractors to assist our in-house service provider in meeting these demands.

## 4.9 Housing Charter Indicators

INDICATOR		Renfrewshire Council						SHN (1)	SHR (2)
		17/18	18/19	19/20	20/21	21/22	DOT	21/22	21/22
1	% satisfied with the overall service provided	88.0%	88.0%	88.8%	88.8%	82.4%	↓	82.7%	87.7%
2	% satisfied with keeping tenants informed	82.2%	82.2%	88.4%	88.4%	91.1%	↑	85.4%	91.2%
3	% of all complaints responded to in full at 1st stage	n/a	n/a	99.7%	100%	95.9%	↓	95.2%	96.8%
	% of all complaints responded to in full at 2nd stage	n/a	n/a	94.1%	100%	96.2%	↓	92.8%	93.8%
4	Average time in working days for a full response at Stage 1	n/a	n/a	3.6	4.97	6.6	↓	7.4	5.8
	Average time in working days for a full response at Stage 2	n/a	n/a	14.6	13.9	16.6	↓	40	27.4
5	% satisfied with opportunities to participate	87.8%	87.8%	93.7%	93.7%	99%	↑	80.4%	86.8%
6	% meeting the SHQS % stock	93.5%	94.3%	94.6%	*80.1%	57.1%	↓	72%	74.6%
7	% Satisfied with quality of home	83.9%	83.9%	86.1%	86.1%	79.9%	↓	81.2%	85.4%
8	Average length of time taken to complete emergency repairs (hours)	5.1	5.1	5.5	6.2	7.1	↓	4.5	4.2
9	Average length of time taken to complete non-emergency repairs (days)	7.1	6.9	7.8	10.7	14.6	↓	9	8.9
10	% of non-emergency repairs completed right first time	90.2%	88.1%	82.6%	85.1%	85%	↔	89.1%	88.3%
11	How many times in the reporting year did you not meet your statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check.	3	3	17	1417	142	↓	2016 total	3028 total
12	% Satisfaction with repairs service	98.3%	92.5%	90.8%	92.0%	95%	↑	87.2%	88%
13	% of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	83.2%	83.2%	84.5%	84.5%	87%	↑	81.5%	85.1%
14	% of tenancy offers refused	37.7%	46.4%	40.2%	24.1%	39.6%	↓	38.3%	32.9%
15	% of anti-social behaviour cases reported in the last year which were resolved.	95.0%	96.0%	99.4%	99.8%	99.7%	↔	94%	94.7%
16	% of new tenancies sustained – Overall	88.5%	88.5%	88.5%	92%	92.2%	↑	91.1%	90.8%
	Existing Tenants	91.2%	94.2%	95.4%	95.5%	93.51	↓	94.6	94.2%
	Homeless Tenants	84.6%	82.1%	80.4%	88.4%	89.39	↑	90.2	90.2%
	Housing List	89.3%	90.0%	91.7%	92.8%	94.5	↑	90.3	89.9%
17	% of Lettable Houses that became vacant in last year	9.2%	9.7%	9.5%	6.6%	8.3%	↑	7.6%	7.8%
18	% of rent due lost through properties being empty during the last year	1.3%	1.4%	1.5%	1.58%	2%	↑	1.51%	1.4%
19	No of Households currently waiting for adaptations	New indicator		46	129	107	↓	3121 total	5090

INDICATOR		Renfrewshire Council						SHN (1)	SHR (2)
		17/18	18/19	19/20	20/21	21/22	DOT	21/22	21/22
20	Total Cost of adaptations completed in the year by source of funding	New indicator		402,000	£86,152	£608,555	↑	£16.1m total	£37.1m total
21	Average time to complete approved adaptations (days)	33.6	56.8	36.2	79.4	142	↓	52.1	54.4
22	% of court actions initiated which resulted in eviction - all reasons	25.0%	27.4%	20%	0	0.8%	↔	0.04	21.8%
24	Homelessness - % of homeless households referred to RSLs under section 5 and through other referral routes	New indicator		26.3%	32.1%	32%	↔	26.7%	27.42
25	% tenants who feel rent represents value for money	75.8%	75.8%	78.2%	78.2%	83.4%	↑	81.2%	82.5%
26	Rent collected as % of total rent due in the reporting year	101.2%	100.0%	99.5%	99%	98.2%	↓	98.7	99.3%
27	Gross rent arrears (all tenants) as at 31st March each year as a % of rent due for the reporting year	4.9%	5.8%	5.7%	6.4%	7.99%	↓	8.2%	6.3%
28	Average annual management fee per factored property	£90	£90	£108	£0	£57.70	↑	£112.59	£104.67
29	Owners satisfied with factoring service	56.7%	61.0%	60.8%	62.4%	60.4%	↓	51.6%	65.4%
30	Average length of time taken to re-let properties in the last year (days)	38.2	38.5	45	85.7	66	↑	55.5	51.6
31	Gypsies/travellers - Average weekly rent per pitch	N/A no sites in Renfrewshire							
32	% of gypsies/travellers satisfied with the landlord's management of the site								

\*Last year we initially reported an SHQS figure of 91.7%. We resubmitted our SHQS return when the SHR advised that if a property has an EESSH failure it cannot be SHQS compliant. After we resubmitted our data, the revised figure for percentage of properties meeting SHQS was 80.1%

Source: (1) Scottish Housing Network website (LAs) (2) Scottish Housing Regulator Website (LAs & RSLs)

Link to Tenant Satisfaction Survey

<https://www.renfrewshire.gov.uk/Tenants>

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## Implications of the Report

1. **Financial** – None
2. **HR & Organisational Development** - None
3. **Community/Council Planning**

Building strong, safe, and resilient communities – Improving and maintaining neighbourhoods and homes.

Working together to improve outcomes – Increasing resident satisfaction with neighbourhoods and communities

4. **Legal** –None
5. **Property/Assets** – None
6. **Information Technology** – None
7. **Equality & Human Rights** –

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

8. **Health & Safety** – None
  9. **Procurement** – None
  10. **Risks** – None
  11. **Privacy Impact** – None
  12. **COSLA Policy Position** – N/A
  13. **Climate Risk** – None
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## Background Papers

- Report to the Communities, Housing and Planning Policy Board on 26 October 2021, '*Annual Housing Performance Benchmarking Report 2020/21*'.

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

The contact officer within the service is Ray Walkinshaw, Housing Regeneration and Development Manager, Communities & Housing,  
[ray.walkinshaw@renfrewshire.gov.uk](mailto:ray.walkinshaw@renfrewshire.gov.uk)

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# Renfrewshire Council

## Tenant Satisfaction Survey

May 2022

Prepared by:

**Research Resource**

Prepared for:

**Renfrewshire Council**

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# 1. EXECUTIVE SUMMARY

## INTRODUCTION AND BACKGROUND

Research Resource was commissioned by Renfrewshire Council to undertake their 2022 Tenant Satisfaction Survey. The aim of the research was to seek tenants' views on the services that Renfrewshire Council provides as a landlord, how well it performs these services and to help identify areas where the service can be improved.

A total of 1,316 interviews were carried out with tenants using a telephone methodology. 1,316 interviews provides data accurate to  $\pm 2.54\%$  (based upon a 50% estimate at the 95% confidence interval). Interviews were spread across all areas of Renfrewshire Council's stock.

## KEY FINDINGS

The key findings of Renfrewshire Council's 2022 Tenant Satisfaction Survey are as follows:

### OVERALL SATISFACTION

- The majority of respondents (82%) were very or fairly satisfied with the overall service provided by Renfrewshire Council as a landlord.

### MOVING INTO YOUR HOME

- Just under three quarters (73%) of the tenants who had moved into their current home within the last five years were very or fairly satisfied with the condition of their home when they moved in.
- All respondents were then asked if they were happy with the type of house they currently have. The majority of respondents stated yes (87%).
- More than 8 in 10 respondents felt they had about the right number of rooms in their home (85%).

### COMMUNICATION AND PARTICIPATION

- Just over 9 in 10 tenants (91%) felt their landlord was very or fairly good at keeping them informed about their services and decisions.
- Over 6 in 10 tenants (62%) stated they use the internet. Tenants were most likely to access the internet using a smartphone (52%), followed by a tablet (31%) and a home computer (16%).
- All respondents were asked if they would be interested in using 'My Account', the Council's online customer account which allows access to Council services online 24 hours a day. Just over half of tenants (53%) stated they were already registered and a further 15% said they would be interested in using 'My Account'.

- The majority of tenants would prefer to use the telephone to get in touch with their landlord (94%), this was also the method tenants prefer their landlord to use when they need to get in touch with them (88%).
- Tenants were most likely to say they would prefer to be consulted by telephone call (71%), letter (62%) or magazines, newsletters or People's News (32%).
- Almost all respondents (99%) were very or fairly satisfied with the opportunities given to them to participate in their landlord's decision-making processes.

### CONTACT WITH HOUSING SERVICES

- Just under 6 in 10 respondents (56%) had been in contact with the Council about a housing or housing related matter in the last 12 months with a query other than to pay their rent.
- The majority of tenants who had contacted the Council did so by telephone (92%).
- Just under 9 in 10 tenants (89%) were either very or fairly satisfied with the contact they had with the Council during the pandemic, compared to 5% who were very or fairly dissatisfied and 6% who were neither satisfied nor dissatisfied.
- Tenants were most likely to say they were in contact about repairs (69%).
- Of tenants who had contact with the Council within the last 12 months:
  - 80% said it was easy to get hold of the right person,
  - 84% found staff to be helpful,
  - 68% said their query was answered or issue was resolved within a reasonable time,

### COMPLAINTS

- 1 in 20 respondents (5%) stated they had complained to Housing Services in the last 12 months. The majority of complaints were regarding repairs (44%) or anti-social neighbours (29%).
- Satisfaction with service-based complaints was mixed, ranging from 29% regarding how well tenants were kept informed about the progress of their complaint to 74% with regards to how easy it was to make their complaint. One third of respondents (33%) who made a service-based complaint were very or fairly satisfied with the way their complaint was handled by the Council.
- Satisfaction with anti-social complaints was also mixed, ranging from 26% with regards to the speed with which the complaint was dealt with to 74% with regards to how easy it was to make the complaint. Just under 4 in 10 tenants (37%) who made an anti-social complaint were very or fairly satisfied with the way their complaint was handled by the Council.

### REPAIRS

- All respondents were asked generally, how satisfied they are with the way Renfrewshire Council as their landlord deals with repairs and maintenance. The majority of respondents (83%) were very or fairly satisfied in this respect.
- Just under 4 in 10 respondents (38%) stated they had repairs carried out in their property within the last 12 months.
- Respondents who had had a repair carried out in their property within the last 12 months were then asked if they were satisfied or dissatisfied with various aspects of the repairs service. Satisfaction was high, ranging from 81% with regards to the repair being done 'right first time' to 94% with regards to keeping dirt and mess to a minimum.
- The majority of tenants (79%) who had a repair carried out in the last 12 months said the worker or tradesperson showed proof of their identity.
- With regards to appointments, 97% of respondents stated they were offered a suitable appointment time for their repair, with almost all (96%) stating the appointment was kept.

### YOUR HOME

- The majority of tenants (80%) were very or fairly satisfied with the quality of their home.
- 1 in 20 respondents (5%) stated that they had major improvements carried out over the last two years. The most common major improvements were new bathrooms (2%).
- The majority of tenants (83%) who have had major improvements carried out in their home within the last two years were very or fairly satisfied with the quality of work.
- Tenants were then asked if they were satisfied or dissatisfied with various aspects of their home. Satisfaction was high, ranging from 77% with regards to gutters and drains to 93% with regards to the wiring.

### NEIGHBOURHOOD MANAGEMENT

- Tenants were asked to rate how satisfied or dissatisfied they were with their landlord's contribution to the management of the neighbourhood they live in. 87% of tenants were very or fairly satisfied in this respect.
- Tenants were most likely to say the best thing about their neighbourhood is that it is quiet and peaceful (46%) followed by there being good neighbours and friendly people (41%).
- More than half of tenants (58%) did not believe there were any problems or issues in their neighbourhood. Where tenants did believe an issue to be present, this was most likely in relation to anti-social behaviour/ anti-social neighbours (16%).

### RENT AND BENEFITS

- Just over 8 in 10 tenants (83%) were of the opinion their rent represents very or fairly good value for money.

- Just over half of respondents (51%) stated that they were in receipt of full housing benefit, 4% in receipt of partial housing benefit, 21% in receipt of Universal Credit, 24% said they did not receive any housing benefit and 1% were unsure.
- The majority of respondents (99%) stated that they did not require any help with maintaining rent payments.
- More than 1 in 10 respondents (14%) said they have spoken to Renfrewshire Council Housing staff about money advice. Of these respondents, 84% found the advice and assistance very or slightly helpful.




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**To: Communities and Housing Policy Board**

**On: 25 October 2022**

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

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**Heading: Regulation of Social Housing: Assurance Statement 2022**

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## **1. Summary**

- 1.1 The Council is required to submit an Annual Assurance Statement to the Scottish Housing Regulator (SHR) in October 2022 demonstrating compliance with the regulatory requirements for local authorities and Registered Social Landlords (RSLs).
  - 1.2 Appendix 1 lists the requirements as set out in Chapter 3 of the Scottish Housing Regulator's Regulatory Framework and provides evidence to demonstrate Renfrewshire Council's compliance.
  - 1.3 As Members are aware, regular reports are presented to the Policy Board on housing services performance and benchmarking. These reports demonstrate continuing strong performance across most areas of the housing service in 2021/22 but also highlight some areas for improvement.
  - 1.4 Section 3 of this report, notes the areas for improvement and refers to the continuing impact of the Coronavirus pandemic on housing services as well as highlighting areas where it has not been possible to achieve full compliance.
  - 1.5 The proposed Annual Assurance Statement 2022 for Renfrewshire Council is attached at Appendix 2 for approval by the Policy Board.
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## **2. Recommendations**

- 2.1 It is recommended that the Policy Board:
    - (i) notes the Regulatory Requirements and evidence of Renfrewshire Council's compliance as set out in Appendix 1; and
    - (ii) approves Renfrewshire Council's Annual Assurance Statement 2022 for submission to the Scottish Housing Regulator as attached in Appendix 2.
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### **3. Background**

- 3.1 All social landlords are required to prepare and submit an Annual Assurance Statement to the Scottish Housing Regulator each year. The first Annual Assurance Statement from Renfrewshire Council was approved by the Communities, Housing and Planning Policy Board and submitted to the Regulator in October 2019.
- 3.2 The regulatory requirements for all social landlords include:
- Meeting all duties, obligations and responsibilities placed on landlords by legislation and through statutory guidance
  - Achieving the standards and outcomes in the Scottish Social Housing Charter
  - Duties to help people who are homeless, including a statutory duty to prevent and alleviate homelessness
  - Duties relating to the safety of tenants' homes and promoting equality and human rights
  - Meeting the requirements and adhering to relevant guidance from other regulatory bodies
  - Adhering to statutory guidance from the Scottish Housing Regulator and taking account of regulatory advice
- 3.3 The SHR lists the regulatory requirements for local authorities under five headings in its Regulatory Framework and Appendix 1, which is attached to this report, sets out how Renfrewshire Council meets each of these requirements in terms of:
1. Assurance and notification
  2. Scottish Social Housing Charter performance
  3. Tenants and Service User redress
  4. Whistleblowing
  5. Equality and Human Rights
- 3.4 Arrangements are in place to report regularly to the Policy Board on a range of matters relevant to the above requirements. This includes tenant and resident engagement, service improvement planning, service performance and financial and risk management. Where appropriate, these reports address areas for improvement as well as highlighting areas where the service is performing well. The normal annual cycle of reports is detailed in the table below:

**Table 1. Annual Cycle of Reports**

Subject	Month
Housing Revenue Account Budget and Rent Levels (report to Council)	February/ March
Private Sector Grant Investment Programme	February/ March
3-year Service Improvement Plan	March
Service Improvement Plan (overview of performance in the previous year)	March
Annual Return on the Charter (and management information on allocations, repairs, homelessness and rent collection)	August
Service Improvement Plan Mid-Year Monitoring	October
Charter Half Year Update (and management information on allocations, repairs, homelessness and rent collection)	October
Annual Housing Performance Benchmarking	October
Annual Customer Engagement report	October*
Budget reports (including Housing Revenue Account)	Each cycle

\*The Annual Customer Engagement Report is currently under review following the appointment of Tenant Engagement Consultants and will be presented to the January 2023 Board.

- 3.5 As part of the preparation for the first Annual Assurance Statement in 2019, a full self-assessment exercise was carried out to see if the Council is achieving the 5 outcomes and standards in the Social Housing Charter. In 2020 a refresh exercise was carried out focusing on Housing Options and Value for Money. In 2021 Void Management was the focus for self-assessment. For this year's return, a self-assessment was carried on Equalities, to assure that the service is meeting its statutory and regulatory requirements.
- 3.6 This year's return on the Charter reflected the challenges faced by the Council in continuing to provide core essential housing services during the Covid pandemic and current economic climate. Some areas were significantly impacted, in particular:
- **Gas Certification:** Whilst there was a significant improvement in issuing gas certificates, our return on the Charter noted there were 142 occasions that a gas safety check was not completed within 12 months of a gas appliance being fitted or its last check. Performance has continued to improve and since April 2022 there were 14 occasions that a gas safety check was not completed within 12 months of a gas appliance being fitted or its last check all of which have subsequently been completed.
  - The Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6) dropped this year to 57%. This was a direct consequence of the Council's programme of EICR checks and smoke detector upgrades which has been significantly affected by the impact of Covid on the construction industry and was not complete by March 2022 as planned. This became a requirement of SHQS compliance last year. This programme is nearing completion and our compliance with SHQS will increase significantly in next year's return

- The percentage of homes meeting the EESSH decreased to 78.4% from 86.6% (Indicator C10). The reduction was due to around 8% of the Council's stock's now being included in approved demolition programmes within our regeneration areas and as such being exempt from EESSH but not considered as a pass. All social rented housing landlords must now seek to achieve EESSH2 standard by 2032, however, the Scottish Government has commenced a review of EESSH2 to strengthen and realign the standard with the target for net zero heat in houses from 2040. The outcome of this review process will determine the council's strategy to meet EESSH2 or any other standard which may emerge from the review.
- **Adaptations:** Expenditure on adaptations increased to over £600,000 over the past year and the number of completed adaptations increased to 244 adaptations. The average time to complete adaptations (Indicator 21) also increased substantially to 142 days from 79 days in 2020/21, which reflects the lengthy period of time when adaptation works were unable to be completed due to Covid restrictions. To reduce the backlog, alternative contractual arrangements were secured to increase the number of adaptations which could be carried out. This has now reduced the volume of adaptations to pre-pandemic levels.
- **Re-let timescales:** Last year we reported that the average length of time taken to re-let properties increased significantly to 85 days. Since then, this area has been prioritised and performance has improved over the year. Currently the average length of time taken to re-let properties is 62 days.

- 3.7 Our engagement plan for March 2022 to March 2023 notes that that SHR reviewed and compared the data for all Councils from the Scottish Government's national homelessness statistics and the Annual Returns on the Charter. Like all other Local Authorities, they met with officers to gather further information and assurance about their homelessness services.

We have provided information in relation to our homelessness service and provided the SHR with the following annual regulatory returns:

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

- 3.8 Equalities and Human Rights, we can provide assurance that we comply with all of the regulatory requirements and standards, including the requirement on equalities and human rights. Section 5 of Appendix 1 provides full details of our approach and how we comply and adapt service to meet these requirements.
- 3.9 In April this year, the Council adopted a new IT system for raising and reporting repairs. There have been technical issues with the implementation of the new system and as such the service is unable to provide performance information on repair timescales. This information will be submitted to the Regulator when available, but Members can be assured that there has been no impact on the delivery of repairs for tenants and we are actively working with the software supplier to resolve the reporting issue as a matter of priority.

## Implications of the Report

1. **Financial** – None.
  2. **HR & Organisational Development** – None.
  3. **Community/Council Planning** –
    - *Our Renfrewshire is thriving* – Providing housing and homelessness services which meet regulatory standards.
  4. **Legal** – None.
  5. **Property/Assets** – None.
  6. **Information Technology** – None.
  7. **Equality & Human Rights** -
    - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
  8. **Health & Safety** – None.
  9. **Procurement** – None.
  10. **Risk** – None.
  11. **Privacy Impact** – None.
  12. **COSLA Policy Position** – Not applicable
  13. **Climate Risk** - None
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## List of Background Papers

Report to Communities, Housing and Planning Policy Board on 15 January 2019, 'Regulation of Social Housing- Response to Consultation by The Scottish Housing Regulator'.

Report to Communities, Housing and Planning Policy Board on 29 October 2019, Regulation of Social Housing: Assurance Statement 2019

Report to Communities, Housing and Planning Policy Board on 17 August 2021, Scottish Social Housing Charter: Annual Return 2020/21.

Report to Communities, Housing and Planning Policy Board on 26 October 2021, Scottish Social Housing Charter Performance: 2021/22 Half Year Update.

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

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**Contact:**

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

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**Attachment(s): Appendix 1: Renfrewshire Council Assurance Statement 2021  
Appendix 2: Regulation of Social Housing Assurance Statement**

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## APPENDIX 1 – ANNUAL ASSURANCE STATEMENT 2022

### REFERENCE INDEX

REFERENCE	REFERENCE DESCRIPTION
AHS	Access to Housing and Support
AICV	Additional Information Covid-19
AIG	Additional Information General
CLR	Customer Landlord Relationship
CPSP	Corporate Plans Strategies & Procedures
GVRSC	Getting Good Value from Rents & Service Charges
HQM	Housing Quality and Maintenance
HSP	Housing Strategies & Policy
NC	Neighbourhood and Community

## Checklist of Regulatory Requirements/Standards

### 1. Assurance and Notification

Ref	Requirement	Evidence	Evidence	Compliance
AN1	Prepare an Annual Assurance Statement in accordance with SHR published guidance, submit it to the SHR between April and the end of October each year, and make it available to tenants and other service users.	Annual Assurance Statement Presentation to members of the Policy 14 <sup>th</sup> October 2022  CHS Board Report 25 October 2022– Regulation of Social Housing Assurance Statement  CHAPS Board Report 15 January 2019 – Response to Consultation by SHR on ARC Return.	AIG11  CLR24  CLR27	A briefing session and presentation on the Annual Assurance Statement 2022 was provided to members of the Policy Board.  The Policy Board has been advised in previous reports of the changes to the Regulatory Framework implemented in 2019.  Officers have undertaken a targeted self-assessment exercise, building on the previous assessments and information gathering exercises to ensure sufficient evidence is available to provide assurance on compliance with the regulatory requirements.  Account has been taken of the SHR's guidance on Annual Assurance Statements in preparing this report.
		CHS Board Report 25 October 2022 – Regulation of Social Housing: Assurance Statement 2022	CLR24	Some areas for improvement have been identified and these are detailed within this report and in other reports to the Policy Board.
		Annual Assurance Statement 2019 Feedback Letter from the Scottish Housing Regulator, March 2020  People's News and Council Website	CLR24a  CLR 25	All Annual Assurance Statements have been approved by Policy Board since 2019 and submitted to the SHR thereafter, with the SHR providing feedback as appropriate  The 2022 Annual Assurance Statement was discussed with the Tenants Scrutiny Panel at the joint tenant meeting held in September 2022.

Ref	Requirement	Evidence	Evidence	Compliance
		SHR Letter on preparing Annual Assurance Statement July 2022  Joint Tenant Meeting, 15 <sup>th</sup> September 2022	OHRD21  CLR12b, CLR12e CLR12d	Following Board approval, the Annual Assurance Statement 2022 will be available to tenants and other service users with a link to the Council's website.
AN2	Notify the SHR during the year of any material changes to the assurance in the Council's Assurance Statement.	CHS Board Report 25 October 2022 – Regulation of Social Housing: Assurance Statement 2022  Charter Return 2021/2022  Covid-19 Monthly/Quarterly Reporting  Scottish Social Housing Charter: Annual Return 2021/22 CHS Board Report, 16/08/22	CLR24  CLR23  AICV9  CLR18	The Service continues to work to recover from the Coronavirus pandemic, which has caused the service to make changes to service delivery arrangements in response to the ongoing impact of the pandemic and in keeping with government guidance.  Annual report to charter was submitted to SHR at the end May 2022 and reported to Board in August 2022 noting gas safety performance and electrical and smoke detector performance.  The Councils website is updated with information relating to service changes.  Procedures are in place to monitor ongoing compliance and any material changes will be reported to the Communities and Housing Policy Board and to the Scottish Housing Regulator.  The Council have appointed a Compliance Officer and Fire Safety Officer

Ref	Requirement	Evidence	Evidence	Compliance
AN3	Have assurance and evidence that the Council is meeting all its legal obligations associated with housing and homelessness services, equality and human rights, and tenant and resident safety.	<p>Council and Housing Strategies, Plans, Policies and Procedures.</p> <p>New Local Housing Strategy– Update, CHAPS Board Report 16 March 2021</p> <p>Tenant Participation Strategy 2022 – Draft for Consultation = CHS Board 16 August 2022</p> <p>Renfrewshire Anti Social Behaviour Strategy 2022- 2025 - CHAPS Board Report 15 March 2022</p> <p>Housing Regeneration &amp; Renewal programme – CHAPS Board Report 18 May 2021</p> <p>Self-Assessment exercise on charter outcomes - Equalities</p> <p>Performance and Benchmarking Reports.</p> <p>Technology Enabled Care (TEC) in Housing Charter, CHAPs Board Report 19 January 2021</p>	<p>HSP1a</p> <p>CLR1c</p> <p>HSP11</p> <p>HSP10</p> <p>CLR28</p> <p>CLR16, CLR17, CLR18</p> <p>HSP7</p>	<p>Customer engagement has taken place to review the strategic outcomes in the new Local Housing Strategy and published in the People's News Spring 2022.</p> <p>In 2022 a self assessment exercise was completed on Equalities. Further assessments will be undertaken each year on a rolling basis.</p> <p>We continue to collect and analyse data on new and existing tenants to provide a better understanding of the needs and requirements for all equality groups.</p> <p>The Service works closely with other Council Services to effectively manage Anti Social Behaviour and Neighbour Nuisance. 2022 – 2025 Renfrewshire Anti-Social Behaviour Strategy was presented to the Community and Housing Policy Board in March 2022</p> <p>The service monitors performance on an ongoing basis, with regular monthly and quarterly reports prepared for internal review. Performance reports are presented to the Communities &amp; Housing Policy Board on a six-monthly basis which contain a wide range of management information relating to housing and homelessness services. These reports are publicly available on the Council's website.</p> <p>Performance across the range of housing services is regularly monitored and reported to the Policy Board, including benchmarking over time and with other social landlords. As part of this regular monitoring, areas for improvement are identified and acted upon.</p>

Ref	Requirement	Evidence	Evidence	Compliance
		Technology Enabled Care (TEC) in housing The Story so Far	HSP7a	<p>A tenant satisfaction survey is carried out every two years by independent consultants. Feedback from the 2022 Tenant Satisfaction Survey was used to identify areas for improvement.</p> <p>When new policies or procedures are being developed, officers seek advice from the Council's Legal Services team to ensure any legal issues are identified and given appropriate consideration. Any relevant issues are highlighted for Elected Members in reports to the Policy Board.</p> <p>The housing allocation process is monitored, and targets and outcomes are reported to the Policy Board annually. Targets for 2021/22 remained unchanged from the previous year.</p> <p>We currently provide 198 HPU properties which are made available for use as temporary accommodation as required. Only as a last resort is Bed and Breakfast accommodation is used by the Council. This year to date we have used Bed and Breakfast on 35 occasions.</p> <p>We use a range of technologies to keep in touch with tenants – such as Microsoft Teams and the “Near Me” platform,</p> <p>While the vast majority of annual gas safety checks have been carried out prior to the 12-month due date, there are 14 occasions where a service wasn't carried out before it was due. Access has since been achieved and all services are now complete.</p>
		Communities and Housing Child Protection Procedures	HSP12	
		Renfrewshire Child Protection Committee Child Protection Practitioner Guidance – Legislation Update and information for parents/carers	CPSP5a, CPSP5b, CPSP5c	
		Housing Information & Advice for People with Disabilities	CLR9	
		Tenants Satisfaction Surveys	CLR13	
		Consultation on Policy changes and rent setting.	GVRSC4	
		Housing First Scotland Annual Check Up	AIG13	
		Other Regulatory body reports		
		People's News – Annual Return on the Charter Tenant Supplement.	CLR25	

Ref	Requirement	Evidence	Evidence	Compliance
		<p>Tenant Newsletters and Information.</p> <p>Corporate Health and Safety Policies and Procedures.</p> <p>Internal Audit Report – Council housing Newbuild Programme</p> <p>Fire Safety Guidance for Existing High Rise domestic Buildings</p> <p>Scottish Government Guidance on Sprinkler Systems for all newbuild home building warrants submitted on or after 1 June 2022</p> <p>Internal Audit Statement of Compliance.</p> <p>Compliance Certificates – e.g. Gas Safety</p> <p>Private Sector Housing Investment Programme 2022/2023 CAH Board Report 16 August 2022</p>	<p>AHS25</p> <p>AICLR05</p> <p>AIR3</p> <p>CLR26</p> <p>HSP8</p>	<p>The pandemic has continued to cause delays to the Council's programme of electrical safety inspections which are required to be carried out every five years.</p> <p>The COVID Tenant Grant Fund &amp; Homelessness in Renfrewshire report provides an update on the proposed distribution of the Covid 19 Tenant Grant Fund, and how the needs of homeless people have continued to be met throughout the pandemic, as well as an update on the significant progress that has been made in the implementation of Renfrewshire's Rapid Rehousing Transition Plan (RRTP).</p> <p>The Housing first report provides evidence of strong partnership working and compliance to address homelessness and demonstrates making best use of measures to help a difficult client group sustain their tenancies through a range of support mechanisms It also provides evidence of our Housing Support and RRTP budget being deployed appropriately to meet the housing and support needs of those who have experienced repeat homelessness, criminal justice involvement, addiction issues.</p>

Ref	Requirement	Evidence	Evidence	Compliance
		Housing to 2040 CHAPS Board Report, 18 May 2021	HSP9	
		Renfrewshire Common Housing Allocation Policy	AHS1a	
		Allocations Procedures	AHS2	
		Short Scottish Secure Tenancy Guidance	AHS9d	
		Housing Options Advice – Housing Options Form	AHS3, AHS3a, AHS3b, AHS3c	
		Secure Tenancy Agreement	AHS7, AHS7a	
		Rapid Rehousing Transition Plan Review – CHAPS Board March 2022	HSP4	
		COVID Tenant Grant Fund & Homelessness in Renfrewshire – CHAPS Board Report March 2022	HSP13	
		Rapid Rehousing Transition Plans 2021-22 Activities & Spend Template – Amended Version – June 2022	HSP4a	

Ref	Requirement	Evidence	Evidence	Compliance
		<p>Communities and Housing Services, Service Improvement Plan 2022-23 to 2024-25</p> <p>CHAPS June 2022 and Service Delivery Plan 2021-22 outturn report</p> <p>Housing Repairs Policy</p> <p>Housing Adaptations within Council Stock Policy</p>	<p>HSP6</p> <p>HQM3</p> <p>HQM9</p>	
AN4	Notify the SHR of any tenant and resident safety matters which have been reported to or are being investigated by the Health and Safety Executive, or reports from regulatory or statutory authorities, or insurance providers, relating to safety concerns.	Corporate Health and Safety Policies and Procedures		<p>Any reportable HSE incidents are logged in the Health &amp; Safety Database and investigated in accordance with the Council's Corporate Health &amp; Safety Policies and Procedures.</p> <p>The Council now employ a Fire Safety Officer and Compliance Officer.</p> <p>During the past year, there have been no incidents reported to the HSE.</p> <p>Outcomes of investigations are notified directly to the Council by the HSE and copied to the Director and Head of Service.</p> <p>There have been no inspections by regulatory authorities this year.</p>

Ref	Requirement	Evidence	Evidence	Compliance
		Annual Health & Safety Plan – Communities & Housing – CAH Board Report 16 August 2022	HSP15	
		Housing Landlord Compliance Strategy, March 2021	HSP14	
		Housing Landlord Compliance Strategy – Gas Safety	HSP14a	
		Housing Landlord Compliance Strategy – Electrical Safety	HSP14b	
		Housing Landlord Compliance Strategy – Asbestos Safety	HSP14c	
		Housing Landlord Compliance Strategy – Fire Safety	HSP14d	
		Housing Landlord Compliance Strategy – Water Safety	HSP14e	
		Housing Landlord Compliance Strategy – lift Safety	HSP14f	
AN5	Make the Council's Engagement Plan easily available and accessible to tenants and service users, including online.	<p>Council website which includes link to Regulator website</p> <p>People's News</p> <p>SHR Engagement Plan from 31 March 2022 – 31 March 2023</p>	<p>CLR25</p> <p>CLR38b</p>	<p>The Council's current Engagement Plan is publicised on the Council's website and any subsequent plans will be made available online for tenants and service users.</p> <p>The Engagement plan is also promoted to tenants in the People's News.</p>

Ref	Requirement	Evidence	Evidence	Compliance
		CHAPS Board Report 25 October 2022 – Regulation of Social Housing Assurance Statement	CLR24	

## 2. Scottish Social Housing Charter Performance

Ref	Requirement	Evidence		Compliance
CH1	Submit an Annual Return on the Charter (ARC) to the SHR each year in accordance with published guidance.	<p>Scottish Social Housing Charter: Annual Return 2021/22 CHAPS Board Report, 16/08/22</p> <p>CHAPS Board report, 25/10/22, Annual Housing Benchmarking Performance Report 2021/22</p> <p>CHAPS Board report, 25/10/22, Scottish Social Housing Charter Half yearly report 2022/23</p>	<p>CLR18</p> <p>CLR16</p> <p>CLR17</p>	<p>The Annual Return on the Charter was submitted to the Scottish Housing Regulator in May 2022. A robust framework is in place for internal data checking prior to submission and a sample data check is independently verified by the Scottish Housing Network.</p> <p>Charter performance is reported bi-annually to the Communities, Housing and Planning Services policy Board along with an annual report on performance benchmarking to provide comparisons against the Housing Service's previous performance along with that of other local authorities.</p>
CH2	<p>Involve tenants, and where relevant other service users, in the preparation and scrutiny of performance information. This must include:</p> <ul style="list-style-type: none"> <li>Agreeing the approach with tenants</li> <li>Ensuring that it is effective and</li> </ul>	<p>Presentation and Minutes of Joint Tenant Representative Group Meetings</p> <p>CHAPS Board Report 16/8/22 – Draft Tenant Participation Strategy – Review of Tenant Participation</p> <p>CHAPS Board Report 18 January 2022, Housing Customer Engagement Annual Report 2020/2021</p>	<p>CLR12b CLR12d CLR12e</p> <p>CLR1c</p> <p>CLR1a</p>	<p>Tenants are consulted on how performance information is presented, what indicators should be highlighted and how performance is benchmarked. This information is contained within the Charter supplement of the Autumn edition of the People's News and is distributed to all Council tenants and the articles area made publicly available on the Councils website.</p> <p>As part of our ongoing commitment to customer engagement, performance is discussed with representative tenant</p>

Ref	Requirement	Evidence		Compliance
	<p>meaningful – that the chosen approach gives tenants a real and demonstrable say in the assessment of performance</p> <ul style="list-style-type: none"> <li>Publicising the approach to tenants</li> <li>Ensuring that it can be verified and be able to show that the agreed approach to involving tenants has happened</li> </ul> <p>Involve other service users in an appropriate way, having asked and had regard to their needs and wishes.</p>	<p>Outcome of Consultation on draft Customer Engagement Strategy, CHAPS Board Report 10 August 2010</p> <p>Tenant Satisfaction Survey 2022</p> <p>Tenant Scrutiny Panel activity</p> <p>Sheltered Housing and Multi Storey Quality Circle Inspections</p> <p>2021/2022 Rent Consultation and CHAPS Board report on rent increase on, 3 March 2022.</p> <p>Communities and Housing Services, Service Improvement Plan 2022-23 to 2024-25 CHAPS June 2022 and Service Delivery Plan 2021-22 outturn report</p> <p>Council Wide Forums</p> <p>Tenant &amp; Resident Association Meetings</p> <p>Tenant Scrutiny Panel, Letting Standard Report, March 2014</p>	<p>CLR1</p> <p>CLR13</p> <p>CLR19</p> <p>CLR20</p> <p>CLR22 GVRSC1 GVRSC4</p> <p>HSP6</p> <p>CLR21</p> <p>CLR32</p> <p>HQM2e</p>	<p>groups on a regular basis. This year, adjustments have been made to the normal arrangements for meeting with tenant representatives, with more online communication being developed while it was not possible to hold face to face meetings.</p> <p>Due to Coronavirus restrictions on gatherings, officers and tenant representatives participated in an online meeting to discuss the Council's Annual Charter Return and the Council's performance in comparison to other social housing providers.</p> <p>At the Tenant Scrutiny Panel meeting which took place in August 2022, the style and layout of the 2021/22 tenant report on the charter was also discussed. This will be issued to all tenants and the Charter performance will be made available on the Council's website.</p> <p>Along with Tenants and independent tenant adviser we have developed a new Tenant Participation Strategy. which takes account of good practice, tenants' views and makes full use of new technology in a rapidly changing environment to enhance the opportunities for greater tenant</p>

Ref	Requirement	Evidence		Compliance
		Regeneration & Renewal Area Pop-Up Events Attendance Log	CLR43	participation. The Strategy was presented to the Communities and Housing Policy Board in October 2022.
		Housing-led Regeneration & Renewal Programme – Consultation Update – CHAPs Board 15 March 2022	HSP10b	The 2022 Tenants' Satisfaction Survey noted that 99% of Council tenants said they were satisfied with the opportunities to participate in decision-making processes. The Tenant Satisfaction Survey is carried out every two years with the next one scheduled to be undertaken in 2024.
		Link Council website for 8 Regeneration & Renewal areas	CLR40	
		Housing-led Regeneration & Renewal Programme – Consultation – CHAPs Board 18 January 2022	HSP10b	The Council has a range of opportunities for both individuals and groups to participate and monitor performance, such as: surveys, meetings with Tenants and Residents Associations, the Council Wide Forum, Neighbourhood Forums, Quality Circles, the Tenant Scrutiny Panel. The service will continue to work with these groups to review customer feedback and inform future improvements.
		Housing-led Regeneration & Renewal Programme – 1 year Update– CAH Board 16 June 2022	HSP10b	In consultation with tenants a new Tenant Participation Strategy was developed and agreed by the Communities and Housing Board. This strategy highlights how the service will work with tenants to oversee service delivery.

Ref	Requirement	Evidence		Compliance
				Annual updates are provided to the Policy Board on the Tenant Participation Strategy. This includes reporting to tenants on service performance.
CH3	Report performance in achieving or progressing towards the Charter outcomes and standards to its tenants and other service users (no later than October each year). The format of performance reporting must be agreed with tenants, ensuring that it is accessible for tenants and other service users, with plain and jargon-free language.	<p>Presentation and Minutes of Joint Tenant Representative Group Meetings</p> <p>People's News – Annual Return on the Charter Tenant Supplement</p> <p>Council website</p>	<p>CLR12b, CLR12e CLR12d</p> <p>CLR25</p>	<p>Each year tenant representatives are consulted on how performance information should be presented, what indicators should be highlighted and how performance is benchmarked.</p> <p>The annual Report to Tenants is delivered to all Council tenants as a supplement to the People's News each year. The Councils performance against charter indicators is publicised on the Council Website.</p>
CH4	<p>When reporting performance to tenants and other service users, this must:</p> <ul style="list-style-type: none"> <li>• Include providing them with an assessment of performance in delivering each of the Charter outcomes and standards which are relevant to the Council</li> </ul>	<p>Scottish Social Housing Charter: Annual Return 2021/22 CHAPS Board Report, 16/08/22</p> <p>Tenant Satisfaction Survey 2022</p> <p>Self-Assessment exercise on charter outcomes on Equalities</p>	<p>CLR18</p> <p>CLR13</p> <p>CLR28</p>	<p>Tenant feedback is used to develop the annual Report to Tenants which includes current performance against previous years and benchmarking against Scottish averages.</p> <p>The Report to Tenants provides a balanced appraisal of performance and highlights areas that will be focussed on for improvement.</p>

Ref	Requirement	Evidence		Compliance
	<ul style="list-style-type: none"> <li>Include relevant comparisons – these should include comparisons with previous years, with other landlords and with national performance.</li> <li>Set out how and when the Council intends to address areas for improvement</li> <li>Give tenants and other service users a way to feed back their views on the style and form of the reporting</li> </ul>	<p>Communities and Housing Services, Service Improvement Plan 2022-23 to 2024-25 CHAPS June 2022 and Service Delivery Plan 2021-22 outturn report</p> <p>People's News – Autumn edition - Annual Return on the Charter Tenant Supplement</p> <p>CHAPS Board report, 25/10/22, Annual Housing Benchmarking Performance Report 2021/22</p> <p>CHAPS Board report, 25/10/22, Scottish Social Housing Charter Half yearly report 2022/23</p> <p>Presentation and Minutes of Joint Tenant Representative Group Meetings</p> <p>Council website</p>	<p>HSP6</p> <p>CLR25</p> <p>CLR16</p> <p>CLR17</p> <p>CLR12b, CLR12e CLR12d</p>	<p>A self-assessment exercise was undertaken with the tenant scrutiny panel as part of the preparation for the 2021 Annual Assurance Statement.</p> <p>Charter information presented to tenant groups includes performance information, comparisons with previous years' data and other social landlords.</p> <p>The annual report to the Policy Board on the Charter Return includes areas for improvement that have been identified with actions this year including a focus on: average days to re-let properties, adaptations and void management.</p> <p>The three-year Service Improvement Plan provides details of service review and development across housing and homelessness services.</p> <p>The People's News provides opportunities for tenants to "Tell us what you think" inviting comments on the format and content of the newsletter. The content and design of the newsletter is also discussed regularly with tenant groups.</p>

Ref	Requirement	Evidence		Compliance
CH5	Make the report on performance easily available to tenants, including online.	<p>People's News – Annual Return on the Charter Tenant Supplement</p> <p>Council website</p>	CLR25	The annual Report to Tenants is delivered to all Council tenants as a supplement to the People's News each year. The Councils performance against charter indicators is published on the Council Website.

### 3. Tenants and Service Users Redress

Ref	Requirement	Evidence		Compliance
TS1	Make information on reporting significant performance failures, including the SHR's leaflet, available to tenants.	Council website includes a link to the Scottish Housing Regulator's website.  SHR Significant Failures Leaflet	CLR10	Information for tenants on reporting significant performance failures, including the SHR's leaflet is available from the Council website.  A link to the SHR's website is also publicised on the Council's website.
TS2	Provide tenants and other service users with the information they need to exercise their right to complain and seek redress and respond to tenants within the timescales outlined in the Council's service standards, in accordance with guidance from the Scottish Public Services Ombudsman (SPSO).	Complaints Handling Procedures: <ul style="list-style-type: none"> <li>• Customer Guide</li> <li>• Complaints Form</li> </ul> People's News  Council website  Scottish Social Housing Charter: Annual Return 2021/22 CHAPS Board Report, 16/08/22  CHAPS Board report, 25/10/22, Annual Housing Benchmarking Performance Report 2021/22	CLR3 CLR4 CLR25  CLR18  CLR16	Information on how to complain is publicised widely, including online and in tenant newsletters.  The Council adheres to the SPSO guidance in relation to complaint timescales.  The Council monitors complaints handling, and this is reported to the Scottish Housing Regulator through the Annual Return on the Charter.  Complaints performance information is covered in the Annual Report to Tenants within the Autumn issue of the People's News.
TS3	Ensure the Council has effective arrangements to learn from complaints and from other tenant and service user feedback, in accordance with SPSO	Corporate Complaints Handling Procedures  Complaints by Service Area Spreadsheet	CLR3a CLR3b CLR3f	Complaints are analysed to identify any themes that require addressing. Officer meetings are held to gain insight into complaints.

Ref	Requirement	Evidence		Compliance
	guidance.	<p>People's News</p> <p>SMT &amp; 3<sup>rd</sup> Tier Manager 6 weekly mtg, 21 June 2022</p> <p>SPSO – Link on Council website</p> <p>Sheltered Housing Newsletters</p> <p>Sheltered Housing Good News</p> <p>Housing Support Newsletters</p> <p>Communities and Housing Services, Service Improvement Plan 2022-23 to 2024-25 CHAPS June 2022 and Service Delivery Plan 2021-22 outturn report</p> <p>2022 Tenant Satisfaction Survey</p>	<p>CLR25</p> <p>CLR3g</p> <p>AIG12</p> <p>CLR11</p> <p>AHS22a</p> <p>AHS22</p> <p>HSP6</p> <p>CLR13</p>	<p>As part of the 2022 Tenant Satisfaction Survey, tenants were asked about the main reason for complaints and their experience of making a complaint. Around 5% of respondents said they had made a complaint, with the main reasons related to repairs or anti-social behaviour, of those who did complain 75% said they found it easy to do so.</p> <p>Good News section of Sheltered Housing Newsletter and Housing Support Newsletter.</p>

#### 4. Whistleblowing

Ref	Requirement	Evidence		Compliance
WB1	Have effective arrangements and a policy for whistleblowing by staff and elected members which the Council makes easily available and which it promotes.	<p>Staff Code of Conduct</p> <p>Councillor Code of Conduct</p> <p>Convenor Pack</p> <p>New Councillor Introduction to Wards 1- 12.</p> <p>New Councillor Presentation 2022</p>	<p>CPSP8</p> <p>CPSP18</p> <p>CPSP19</p> <p>CPSP21</p> <p>CPSP20</p>	<p>The Council's Staff Code of Conduct includes information on Whistleblowing. This is available for staff and elected members on the Councils intranet site.</p> <p>Following the local government elections this year all councillors in the new administration were provided with a briefing pack which contains key aspects of services.</p> <p>Elected members must comply with the Councillors Code of Conduct which is available on the Standards Commission website.</p>

## 5. Equality and Human Rights

Ref	Requirement	Evidence		Compliance
EH1	Have assurance and evidence that the Council considers equality and human rights issues properly when making all of its decisions, in the design and review of internal and external policies, and in its day-to-day service delivery.	Council Guide for Assessing Equality and Human Rights Impacts	CLR5	All matters being reported to Board are reviewed for any equality and/or human rights implications.
		Collecting Equality Information : National guidance for Scottish social landlords, June 2022	OHRD17	The Council monitors equality outcomes corporately with all policy changes subject to Equality Impact Assessments are carried out and noted by the relevant Board.
		Leadership Board Report 1 May 2019 - Progress Report on Equality Outcomes and Mainstreaming Equality 2019	CLR8	The Service Improvement Plan includes a statement annually relating to equalities.
		Housing Information & Advice for People with Disabilities	CLR9	The Tenant Satisfaction Survey results highlight high satisfaction rates for access to services and for participation opportunities, with respondents noting that they find it easy to participate.
		Digital Support for Council Tenants	CLR15	
		Link to Language Line translation service & Alternative formats are available on request.	AIG8	As part of the annual update on the Strategic Housing Investment Plan, a consultation exercise takes place to provide individuals and groups an opportunity to provide comments on the proposals.
		Wheelchair accessible customer service centre with Loop hearing systems in place.		The Renfrewshire Council Newbuild Specification document has been designed to ensure properties meet housing for varying needs standards and a mix of property types and sizes are delivered to meet current and
		Renfrewshire Common Housing Allocation Policy	AHS1a	

Ref	Requirement	Evidence		Compliance
		Housing Options, mobility, Sheltered and HSPC housing application process.	AHS3, AHS3a AHS3b AHS3c	future needs, including an element of wheelchair accessible homes in suitable locations and homes that are future proof for changing needs. The specification is continuously updated to improve the quality of housing being delivered.
		Tenant Information Booklet – Polish Translation	AHS8b	
		Tenancy Agreement Polish Translation	AHS7a	The housing-led regeneration and renewal which will not only enhance a significant proportion of the Council's housing stock but will also contribute to the wider transformation of Renfrewshire as a place and will be central to the economic and social recovery of Renfrewshire. Thus improving the outcomes and opportunities of residents in the lower level Scottish Index of Multiple Deprivation (SIMD) datazones.
		Annual Re-registration process for housing applicants	AIG9	
		Rapid Rehousing Transition Plan Review 2022	HSP4	
		Renfrewshire Homeless Partnership multi-agency approach	AHS17	The Council has introduced hybrid ways of working and staff will continue to deliver services whilst both working remotely and in neighbourhoods offices.
		Renfrewshire Common Housing Allocation Policy Equalities Impact Assessment.	CLR5b	
		Housing-led Regeneration and Renewal Programme for Renfrewshire - Equalities Impact Assessment	CLR 5c	The Near Me platform is used to provide an additional method of communication with tenants.  All customers who are looking for alternative accommodation are invited to discuss their housing options with a housing expert.

Ref	Requirement	Evidence		Compliance
		Communities and Housing Services, Service Improvement Plan 2022-23 to 2024-25 CHAPS June 2022 and Service Delivery Plan 2021-22 outturn report	HSP6	The discussion will include options that best suit each customer's housing need, such as Council housing, other social housing providers, the private rented sector or owner occupation.
		Tenants Satisfaction Survey 2022.	CLR13	The Council also employs a specialist Housing and Disabilities Advisor who can provide information and advice to older and/or disable people in more complex cases, for example those that relate to hospital discharge, or to people who are housebound. A member of staff will make a referral to them on your behalf where appropriate.  Rapid Rehousing Transition Plan Review 2022 was sent to the Scottish Government
		Draft Strategic Housing Investment Plan 2023-2028, CHAPS 16 August 2022	HSP2	
		Strategic Housing Investment Plan 2023-2028, CHAPS 25 October 2022	HSP2	
		Draft Strategic Housing Investment Plan 2023-2028 Consultation exercise, CAH Board Report, August 2022	HSP2a	
		Renfrewshire Council Newbuild Specification	HQM19	
		Front line service adjustments – “Near Me”	CLR42 CLR42a	
EH2	To comply with these duties, landlords must collect data relating to each of the protected	Scottish Social Housing Charter: Annual Return 2021/22 CHAPS Board Report, 16/08/22	CLR18	As part of the Housing Options process we ask all housing applicants for information in relation to protected characteristics.

Ref	Requirement	Evidence		Compliance
	characteristics for their existing tenants, new tenants, people on waiting lists, governing body members and staff. Local authorities must also collect data on protected characteristics for people who apply to them as homeless. Landlords who provide Gypsy/ Traveller sites must also collect data on protected characteristics for these service users.	Communities and Housing Services, Service Improvement Plan 2022-23 to 2024-25 CHAPS June 2022 and Service Delivery Plan 2021-22 outturn report	HSP6	<p>The Council collects protected characteristic information from existing tenants, waiting list applicants and new tenants (where they have chosen to provide this information) and anonymised in the Tenants Satisfaction Survey.</p> <p>The Service Improvement Plan outlines how the Service links in with Strategic Outcome 3, tackling inequality, opportunities for all.</p> <p>There are currently no Gypsy / Traveller sites in Renfrewshire.</p>
		Final ARC Submission 2021/22 – May 2022	CLR23	
		Unauthorised Encampments Procedures (Gypsy/ Travellers)	CPSP4	



### **Renfrewshire Council Assurance Statement 2022**

Renfrewshire Council complies with the requirements set out in Chapter 3 of the Regulatory Framework.

We achieve the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services.

In relation to equalities data collection and human rights, the Council has established policies and procedures which are embedded in service delivery. We review and adjust our approach in the collection of equalities and human rights information along with any other changes in accordance with statutory requirements or regulatory guidance

The Coronavirus pandemic continued to have an impact on the operations of the Housing Services, most notably in relation to:

- Performance as reported to the Policy Board on factors such as repairs and re-letting empty properties, which have been impacted by wider issues in the construction sector, including availability of labour and material shortages in the supply chain.
- Although improving since the pandemic compliance with the requirements on annual gas safety checks remains to be achieved, since April 2022, 14 properties missed the 12 month target for completion of the annual gas safety check, although all have since been completed.
- The Council is working to towards full electrical testing and smoke alarm compliance, programmes were delayed as a result of the pandemic, however, we expect to achieve full compliance during the current financial year.
- The Council is continuing to work on full Scottish Housing Quality Standard (SHQS) compliance and to meet the interim target for the Energy Efficiency Standard for Social Housing (EESH).

In April 2022, the Council changed the IT system for repairs reporting. There have been technical issues in the implementation of the system that are currently being worked through but that are to date unresolved.

As a result, we are unable to provide performance information at this time for the following indicators:

**Indicator 8:** Average length of time taken to complete emergency repairs

**Indicator 9:** Average length of time taken to complete non-emergency repairs

**Indicator 10:** % of non-emergency repairs completed right first time

There may also be a limited impact for **Indicator 12:** % Satisfaction with repairs service, however we are working on an interim approach using text messaging for tenant feedback for this indicator.

You can be assured that this has not impacted on the repairs for tenants and we are actively working with the software supplier to resolve the interface issues as a matter of priority. We have advised our Communities and Housing Board of this situation in our Assurance Statement of 2022.

The background papers that support our Assurance Statement for 2022 advised that there had been no reportable Health and Safety incidents.

The Council's Communities and Housing Policy Board regularly receives reports which provide information and evidence to support assurance.

The Annual Assurance Statement 2022 was considered and approved by the Communities and Housing Policy Board on 25 October 2022.

Signed \_\_\_\_\_

*Councillor Marie McGurk*  
*Convener of the Communities and Housing Policy Board*

Date: \_\_\_\_\_






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**To: Communities and Housing Policy Board**

**On: 25 October 2022**

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

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**Heading: Rapid Rehousing Transition Plan and Homelessness Update**

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## **1. Summary**

- 1.1 An overview on the progress with the implementation of Renfrewshire's Rapid Rehousing Transition Plan (RRTP) was provided to the Policy Board in March 2022. RRTP's aim to ensure that those who are homeless:
- are provided with settled accommodation more quickly
  - spend less time in temporary accommodation
  - have greater access to an up-scaled use of the Housing First model, and / or other support.

This report provides a full review of the progress made in 2021/22 and reflects on the impact of Renfrewshire's RRTP since it was launched in 2019.

- 1.2 This report also provides a further update on homelessness in Renfrewshire.
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## **2. Recommendations**

- 2.1 It is recommended that the Policy Board
- (i) Note the progress made to date with meeting the needs of those who are homeless or threatened with homelessness with the implementation of Renfrewshire's Rapid Rehousing Transition Plan, detailed in Appendix 1 of this report

### **3 Renfrewshire's Rapid Rehousing Transition Plan – update**

- 3.1 Previous Policy Board reports have detailed the Scottish Government requirement for all local authorities to consult on and produce a 5-year Rapid Rehousing Transition Plan covering the period 2019 – 2024.
- 3.2 These plans detail how local authorities plan to move to a situation where those who are homeless:
  - are provided with accommodation more quickly
  - spend less time in temporary accommodation
  - have greater access to an up-scaled use of the Housing First model, and / or other support.
- 3.3 Key partners such as local and national Housing Associations, Renfrewshire Health & Social Care Partnership and a range of 3<sup>rd</sup> sector organisations were fully consulted on the content of an RRTP for Renfrewshire, and the Scottish Government has allocated funding from the 'Ending Homelessness Together' fund to support and assist local authorities in the implementation of their RRTP's.
- 3.4 A review of progress to date and the challenges for Renfrewshire's RRTP was provided to the Policy Board in August 2021 and March 2022, and there continues to be progress in implementing the plan. Funding from the Council and annual allocations of funding from the Scottish Government have been deployed for measures which are in line with the priorities within Renfrewshire's 5-year RRTP.
- 3.5 A full review of the implementation of the RRTP in 2021/22 has now been carried out and submitted to the Scottish Government and is attached as Appendix 1 of this report.

The review highlights the substantial evidence of innovative partnership working, and of the implementation of several new measures to prevent homelessness in Renfrewshire and positively meet the needs of those who have nowhere to stay. This includes:

- further upscaling of our Housing First model to support 65 individuals at any one time via 3 different support providers, including a new 'in-house' Intensive Support service. This was an increase from 30 service users in year 1 and 44 in year 2.
- a very positive independent 'annual check-up' on our approach to Housing First carried out by Homeless Network Scotland
- we fully implemented our tenancy resettlement assistance initiatives using existing resources and 3 temporary posts funded via RRTP funding, and over 400 enhanced 'Starter Packs' were provided to those moving into new tenancies
- a further 6 temporary accommodation properties were 'flipped' from temporary to settled accommodation for homeless applicants

- we further developed and improved our Shared Living Initiative with Simon Community Scotland to enable and promote 'flat sharing' by homeless applicants. Eight new joint tenancies were established.
  - partnership with SAY Women developed further to provide support for young woman (16 – 25years) who are survivors of child abuse and/or survivors of other forms sexual violence and who are having housing/homeless/tenancy related issues. We now fund a full-time post.
  - continued our inhouse 'matching and resettlement team' which was established during the response to Covid-19, and enables homeless applicants to better transition from temporary to settled accommodation
  - an annual stepped increase in the number of homeless lets from both the Council and RSLs - a key element of our RRTP.
  - the satisfaction rate from service users with the temporary accommodation provided increased from 94.7% in 2020/21 to 98.4%, and the tenancy sustainment rate for homeless applicants living in settled Council tenancies for more than 12 months, increased from 88.4% to 89.4%
  - The average length of time for the Council to conclude duty for those who were homeless improved from 25.55 weeks to 22.25 weeks
- 3.6 Our RRTP also highlights certain challenges that may impact on maintaining progress with delivering the key outputs, such as the demand for social rented accommodation from Ukraine Displaced Persons and other refugee resettlement programmes.
- 3.7 The Scottish Government have now confirmed that funding of £190,000 will be provided for 2022/23 (year 4 of our RRTP), which is in line with the funding awards in years 1 – 3, and the Policy Board will continue to be updated on progress with the implementation of Renfrewshire's RRTP.

## **4 Homelessness update**

- 4.1 Implementation of the RRTP and the positive outcomes to date, and recovery following COVID provides a springboard for tackling and preventing homelessness in Renfrewshire.
- 4.2 The total annual number of statutorily homeless households in Renfrewshire has generally remained consistent in recent years and tends to be within the 850 – 900 band. The majority of homeless applicants continues to be single person households (over 75%). Close attention will be paid to see any signs that cost-of-living issues are impacting on homelessness nationally and locally.

Year	Total annual number of homeless applications in Renfrewshire
2022/23	468 to end Sept 2022
2021/22	909
2020/21	834
2019/20	874
2018/19	849
2017/18	860
2016/17	777
2015/16	843
2014/15	838

- 4.3 The Scottish Government has now scheduled the removal of the 'local connection' criteria for homeless applicants from December 2022. It is anticipated that this may result in some local authorities – particularly larger urban Councils - experiencing an increase in the number of people presenting as homeless, and this may be a factor which could contribute to an increase in homeless applications in Renfrewshire.

#### **Lets to homeless**

- 4.4 Whilst there was an unavoidable reduction in the number of social rented houses let during COVID and in the recovery period, there has since been a continued strong focus in Renfrewshire on matching Council / RSL properties to those who are homeless or in greater housing need.
- 4.5 The increase in social rented lets in 2021/22 to those who were statutorily homeless was in line with a key aim of the Rapid Rehousing Transition Plan (RRTP) for Renfrewshire. The on-going demand for the limited number of available 1 bedroom properties as well as the need to meet the needs of individuals affected by resettlement and asylum programmes will present challenges to ensure that the supply of properties continues to increase into 2022/23 and beyond.
- 4.6 The Policy Board will continue to be provided with regular updates on homelessness, homeless prevention measures and the implementation of Renfrewshire's RRTP over the remaining 18 months that the Plan has to run.
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## Implications of the Report

1. **Financial** – funding from the Scottish Government will continue to be fully used to support the transition to rapid rehousing
  2. **HR & Organisational Development** – any posts to support the implementation of RRTP initiatives have been appointed in accordance with current HR procedures and funded from Scottish Government allocations.
  3. **Community/Council Planning** –
    - Our Renfrewshire is fair - those who are homeless will be provided with settled housing options more quickly.
    - Building strong, safe and resilient communities – meeting the needs of those who are homeless and providing access to settled housing helps to support communities.
    - Tackling inequality, ensuring opportunities for all – those who are in housing need will be provided with settled housing options more quickly.
    - Working together to improve outcomes – RRTP's require local authorities and partners to work together to improve outcomes for those in housing need.
  4. **Legal** – none
  5. **Property/Assets** – none
  6. **Information Technology** - none
  7. **Equality & Human Rights**

(a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
  8. **Health & Safety** - none
  9. **Procurement** - none
  10. **Risk** – none.
  11. **Privacy Impact** - none
  12. **COSLA Policy Position** – not applicable
  13. **Climate Risk** – none
-

## List of Background Papers

- a) Background paper 1 'Homelessness Update' Communities, Housing & Planning Policy Board on 15 March 2022
- b) Background paper 2 'Tenant Hardship Grant Fund', Communities, Housing & Planning Policy Board on 26 October 2021
- c) Background paper 3 'Rapid Rehousing Transition Plan and Homelessness Update' Communities, Housing & Planning Policy Board on 17 August, 2021
- d) Background Paper 4 'Rapid Rehousing Transition Plan – funding update' Communities, Housing & Planning Policy Board on 19 January 2021.
- e) Background Paper 4 'RRTP for Renfrewshire update' Communities, Housing & Planning Policy Board on 20 August 2019.
- f) Background Paper 5 'RRTP for Renfrewshire' Communities, Housing & Planning Services Policy Board on 30 October 2018.

The foregoing background papers will be retained within Communities & Housing Services for inspection by the public for the prescribed period of four years from the date of the meeting. The contact officer within the service is Tom Irvine, [Tom.irvine@renfrewshire.gov.uk](mailto:Tom.irvine@renfrewshire.gov.uk).

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# Rapid Re-housing Transition Plan for Renfrewshire 2019-2024

# REVIEW 2021/22

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# 1 Introduction

The Homelessness & Rough Sleeping Action Group (HARSAG) was established by the Scottish Government in October 2017.

One of the key recommendations made by HARSAG, which was accepted by the Scottish Government, was that each local authority should, in consultation with partners, develop and cost a 5-year Rapid Re-housing Transition Plan (RRTP).

The guidance on the development of RRTP's highlighted that where homelessness cannot be prevented, rapid re-housing means:

- a settled mainstream housing outcome, with support, as quickly as possible,
- time spent in any form of temporary accommodation is reduced to a minimum,
- when temporary accommodation is needed, the optimum type is mainstream, furnished and within a community.

The 5-year RRTP for Renfrewshire was produced in 2019 following extensive consultation with our partners, including service users and those with lived experience of homelessness.

This paper reviews the progress made in the first 3 years of the implementation of Renfrewshire's RRTP.

A summary and list of key conclusions are provided in Section 11, page 20.

**This Review should be read in conjunction with our '*Rapid Rehousing Transition Plan 2019 – 2024*', the associated costed action plan and the RRTP Review 2021.**

## 2 Summary of year 3 progress – 2021/22

Please refer to Appendix 1 for summary of progress made in years 1 and 2

### During year 3:

- we further upscaled our Housing First model to support 65 individuals at any one time via 3 different support providers, including a new 'in-house' Intensive Support service.

This was an increase from 30 service users in year 1 and 44 in year 2.

- a very positive 'annual check-up' on our approach to Housing First was carried out by Homeless Network Scotland
- we fully implemented our tenancy resettlement assistance initiatives using existing resources and 3 temporary posts funded via RRTP funding
- over 400 enhanced 'Starter Packs' were provided to those moving into new tenancies
- a further 6 temporary accommodation properties were 'flipped' from temporary to settled accommodation for homeless applicants
- we further developed and improved our Shared Living Initiative with Simon Community Scotland to enable and promote shared living within Renfrewshire, creating 8 new shared tenancies
- partnership with SAY Women developed further to provide time limited support for young woman (16 – 25years) who are survivors of child abuse and/or survivors of other forms sexual violence and who are having housing/homeless/tenancy related issues. We now fund a full-time post.
- continued our inhouse 'matching and resettlement team' which was established during the response to Covid-19, and enables homeless applicants to better transition from temporary to settled accommodation
- we delivered an annual stepped increase in the number of homeless lets from both the Council and RSLs, a key element of our RRTP.
- the satisfaction rate from service users with the temporary accommodation provided increased from 94.7% in 2020/21 to 98.4%
- the tenancy sustainment rate for homeless applicants living in settled Council tenancies for more than 12 months, increased from 88.4% to 89.4%
- The average length of time to conclude duty improved from 25.55 weeks to 22.25 weeks

### 3 How our RRTP Funding was used in Year 3 2021/22

RRTP funding from Scottish Government - YEAR 3 - 2021/22		
Action Plan Ref *	Rapid Rehousing Proposal	Annual Cost (£)
1,2,7	Upscaling of Housing First programme	£84,000
4	Tenancy resettlement	£80,500
1, 3	Provision of enhanced starter packs	£20,000
3	Temporary accommodation – ‘flip’ properties from temp accommodation	£10,000
all	RRTP Coordinator Post	£47,000
6	Shared Living Initiative	£26,000
8	Say Women project	£8,000
TOTAL SPEND YEAR 3		£275,500

## 4 Nature and Scale of Homelessness in 2021/22

Our previous RRTPs provided substantial analysis on the nature, context, and scale of homelessness in Renfrewshire in recent years.

In 2021/22, we dealt with 2256 housing advice cases, which resulted in 909 homeless applications.

This was an increase of almost 10% in homeless applications compared to the previous year and is the highest number since 2013/14.

As before, the largest demand is still from single applicant households, which continue to represent nearly 80% of all applications.

The average length of time to conclude duty improved from 25.55 weeks in 2020/21 to 22.25 weeks, largely as we were able to move households from temporary accommodation into settled accommodation more quickly than before due to our in-house 'matching and resettlement team.

Repeat homelessness figure has reduced to under 8%, from 9.8% in 2019/20.

Those who state they have slept rough at some point in the 3 months before making a homeless application has reduced to 4.4% of all applications from 5.3% in 2020/21 (it was 11.8% in 2019/20).

There are challenges emerging in relation to the impact of the cost-of-living crisis on homelessness, as well as being able to achieve a stepped increase in social rented lets to homeless applicants, which may be impacted by factors such as the regeneration programme for Renfrewshire and the demand for social rented accommodation as part of Scotland's Homes for Ukraine programme, see page 14.

## 5 Housing First initiatives

Renfrewshire has developed a strong track record for the deployment of Housing First initiatives, after becoming the first Scottish local authority to fund a Housing First initiative back in 2013/14, in partnership with Turning Point Scotland.

Here is a summary of the current provision :

### **WRAP (Working to Reconnect and Achieve Potential)**

Established in December 2019 in partnership with Blue Triangle Housing Association, WRAP is a short-term, flexible, wraparound housing support service for people who are homeless and wanting to engage with support staff in a person-centred approach to resettle into the community, sustain their tenancy, and achieve their own outcomes.

WRAP provides support along the lines of a Housing First approach, via 3 workers employed by BTHA.

WRAP has been funded jointly from the Council's Housing Support budget, (£26k pa) and RRTP funding (£84k pa).

An analysis our WRAP project was included in last years RRTP review.

In April 2022, a total of 35 service users were being supported via WRAP and benefitting from the Housing First approach that is applied.

There are clear signs that WRAP is having a positive impact on tenancy sustainment levels.

As a result of the scale of success in the first two years of operation, WRAP is being rolled forward to 2022/23.

### **Housing First – Turning Point Scotland**

A total of 16 service users were being supported in April 2022 via our on-going project operated in partnership with Turning Point Scotland and benefitting from the Housing First approach that is applied.

### **Intensive Support service**

Building on our successful track record of deploying a housing first approach via partnerships with Blue Triangle Housing Association (WRAP) and Turning Point Scotland, Renfrewshire Council have now established and funded our 'Intensive Support' service from within our Housing Support Team using the lessons we have learned. A full review of our Intensive Support service will be included in next year's RRTP review.

At the end of 2021/22 14 service users were already accessing this new initiative.

## 6 Other Funded RRTP Projects

### 6.1 Tenancy resettlement

Our revised approach to tenancy resettlement was developed following customer consultation and is a proactive and practical approach to help those who are homeless to establish and sustain their settled tenancy.

It has been further developed in response to the relatively low tenancy sustainment rate for Council tenancies by homeless applicants, and the number of tenancies that were subsequently abandoned.

An enhancement of tenancy resettlement assistance is seen as a key principle in meeting the overall aims of Renfrewshire's RRTP, and it became a particularly important during our response to COVID-19.

In 2021/22, **527** service users were assisted to settle in their new homes using existing resources from within the Council's Homeless & Housing Support Services teams, as well as 3 new temporary posts funded via Scottish Government RRTP funding allocation.

To date, a total of **817** service users have been assisted to settle into their new homes via Homeless & Housing Support Services and our Resettlement service over 2020/21 and 2021/22.

This has built on the measures already in place which had already delivered substantial improvement in tenancy sustainment – those who were homeless and sustained a Council tenancy for more than 12 months increased to **89.4%** in 2020/21\* from **88.4%** the previous year. This figure was at 72.1% in 2015/16.

\* this is the most recent year that tenancy sustainment figures are available for

#### **We continue to:**

- Assist households with the practical challenges of setting up a home
- Help services users to better understand their rights and responsibilities as a tenant
- Set up utilities in new tenancies and clear any debts on the meters and liaise directly with utility companies
- Coordinate the delivery of Community Care grant items and 'starter pack'
- Ensure all welfare benefits are in place and no rent arrears are accruing at the start of the tenancy
- Maintain regular access to advice and assistance for the service user
- Carry out tenancy 'health' checks on a quarterly basis for 1 year to help identify early warning signs
- Liaise with other agencies when concerns are highlighted

- Assist service users to engage in wider community support
- Liaise directly with local Housing Officers to support a positive working relationship and take a joint approach to deal with any emerging issues.

### **Impact of Tenancy Resettlement Assistance**

The positive impacts for service users and housing providers since the introduction and enhancement of the tenancy resettlement measures are:

- enabled customers to move from temporary accommodation into settled accommodation during lockdown
- prevented customers having to stay in bed and breakfast accommodation
- staff 'took up the strain' of dealing with utility companies
- reduction in new tenant rent arrears
- improved communication with local housing officers and other partner agencies
- improved engagement with wider community-based support services
- property in move-in condition for the service user
- practical assistance available to customers
- early warning signs of possible un-sustained tenancy

### **6.2 Starter packs**

In 2018/19, we conducted a survey of homeless service users on what items they thought were essential to help them maintain and sustain their tenancy.

In years 1, 2 and 3, we have annually provided over 400 enhanced Starter Packs based around customer feedback. The packs now include a double rather than a single bed, a microwave, kettle, toaster, cutlery, and plates.

We also give service users the option of having their new home 'powered up' prior to occupation. This 'credit' allows individuals to be able to use either gas or electricity immediately and further increases the chances of the tenant smoothly moving into their settled housing, and go on to sustain the tenancy (dealing with utility companies was regularly featuring as a 'stresser' by those who had moved to new tenancies).

### **6.3 'Flipping' Tenancies**

We have tended to 'flip' furnished properties on occasion from temporary accommodation to secure tenancies, when the property has already been used for over 7 years as furnished temporary accommodation for homeless applicants.

In the first 3 years of our RRTP, 28 temporary accommodation properties were 'flipped' from temporary to secure tenancies – 6 in year 1, 16 in year 2 and 6 in year 3, and we intend to continue this, where feasible, in partnership with housing providers.

'Flipping' is best applied when it forms part of a planned reduction in a stock of temporary accommodation – see discussion on the reduction of temporary accommodation in Section 7.

## 6.4 Shared Living Initiative

The Shared Living Initiative is a flat sharing initiative delivered in partnership with Simon Community Scotland which is designed to allow service users to self-select and / or be supported to 'match' with each other.

This empowers applicants to improve their housing options and provides new opportunities to find settled accommodation.

It has been designed to mitigate concerns from a landlord perspective, as well as an opportunity for individual homeless people to have the option of flat-sharing and is a positive response to the mismatch between the high proportion of single person homeless households and low availability of one bedroom accommodation.

'Shared Living' has been made more challenging over recent years due to staff turnover within Simon Community and COVID restrictions, however we are hopeful that this will be a viable option for some of our service users going forward, particularly those who struggle with loneliness and isolation.

Strong links have been established with Renfrewshire's 'Invest' programme which will be a valuable resource to assist service users into training and employment.

In 2021/22, 8 shared tenancies were created and since it launched, 32 service users have been supported resulting in 14 Shared Living tenancies being created with a further 4 awaiting offers that are expected to shortly become shared tenancies.

*"Shared living for me has been a dream! I've got help splitting our bills, managing our costs and always someone to rely on at home! This opportunity has allowed me to feel so comfortable and secure within my environment I cannot thank the team enough"*

Comment from Shared Living service user. June 2022

## 6.5 SAY Women Project

Say Women offers emotional support for young women aged 16 to 25 who are survivors of sexual abuse, rape, or sexual assault and who are homeless, or threatened with homelessness.

Through our RRTP, we initially funded a 0.5 post via Say Women, however more recently this has increased to a full-time position due to the demands on the project to enhance the support to service users and provide key staff in homeless / housing services with increased capacity through Say Women's specialised training and consultation.

With continued engagement, Say Women aim to prevent repeated cycles of homelessness and increasing tenancy sustainment for the young woman they work with, and a detailed plan has been established on how the service can develop.

To date they have assisted over 20 young women.

## **6.6 RRTP Coordinator**

Our RRTP Coordinator liaises with senior officers within the Council, partner organisations as well as the Scottish Government in order to ensure that all required agreements, services and ongoing monitoring arrangements are in place to oversee the successful delivery of Renfrewshire's Rapid Rehousing Transition Plan, within budget.

The postholder will be moving to a new post in early 2022/23, and it is proposed to terminate this position, and incorporate the role and the lessons learned within the Council's Homeless Services team.

## **Rapid Rehousing Steering Group**

We established a Rapid Rehousing Steering Group of key stakeholders chaired by the Council's Head of Housing Services, with the aim of assisting in the delivery and implementation of the aims and objectives of Renfrewshire's Rapid Rehousing Transition Plan.

The Steering Group regularly reviews an agreed 'dashboard' of all key performance areas to track the impact of Renfrewshire's Plan.

Rapid Rehousing Steering Group meetings will continue to be held over the remaining 2 years of our RRTP.

## **Joint approach**

We have continued with one-to-one meetings with the senior housing managers of Renfrewshire Council and the Registered Social Landlords to discuss key aspects of the RRTP and highlight/agree where their contribution could assist in the delivery of the RRTP.

This has involved producing and sharing individual, tailored reports for each stakeholder, and was a key factor in driving the stepped increase in lets to homeless applicants over the first 3 years of our RRTP.

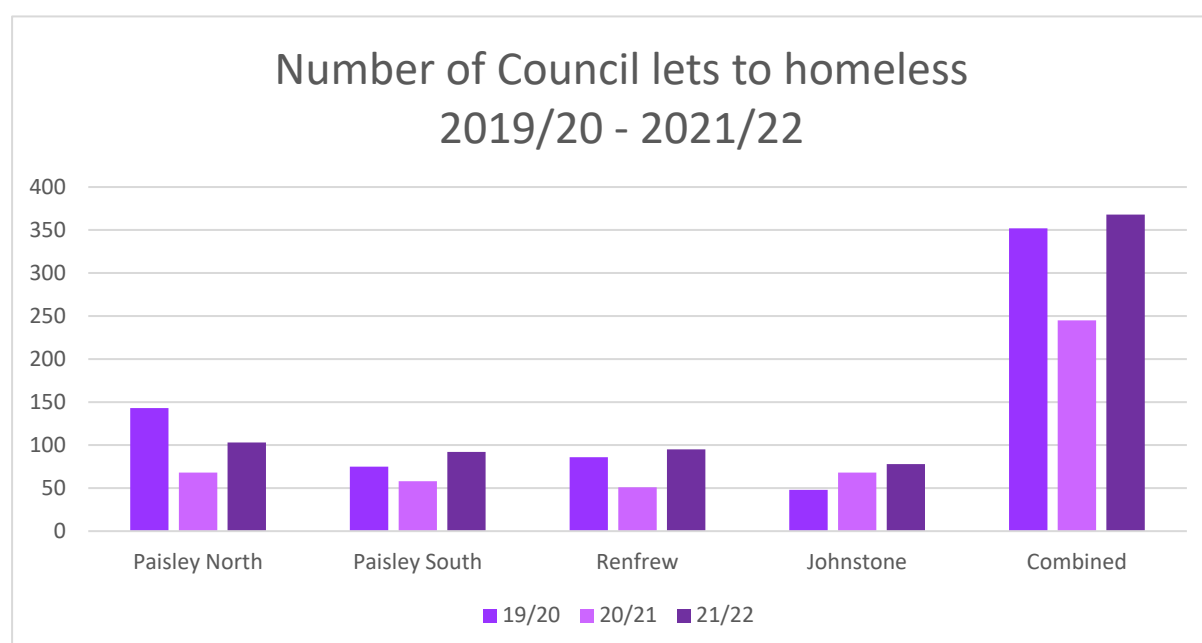
## 7 Lets to homeless applicants

### Introduction

In the 5-year RRTP for Renfrewshire, it was highlighted that **a stepped increase in the number and proportion of social rented lets to those who were statutorily homeless** would be a key factor in meeting the objective of providing a settled mainstream housing outcome, with support, as quickly as possible.

Table 1 below compares the number of Council lets to homeless applicants in 2019/20, 2021/22 and 2020/21.

**Table 1**



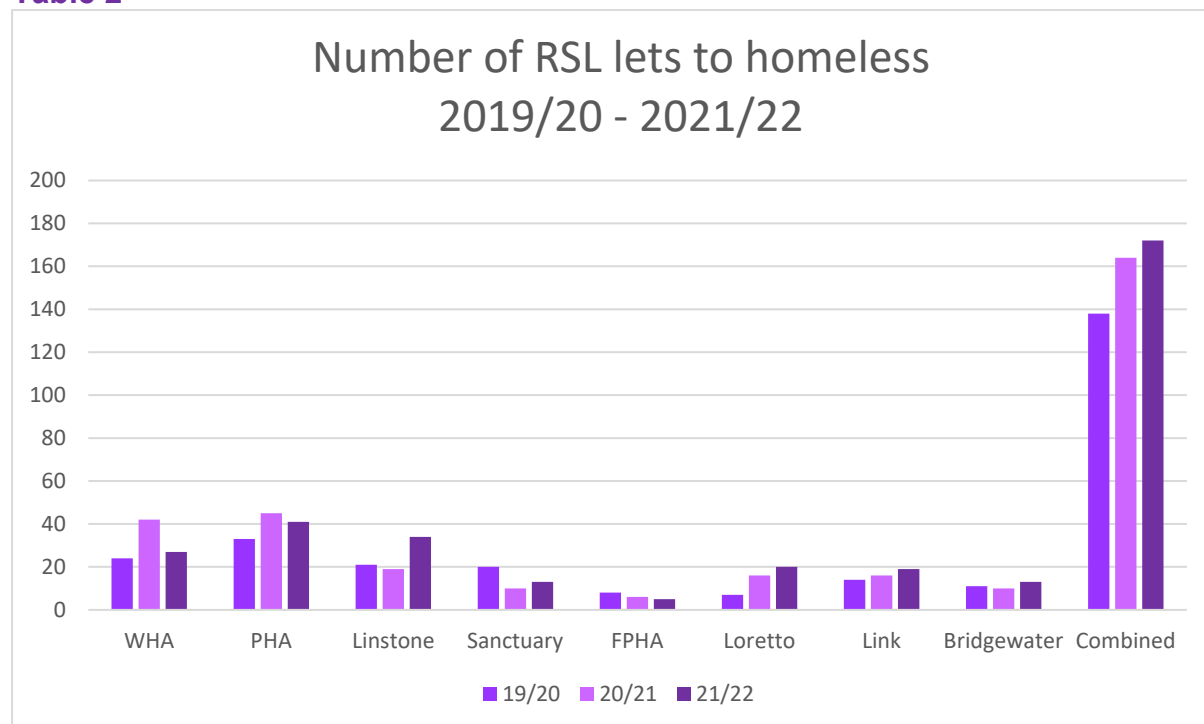
Source – Renfrewshire Council house allocation records

In 2019/20 the Council made 352 lets to homeless applicants.

In 2020/21 they made 245 lets and in 2021/22 the figure improved to 368 – an increase of 16 from 2019/20 and an increase of 123 lets from 2020/21.

Table 2 overpage compares the number of RSL lets to homeless applicants in 2019/20, 2020/21 and 2021/22.

**Table 2**



Source – Records provided by RSLs

In 2019/20, RSLs made 138 lets to homeless applicants.

In 2020/21 they were 164 lets to homeless applicants and in 2021/22 the figure was 172 - an increase of 34 lets from 2019/20 and an increase of 8 lets from 2020/21.

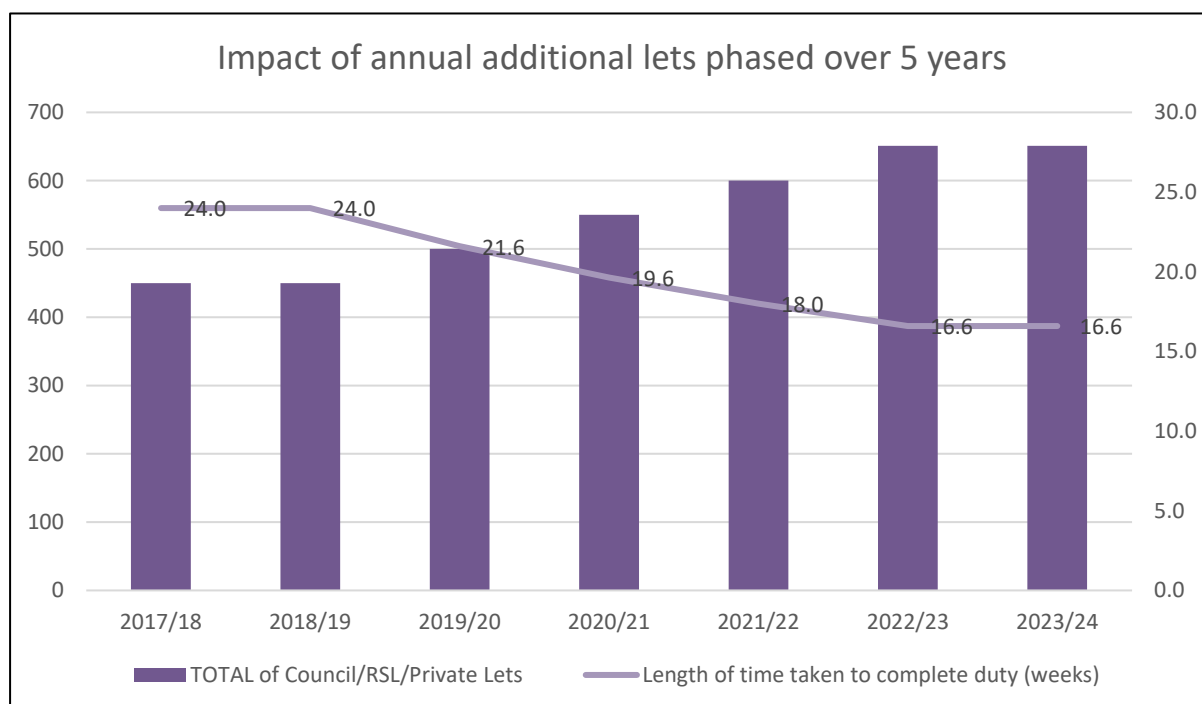
The combined total number of Council and RSL lets for 2019/20, 2020/21 and 2021/22 has been **490**, **409** and **540** respectively.

Our forecast via the RRTP Data and Analysis Template completed in 2019, was that 455, 600 and 600 social rented lets in Years 1, 2 and 3 respectively would be required in order to deliver a substantial and meaningful improvement.

We also modelled in our original RRTP 2019 – 2024, how the relationship between **a stepped increase in the number of lets** could impact on **a reduction in the length of time to conclude duty**.

In the model, reproduced on the next page, we showed the impact of a gradual increase in the annual number of lets (approximately 10% each year) spread over the 5 years of the RRTP.

**Table 3**



Source : Renfrewshire's R RTP 2019 – 2024

The impact on the average length of time a household would be homeless is that it reduces gradually from **24 weeks** (which was already considerably below the Scottish average) to **16.6 weeks** by 2023/24.

A further stepped increase in the number of social rented lets to homeless applicants in 2022/23 is required.

### Impact of Renfrewshire Council's Regeneration Programme in years 4 – 5

A substantial Regeneration Programme covering a large proportion of Renfrewshire Council's housing stock commenced in 2022/23.

This will include some demolition of stock and may have an impact on the supply of accommodation due to the need to provide properties for those who are moved / decanted.

Close liaison with the Regeneration team will help minimise the impact this may have on the implementation of this R RTP in terms of available Council lets.

### Impact of resettlement of Ukraine Displaced People

There are 377 UDPs staying in hotel accommodation across Renfrewshire by July 2022. This will place a new additional demand for social rented accommodation. There may also be an impact on the demand for furnished temporary accommodation and to record homeless applications for UDPs who do not have

suitable accommodation at the time when their sponsor arrangement ends.

## 8 Temporary accommodation

It was made clear in our RRTP how the fluctuating nature of the demand for temporary accommodation can present challenges.

It requires significant effort, planning and resourcing to meet the high standards we place on delivering on the duty to provide temporary accommodation for those who are homeless, in terms of the location, type, and quality of the properties, and how they are managed.

We have never used hostels in Renfrewshire, and all our temporary accommodation properties already met the vision set out within the RRTP Guidance, which was:

***‘the optimum type of temporary accommodation is mainstream, furnished and within a community.’***

At the time of producing our original RRTP, we had a total stock of 233 temporary accommodation properties, and B&B had not been used for a number of years.

**Table 8 Comparison of temporary accommodation type / number – 2019 – 2022  
(snapshot figs)**

Accommodation Type	Location	Accommodation provider	No. of properties 2019	No. of properties June 2020	No. of properties April 2021	No. of properties April 2022
<b>Local Authority owned furnished flats</b>	across R/shire	Renfrewshire Council	116	136	124	129
<b>Households placed in B&amp;B</b>	Paisley	B&B proprietors	0	25 placements	0	0
<b>RSL owned furnished flats</b>	across R/shire	Various RSLs	24	30	31	31
<b>*Local Authority owned supported accommodation</b>	1 location in Paisley	Renfrewshire Council	16	16	16	16

<b>*RSL owned supported accommodation</b>	Paisley and Renfrew	Williamsburgh HA Sanctuary HA Loretto HA ** Paisley HA	42	37	37	37
<b>Local Authority owned staffed accommodation</b>	2 locations in Paisley	Renfrewshire Council	33	33	33	32
<b>Private sector leased – furnished</b>	Paisley	Private landlords	2	2	2	2
<b>TOTAL</b>			233	279	243	247

\* support is commissioned from specialist provider

\*\* this supported accommodation no longer provided.

As can be seen in the table above, the current stock is 247 properties.

This overall increase of 4 properties from 2021 is due to the sustained high demand for temporary accommodation resulting from the increase in homeless applications as highlighted in part 4 (Nature and Scale of Homelessness). Whilst the number of lets increased, this was matched by an increase in homeless applications.

### Temporary Accommodation – Review of 5 Year Vision / Projections

At the time of submitting our RRTP, we anticipated that the overall capacity for temporary accommodation could reduce from an overall stock of 233 units to 177 units by year 5 - and this would be achieved by a combination of:

- A phased increase in the number of lets to homeless applicants
- The introduction / enhancement of the range of support improvements and innovations detailed in the RRTP action plan

Comments on our view on the need for the each of the temporary accommodation property types are provided below :

### Local authority and RSL owned furnished flats

In our 5-year RRTP, we set a target of reducing the number of properties to 121. The number increased during COVID recovery, and currently stands at 160.

All properties will remain at our existing high standard, continue to be fully furnished and spread throughout communities amongst mainstream social rented housing, and

now does not feel like the appropriate time to reduce the number of properties (see also 'staffed accommodation' comments, on next page).

### **Bed & Breakfast**

We ceased using B&B as a form of temporary accommodation for a number of years however, in line with many other local authorities, the COVID-19 pandemic and recovery period regrettably meant we were left with no option but to use this form of temporary accommodation for a period.

We have however once again ceased our reliance on B&B and remain committed to the position that it is not a suitable form of temporary accommodation and with the anticipated increase in lets over the coming years from housing providers and a joint effort to enhance services that prevent homelessness via this RRTP, we have returned to the position that B&B is no longer used from Year 3 onwards.

### **Supported Accommodation**

This has already reduced from 58 properties to 53.

We estimated that this could reduce to 40 properties by 2024, and the 'flow' of applicants requiring this accommodation by year 5 could drop from 191 in 2017/18 to 133.

This was however based on a costed proposal to upscale our capacity for Housing First from 20 to around 65 - 80 individuals using RRTP funding. To date, the RRTP funding has not been sufficient to allow such an increase.

We are currently re-assessing what the need for supported accommodation may be by year 5.

### **Staffed Accommodation**

In our original RRTP, we envisaged a reduction from 32 to 24 properties, but now aim to reduce 16 properties

This will be delivered by a planned closure of one of our existing staffed accommodation units during 2022/23.

An increase in the number/proportion of lets to homeless applicants, and increase in the capacity of housing first initiatives, as well as the sustained enhancement of our resettlement service will reduce the number of repeat homeless cases, that often rely on this direct access staffed accommodation.

### **Private sector leasing**

We intend to cease using the 2 properties during 2022/23

### **Satisfaction with temporary accommodation**

We continually seek the views of those who are placed in all forms of temporary accommodation.

In 2021/22, the proportion of homeless applicants satisfied with their temporary accommodation increased to 98.4% from 94.7% the previous year. The figure was 74.5% in 2015/16.

## 9 Year 4 proposals – 2022/23

The Scottish Government funding allocation for year 4 has recently been confirmed as £190,000, and our unavoidable 'carry forward' from Year 3 is £148,850.

We anticipate we will be able to fully fund the initiatives set out in the table below:

**Table 9**

<b>YEAR 4 - 2022/23</b>		
<b>Action Plan Ref *</b>	<b>Rapid Rehousing Proposal</b>	<b>Annual Cost (£)</b>
1,2,7	Housing First programme	£124,000 (1)
4	Tenancy resettlement Service	£120,000 (2)
1,3	Provision of enhanced starter packs	£25,000 (3)
3	Use of temporary accommodation – 'flip' properties from temp accommodation	£15,000
6	Shared Living Initiative	£32,000
8	Say Women initiative	£37,000
<b>TOTAL ESTIMATED COST YEAR 4</b>		<b>£353,000</b>

\* Reference numbers are taken from original RRTP action plan submitted in 2019

- (1) The total annual cost of Housing First will be £250,000. The Council will contribute over £100,000 – plus an in-house Intensive Support service
- (2) This will fund an upscaling of the in-house provision of a number of posts already deployed within the Council and RSLs
- (3) This topped-up a budget of £50,000 already used for the provision of starter packs

## 11 Summary and conclusions

- 1 There has been significant progress in the implementation of Renfrewshire's 5-year RRTP.
- 2 Funding from the Council and annual allocations of funding from the Scottish Government have been deployed for measures which are in line with the priorities within Renfrewshire's 5-year RRTP.
- 3 The funding from the Scottish Government has not been sufficient to allow Renfrewshire's costed RRTP to be fully implemented.
- 4 There is however substantial evidence of innovative partnership working, and a range of new measures in place to prevent homelessness and meet the needs of those who have nowhere to stay.
- 5 The use of a Housing First approach has been upscaled from 18 service users at any one time at the start of our RRTP, to 65 at the end of year 3 using both RRTP and Council funding.
- 6 A stepped increase in the number of social rented lets to homeless applicants was achieved in 2021/22 - this needs to continue in years 4 and 5 of our RRTP, though there will be pressures.
- 7 The collective effort to resettle homeless applicants from temporary accommodation to settled tenancies during COVID-19 restrictions was successful, and many of the lessons learned continue to be deployed.
- 8 Tenancy sustainment figures show an increase in the proportion of homeless applicants who go on to sustain a Council tenancy for at least 12 months to 89.4% in 2020/21 from 88.4% the previous year. This figure was 72.1% in 2015/16
- 9 Repeat homelessness has reduced to under 8%, from 9.8% in 2019/20.
10. Applications from those who state they had slept rough at some point in the 3 months preceding application has reduced to 4.4% of all applications from 5.3% in 2020/21, and 11.8% in 2019/20.
- 11 Temporary accommodation is still being provided in the form of furnished mainstream flats in the community – the optimum type according to the Scottish Government RRTP Guidance. The recorded satisfaction level has increased to 98.4% in 2021/22 from 94.7% in 2020/21.

## 12 Appendix 1

### Summary of year 1 progress – 2019/20:

- we upscaled our Housing First model - up to 30 individuals being supported at any one time from the previous total of 18
- we recruited 3 x Resettlement Officers on a temporary basis to expand and develop the assistance provided to those moving from temporary accommodation
- enhanced 'Starter Packs' were launched, based around customer feedback
- 6 of our temporary accommodation properties were 'flipped' from temporary accommodation to being settled tenancies for homeless applicants
- we developed a unique Shared Living Initiative mobile phone App, and worked with Simon Community Scotland to roll this out to enable and promote shared living within Renfrewshire
- we appointed a RRTP Co-ordinator to ensure that all required agreements, initiatives, and ongoing monitoring arrangements were in place to oversee the successful delivery of Renfrewshire's Rapid Rehousing Transition Plan within budget
- we established a RRTP Steering Group with key stakeholders, and chaired by Head of Housing Services, to support the delivery and implementation of the aims and objectives of Renfrewshire's RRTP
- we established close working relationships with senior housing managers from Renfrewshire Council and Registered Social Landlords to regularly focus on and review key aspects of our RRTP and jointly agree their contribution in the delivery of the RRTP objectives

### Summary of year 2 progress – 2020/21:

- we further upscaled our Housing First model to support 44 individuals via 2 different support providers, from 30 being supported in Year 1
- we fully implemented our tenancy resettlement assistance initiatives using existing resources and 3 new temporary posts funded via RRTP funding
- 239 enhanced 'Starter Packs' were provided
- a further 16 temporary accommodation properties were 'flipped' from temporary to settled accommodation for homeless applicants

- we fully implemented our Shared Living Initiative with Simon Community Scotland to enable and promote shared living within Renfrewshire
- we funded 0.5 post via Say Women to provide emotional support for young women aged 16 to 25 who are survivors of sexual abuse, rape, or sexual assault
- we established an inhouse 'matching and resettlement team' to enable homeless applicants to better transition from temporary to settled accommodation during the Covid-19/ Lockdown restrictions
- all homeless services and housing support frontline staff were deemed 'essential workers', and risk assessments and provision of PPE ensured these workers provided assistance and support throughout the COVID19 response. All these officers were also offered COVID19 vaccinations
- we continued with one-to-one meetings with the housing managers of Renfrewshire Council and the Registered Social Landlords to discuss key aspects of the RRTP and highlight where their contribution can support and assist in the delivery of the RRTP – especially during COVID19 crisis and recovery
- there was an increase in the number and proportion of RSL lets to homeless applicants
- number of Council tenancies let to homeless applicants which were abandoned within a year reduced to 14, from 69 in 2019/20.
- the satisfaction rate from service users with the temporary accommodation provided increased to 94.7%, a record level
- the average number of days spent in different types of temporary accommodation decreased from 93 days to 72 days
- the tenancy sustainment rate for homeless applicants living in settled Council tenancies for more than 12 months, increased

## 13 Contact us

The contact persons in relation to our RRTP are:

**Tom Irvine**  
**Homeless & Housing Support Services Manager**

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and

**Kevin Thomas**  
**RRTP Co-ordinator**

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**To: Communities and Housing Policy Board**

**On: 25 October 2022**

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

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**Heading: Cost of Living (Tenant Protection) (Scotland) Bill 2022**

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## **1. Summary**

- 1.1 This report details the emergency measures contained in the Cost of Living (Tenant Protection) (Scotland) Bill 2022.
  - 1.2 The Bill contained two main emergency measures, the first relating to a rent cap until at least March 2023 which applies to the majority of tenancies across the private and social rented sector. The rent cap has initially been set at 0% and is therefore in effect a rent freeze.
  - 1.3 The second emergency measure contained within the Bill is a temporary moratorium on evictions. The moratorium will prevent enforcement action for individual evictions for a maximum of six months in the private and social rented sector except in a number of limited circumstances.
  - 1.4 The Bill was passed by the Scottish Parliament on Thursday 6 October 2022 and is now law.
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## **2. Recommendations**

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

- (i) note the contents of this report.
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### **3. Background**

- 3.1 The Scottish Parliament passed the Cost of Living (Tenant Protection) (Scotland) Bill 2022 on Thursday 6 October 2022 and this is now law.
- 3.2 The Bill has been introduced as part of the Scottish Government's overall response to the emergency situation caused by the impact of the cost of living crisis. The temporary measures are intended to:
- protect tenants by stabilising their housing costs;
  - where possible, reduce impacts on the health and wellbeing of tenants caused by being evicted and/or being made homeless by giving them more time to find alternative accommodation; and
  - seek to avoid tenants being evicted from the rented sector by a landlord wanting to raise rents between tenancies, and reduce unlawful evictions, via a moratorium on evictions and by raising the level of damages that may be awarded
- 3.3 The new legislation introduces a temporary freeze on in-tenancy rent increases and a temporary moratorium on evictions which is expected to continue until at least 31 March 2023. In addition it will provide increased damages for unlawful evictions until at least 31 March 2023. Further information on these measures is detailed in section 4 and section 5 below.
- 3.4 After 31 March 2023, there will be the option to extend the measures for two further periods of six months with Parliamentary approval, which means that the measures are time bound and cannot be extended without Parliamentary scrutiny. In addition, it contains provisions that require the measures to be reviewed, and reported on, every 3 months, and for the Scottish Government to expire or suspend any provision that is no longer necessary or proportionate.
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### **4. Rent Cap**

- 4.1 The emergency measures set a maximum permitted rate of rent increase in rent in the majority of tenancies across the private and social rented sector. The cap will be set at 0% (and hence is in effect a rent freeze) and is expected to remain at that level for the period to 31 March 2023. It will be possible for the Scottish Government to vary the cap whilst the emergency measures are in force if necessary, to respond to changes in the wider economic circumstances.
- 4.2 Recognising the impact the cost crisis may also be having on certain landlords, the legislation includes safeguards for private sector landlords, allowing them to apply to a Rent Officer (part of Rent Service Scotland) to increase rent to partially cover an increase in the preceding six months of prescribed costs.
- 4.3 The majority of rents in the social rented sector, including Renfrewshire Council are set, following consultation, from 1 April each year, therefore the

cap does not have an immediate impact on the levels of rent charged by local authorities or Registered Social Landlords. However, it will provide certainty to social sector tenants that their rent cannot increase while the cap is at zero.

- 4.4 The possible extension of these measures beyond April 2023 does create some uncertainty going into the HRA budget setting process for the next financial year. Members will be aware that there is a duty to consult with tenants on the annual rent setting process. As a result of the uncertainty around the permitted level of rent increase in 2023/24 officers will be modelling a range of possible scenarios to inform the rent consultation and budget setting process, including assessing the possible impact on investment plans.
- 4.5 The Scottish Government has indicated that it will work closely with the social rented sector to determine the best way forward from 1 April 2023 and further detail will be confirmed in due course.

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## **5. Temporary moratorium on evictions**

- 5.1 The moratorium will prevent enforcement action for individual evictions for a maximum of six months in the private and social rented sector, college and university halls of residence and PBSA (Purpose Built Student Accommodation) except in a number of limited circumstances. This maximum of six months' delay will apply to individual cases unless the emergency legislation itself ceases to be in place before the end of the 6 months.
  - 5.2 A number of safeguards have been put in place to allow evictions in limited circumstances. This includes cases of anti-social behaviour and criminality, to protect other tenants and the local community, cases of abandonment, to avoid empty properties and additional exemptions to support landlords who find themselves in financial hardship.
  - 5.3 This also includes cases where there is substantial rent arrears, to prevent tenants building up unmanageable debt. This will allow eviction action to proceed where the total owed at the point the order or decree is issued is at least six months' worth of rent (defined as £2,250 for the social rented sector as this equates to 6 months' worth of average rent).
  - 5.4 Where an eviction order or decree was granted before the legislation came into force or where the landlord raised eviction proceedings before the legislation comes into force and served an eviction notice before the announcement on 6 September 2022, the case will not be caught by the moratorium and will still be able to be enforced in line with current legal requirements.
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## Implications of the Report

1. **Financial** – The Scottish Government has indicated that it will work closely with the social rented sector to determine the best way forward from 1 April 2023 and further detail will be confirmed in due course. While there is no impact in the current financial year, any extension of a rent freeze beyond the current financial year will have significant implications for the HRA business plan.
2. **HR & Organisational Development** – None
3. **Community/Council Planning** – None
4. **Legal** – None
5. **Property/Assets** – None
6. **Information Technology** – None
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only.
8. **Health & Safety** – None
9. **Procurement** – None
10. **Risk** – None
11. **Privacy Impact** – None
12. **COSLA Policy Position** – None
13. **Climate Change** - None

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**List of Background Papers:** None

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**To: Communities and Housing Policy Board**

**On: 25 October 2022**

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

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**Heading: Communities and Housing Services - Service Improvement Plan 2022/22 Mid-Year Monitoring Report**

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## **1. Summary**

- 1.1 The Communities and Housing Services Service Improvement Plan 2022-25 was approved by the Communities and Housing Policy Board on 7 June 2022. The plan sets out the priorities for the development of the service over a three year period. Since the Service Improvement Plan was developed, Council has approved a new five-year Council Plan. Consequently, minor changes have been made to the Service Improvement Plan to align it to the themes in that new Council Plan and the refreshed Community Plan These are detailed later in the report.
- 1.2 The Service Improvement Plan sets out the actions which will ensure continuous improvement across the service and the performance indicators which ensure the impact can be measured. These reflect the priority themes of the new Council Plan which was approved by Council on 29 September 2022 and also align to the refreshed Community Plan
- 1.3 This report contains details of Communities and Housing Services performance and achievements over the period 1 April 2022 to 30 September 2022. The main purpose of the report is to provide:
  - details of the key achievements of the service over the period;
  - an update on changes made to the action plan and scorecard to reflect the new Council Plan themes;
  - a progress update on implementing the action plan linked to the 2022-25 Service Improvement Plan;
  - an assessment of performance in relation to the service scorecard of core performance indicators; and
  - an overview of priorities for the service over the next six months.

- 1.4 Over the past six months, the service has made good progress in delivering positive outcomes for Renfrewshire and its residents. This includes through the actions within the Service Improvement Plan and also in relation to additional areas of priority/ focus which have subsequently arisen over the first six months of 2022/23.
- 1.5 This includes the increasing support and participation of the council in dealing with refugee and resettlement programmes. As well as the already established programmes for Syrian and Afghan refugees and Unaccompanied Asylum Seeking Children, 2022 has seen the Ukraine crisis develop and also the UK Government moving to a system of full asylum dispersal across the United Kingdom.
- 1.6 Another developing issue that did not form part of any specific actions when the Service Improvement Plan was approved in June 2022, was the cost of living crisis and appropriate actions and indicators within appendix 1 outline any potential impact due to this, including the relevant content of the Programme for Government announced in September 2022, which is covered in section 8 within the Housing Services information.
- 1.7 Service Improvement Plans reflect the service activity for each Council service, rather than the themes of the Council's Policy Boards. While some limited aspects of service delivery may fall within the remit of other Policy Boards, the majority of the plans for this service fall within the remit of this board and the Service Improvement Plan is reported in its entirety here.
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## **2. Recommendations**

- 2.1 It is recommended that the Communities and Housing Policy Board note:
- (i) the contents of this report;
  - (ii) the progress to date on delivering the actions contained within the Communities and Housing Services - Service Improvement Plan; and
  - (iii) the current performance of the service as measured by the scorecard indicators.
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## **3. Background**

- 3.1 The Service Improvement Plan is a comprehensive statement of the outcomes the service aims to achieve, and the actions it will take to achieve these. It fits within the wider planning framework of the Council by taking account of Community Planning themes and Council priorities as set out in the new Council Plan. It enables elected members to have oversight of developments within the service and to consider and develop policy options which reflect customer need and resource availability.

- 3.2 The Service Improvement Plan also provides a mechanism by which elected members can evaluate the performance of the service. The appendix to the plan contains an action plan and performance indicators against which progress can be measured. This mid-year monitoring report provides an update on progress against the 2022-25 plan.
- 3.3 Section 4 of this report provides a note on the newly approved Council Plan to cover the term of this administration. Section 5 gives details of service activity and achievements over the period April-September 2022. Section 6 discusses actions delayed or cancelled since the Service Improvement Plan was approved. Section 7 provides a narrative on performance against the scorecard included as appendix 1. And section 8 of the report highlights the main priorities of the service over the next six months.
- 3.4 An outturn report detailing full-year performance will be brought before this board in spring 2023.
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#### 4. New Council Plan

- 4.1 Since approval of the Communities and Housing Services - Service Improvement Plan by this Board on 7 June 2022, full Council has approved a new Council Plan, which sets out our strategic priorities under five themes – **Place, Economy, Fair, Green, Living our Values**. It also has a cross-cutting theme reflecting the importance of delivering the best possible start for children in Renfrewshire.
- 4.2 The new Council Plan recognises the financial challenge that Renfrewshire, like all local authorities, currently faces. Despite the scale of the challenge, Council remains committed to building on the many strengths of our communities and our resources, and delivering strong universal services that support everyone to live well and embrace opportunities.
- 4.3 The new Council Plan recognises the financial challenge that Renfrewshire, like all local authorities, currently faces. The scale of the challenge has been outlined to elected members and the public through a series of reports to Council, and officers will continue to provide regular updates in this way. In response, Council agreed in June 2022 to a portfolio of financial sustainability work to be delivered alongside the main transformation programme and reviews undertaken by individual services. The focus of this activity is also to improve service delivery and outcomes achieved for service users. The outcomes of this work will be reflected in future Service Improvement Plans as well as the Council Plan.
- 4.4 The direction of the Council over the next five years will be driven by our five key themes:
- We will encourage kind and connected communities where citizens take pride in the **place** they live
  - We will support a strong and flexible local **economy**
  - We want Renfrewshire to be a **fair** place, where people feel safe, supported and empowered

- We will work towards a **greener** future
  - As an organisation, we will be driven by our **values**, to be fair, helpful, collaborative and value learning.
- 4.5 Cutting across all of this is our wish for all of Renfrewshire's children to have loving, happy lives where everyone can enjoy the same opportunities and where wellbeing is nurtured.
- 4.6 In the Service Improvement Plan presented to this Board in June 2022, actions and performance indicators were set out under 4 broad themes, namely **Place, People, Sustainability** and **Living our Values**. In order to ensure Service Improvement Plans are aligned with the Council Plan, actions and performance indicators have been re-allocated to the appropriate key theme within the new Council plan (as set out in section 4.3 above). The full update on all actions and performance indicators is attached as appendix 1 below.

## 5. Service Update and Key Achievements April-September 2022

### Housing Services

- Glasgow Airport was identified as one of the locations in Scotland for Welcome Hubs at the start of the Super Sponsor process. As a result, Renfrewshire Council required to quickly establish, staff and operate a hub at Glasgow Airport.
- Staff from teams within Communities and Housing Services have augmented the council's existing refugee resettlement team, and this enlarged resettlement team operates 7 days a week to meet the demands for advice, assistance and support from those staying in temporary accommodation, as well as meet, reassure, and safely check-in those arriving at Glasgow Airport on a daily basis.
- The Welcome Hub is staffed 7 days a week, and supporting approximately 200 households in hotel accommodation at any one time, and 85 households living in the community.
- Housing Services have also supported other migration schemes including the Asylum Dispersal programme. Following a series of meetings, an initial phase of widening dispersal to seven local authority areas neighbouring Glasgow commenced during Summer 2022. This is now active in Renfrewshire, with 49 people seeking asylum now accommodated locally.
- The £100m Housing Led Regeneration and Renewal programme will deliver modern, high quality, energy efficient, affordable Council housing and programmes for each of the 8 areas in phase 1 have been prepared and implementation started, with milestones for demolition, new build and investment in homes being retained. Over the last six months –
  - The Housing-led Regeneration and Renewal Programme for Renfrewshire – Year 1 Update report highlighting all activities to date and including detailed timescales for delivery of the Investment Programme, was presented to the Communities and Housing Policy Board in August 2022.

- 170 households have been represented at “pop-up” events held in the eight areas during August and September 2022 and further events will be held during the duration of the programme.
- The construction of 39 new council homes at Auchengreoch Road Johnstone, with tenants are now in 31 of the new homes at and the remaining 8 properties on this site due to be handed over shortly, with work on the 101 new homes at Tannahill progressing well with handover expected during the coming months.
- Housing Services continues to support delivery of the Local Housing Strategy and Strategic Housing Investment Plan
- Completion of our New Build Housing Zero Carbon Innovation Project with John Gilbert Architects and the University of Strathclyde - The purpose of this project was to evolve a theoretically net zero carbon standard newbuild housing specification for future Council developments and was led by a team from the University of Strathclyde.
- Renfrewshire Council was awarded up to £1,657,500 for qualifying projects under the Scottish Government’s Energy Efficient Scotland Area Based Schemes (EES: ABS) programme for 2022/23. This includes over £1.1M for the Renfrewshire Council Mixed Tenure Blocks External Wall Insulation project.
- The large value contracts for major works including Retrofit Design, Retrofit Works and- Voids/Tenanted works are now in place. The Voids/ Tenanted contract will ensure the Council’s housing stock is maintained to the required regulatory standards and that properties are maintained and refurbished within an agreed timescale to ensure targets are met, particularly in relation to the reletting of void properties as performance has been impacted by COVID over the last two years.
- We are delivering year 4 of the Rapid Rehousing Transition Plan, using a housing first approach and reducing the use of temporary furnished accommodation to permanent housing with appropriate wrap around support.
- The first six months of 2022 saw the launch of the new holistic support service ‘MYLA’ (My Life Ahead) - The project, which is funded through the Alcohol and Drugs Commission Programme Board, will support any household in Renfrewshire, regardless of tenure, whose life is being affected by alcohol/drugs, and build on the concept that in order to have good health, you need to have a good, settled home. There were 17 live cases by September 2022 ( which exceeded the target of 15 by December 2022).
- Implementation of the enhanced budget in estate management has commenced and currently discussions are ongoing with colleagues in Environment and Infrastructure regarding gardenworks and cleaning of common areas in the Estates.

## **Communities and Public Protection**

- The service led on property checks for “Homes for Ukraine” private and Super Sponsorship schemes - In Renfrewshire, 54 hosts applied through the Homes for Ukraine programme, and a further 224 expressions of interests were received through the Super Sponsor route. Each of these hosting arrangements require to be checked for suitability, including property checks, and disclosure checks, and this work was completed by officers from our Environmental Health team with assistance on a voluntary basis from other suitable officers from a range of services.
- The Communities and Public Protection Review has been completed with new structure, posts and shifts being implemented from 1 September 2022. This has included recruitment into positions, shift re-alignments and amended working patterns.
- The service worked closely with Legal Services to introduce a Short-Term Lets Licensing Scheme which is now operational.
- Communities and Public Protection continued to drive Water Safety in Renfrewshire, including the provision of new Public Rescue Equipment at sites across Renfrewshire and a safety video launched in June 2022.
- Delivery of the Greenspace, Parks, Play Parks and Villages Investment Fund, including the new funding provisions being added. Renfrewshire Council has supported 73 projects since October 2018 that met the criteria for this fund. Further projects continue to be developed within communities with the following potential applicants currently active and expected to apply:
  - Howwood Parent Council – Multi-use Games Area in school
  - Elderslie Community Council – Phase 3 Queens Road Park
  - Improvements
  - Howwood Road Tenants & Residents Association – tables, benches and planters
  - The Darkwood Crew – Teen Shelter
  - Knockhill Park – extension to pathway to support local runners
- Recruitment of the dedicated Environmental Taskforce is currently underway and this will tackle environmental crime with litter and fly-tipping ongoing priorities within Renfrewshire communities – in line with the budget motion agreed by Council in March 2022.
- The team also completed and decommissioned the Covid-19 Community Testing model including Paisley Local Test Site, Renfrew Local Test Site and the Renfrewshire Asymptomatic Test Sites.
- The team also facilitated 39 week practical training for Environmental Health Officer students as part of their 3rd year degree course.
- A report detailing progress with year 1 of the CLD Strategy is being presented to the October 2022 Communities and Housing Policy board, covering the following areas -
  - Service Review, Service Developments and Service Achievements

- Digital Inclusion—ensuring everyone has the opportunity to participate & benefit from digital technology
  - Universal Provision - ensuring no-one is left behind promoting and providing opportunities for all
  - Targeted Provision— targeting specialist resource & support towards those most vulnerable or with restricted capacity.
  - Community Capacity/ Connecting Communities- working with individuals, families and groups that have capacity to develop, deliver and maintain the services and facilities they want locally.
- The Civil Contingencies Service has continued to work to support training and awareness raising across the Council, to support robust arrangements for continued delivery of essential services in the event of high-level risks such as a widespread power outage and in relation to Counter Terrorism and Serious Organised Crime particularly Cybercrime.

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

- 6.1 The only action where there has not yet been progress has been in relation to the new duties which may form a future Housing Bill following the Scottish Government's "Prevention of Homelessness Duties" consultation. This action will be progressed once there is confirmation of any new duties being introduced.
- 6.2 The Scottish Government intends to introduce a new Housing Bill by the end of this parliamentary year which will begin to deliver their New Deal for Tenants and some other aspects of Housing to 2040. The timing of this Bill is still to be decided, with carefully considered on an ongoing basis in light of the emergency response to the cost of living crisis and identify effective means to secure affordable rents for the longer term.

## **7. Progress against performance measures**

- 7.1 Communities and Housing Services has 24 performance indicators in its current scorecard. Of these, 15 are reported quarterly and 9 are reported annually. In addition to these, there are also three 'data only' indicators who do not have targets. For those reported quarterly, this report contains data pertaining to Quarter 1 of 2022/23 and for reference, the annual values and targets for 2021/22 are also included..

7.2 The following Performance indicators are showing as areas which are below target. The information relates to Quarter 1 of 2022/23.

- Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year [position statement as of end of Q1] - Work continues in this area to ensure rental income is maximised; however, cost of living is anticipated to impact on tenant capacity to pay rent. Evictions will remain the last resort for rent arrears, it should be noted that while there is a moratorium on evictions, we will continue close monitoring of this area and as indicated in section 8.1, Housing Services will support the work of the Fairer Renfrewshire programme over the coming months.
- Average length of time taken to re-let properties in the last year (in days)  
- The average length of time taken to re-let properties increased significantly to 85 days. Since then, this area has been prioritised and performance has improved over the year. Currently the average days to re-let properties is 63 days. The average number of days is on a downward trend and work will continue to identify opportunities to improve in this area. It is acknowledged that there will be 'legacy' days through backlog of properties becoming available to the letting pool, however with new contractors in place the aim is to improve performance in this area.
- Complaint performance – for frontline complaints (53% answered on time) and investigation complaints (67% answered on time) is below target for Quarter 1. There has been a significant increase in the number of frontline complaints in Quarter 1 of 2022/23 (a total of 249) compared to the same period in 2021/22 (138). Work is currently underway to examine any underlying causes with this. However the first two months of Quarter 2 show improvement with 65% of frontline and 88% investigation complaints answered within timescales.

## **8. Priorities over the next six months**

8.1 As well as the specific priorities for Housing Services and for Communities and Public Protection, outlined in section 8.2 below, the service will also support council wide priorities including:

- Across Communities and Housing Services there will be a continued focus on COVID-19 recovery including delivery of the Business Regulation Service Plan over the next 12 months. Also, the recently approved Maintenance and Refurbishment Works – Void and Tenanted Properties contract will support delivery of the maintenance and refurbishment works to both void and tenanted properties, including but not limited to; kitchens, bathrooms, rewire, heating, decoration and void repairs to assist COVID-19 recovery.
- The service recognises the cost of living crisis and its potential impact on the residents and businesses of Renfrewshire and will support the council to deliver the Fairer Renfrewshire programme.

- Communities and Housing Services will support the Financial Sustainability Workstreams outlined in the Financial Sustainability and General Fund Financial Outlook report which was approved by Council on Thursday 28 September 2022.

## 8.2 Service Priorities

### **Housing Services**

- Housing Services will continue to support the Ukrainian refugee programmes, the Asylum Dispersal programme and the other programmes in place to assist refugees including helping them find settled accommodation. At present, the exact number of homes necessary to support Renfrewshire's contribution is unclear.
- A range of options that would bring additional housing supply are being considered including, temporary use of properties previously held for demolition (grant funding is available from the Scottish Government to bring properties back into use), and strategic acquisitions of private housing from the open market supported by affordable housing programme funding.
- Housing Services will respond to any requirements resulting from the Scottish Government's Programme for Government which was published in September 2022. Within this, there are two separate Bills relating to Housing -
  - Emergency legislation will be introduced to freeze rents in the private and social rented sector until at least March 2023; and there will be an extension of the moratorium on evictions until at least March 2023.
  - The Scottish Government also intends to introduce a new Housing Bill by the end of this parliamentary year which will begin to deliver their New Deal for Tenants and some other aspects of Housing to 2040. The timing of this Bill is still to be decided, with carefully considered on an ongoing basis in light of the emergency response to the cost of living crisis and identify effective means to secure affordable rents for the longer term.
- As part of the Housing Led Regeneration Programme, Neighbourhood Renewal Plans are being developed involving Council Services and community representatives in each of the eight Regeneration Areas which will operate in parallel with the physical regeneration plans. – with a pilot currently being developed for the Auchentorlie area which will showcase the investment package to tenants and owners

- The revised Housing Asset Management Strategy is being developed and this will update future investment need, compliance and data requirements to ensure the Council meets and maintains recent and future standards. It will tie in with the Local Housing Strategy and the Local Development Plan, to help ensure Housing assets are contributing to the Council's wider aims. Fuel poverty and climate change legislation will play a primary role in the revised strategy, resulting in identifying additional investment towards energy efficiency and the decarbonisation of housing heating and hot water.
- Consultation on the new draft Tenant Participation Strategy has ended and the Finalised Strategy presented to the 25 October Communities & Housing Board setting out the actions to be undertaken within the context of a positive and wide ranging commitment to tenant participation.
- Energy Efficient Scotland: Area Based Schemes (EES:ABS) 2022/23 – following awarding of funding, the service will oversee delivery and operational management of the programme for 2022/23.
- An enhanced Sheltered Housing and Health & Wellbeing service will be introduced - Plans for the expanded service are in development with a view to operational processes being in place in early 2023. This will enable us to provide our Health & Wellbeing service across a broader range of locations
- The August 2022 meeting of the Communities and Housing Policy Board approved changes to the "Last-in-the-block Sale and Acquisition Policy" and moving forward, these changes will support the successful delivery of the £100m Housing Led Regeneration Programme.

### **Communities and Public Protection**

- Continue to support the wider council response to the refugee and resettlement programmes including the property checks for "Homes for Ukraine" private and Super Sponsorship schemes.
- Working with procurement and ICT to deliver a new case management system for Communities and Public Protection.
- Review and re-new contracts e.g. Pest Control cover and public space CCTV maintenance
- Continue to catch up on Food Law interventions under the Food Law Code of Practice - Work on the recovery programme is on track to catch up on the food law programme. It is anticipated that work in Food Law interventions will increase as the cost of living crisis escalates. It is anticipated that there will be an increase in enforcement work as businesses make cuts in some areas and fraudulent activity increases.
- Review impacts on resource due to new legislation and guidance including Licensing of Short-Term Lets, Smoking in Hospital Grounds near buildings and Single Use Plastic Regulations
- Work on Council Motions, including the Hot Food Motion to assess the environmental performance of food premises

- Establish the new Environmental taskforce - This will help tackle issues including targeting fly-tipping hot-spots (reactive and proactive), and it will tie in with Renfrewshire projects such as Team Up to Clean Up and liaise with national organisations such as the Scottish Environment Protection Agency to support and assist in delivering Scotland wide projects within Renfrewshire.
- Delivery of year 2 of the Community Learning and Development Strategy action plan
- The Civil Contingencies Service will continue to support all services across the council to support robust arrangements for continued delivery of essential services in the event of high-level risks such as a widespread power outage and in relation to Counter Terrorism and Serious Organised Crime particularly Cybercrime. Specifically in the coming months this will include supporting the council and ensuring winter preparedness.

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## Implications of the Report

1. **Financial** – This report notes the financial challenges facing the local authority and the work that will be undertaken by the service to manage this.
2. **HR & Organisational Development** – The report includes actions around staff development and a recognition that council services are reviewing ways of working in light of the changes resulting from the pandemic. Any changes will be reflected through reports to elected members
3. **Community/Council Planning** – Service Improvement Plans reflect the contribution of each service to the new Council Plan and the refreshed Community Plan.
4. **Legal** – None
5. **Property/Assets** – The report notes progress on work relating to council property, such as council housing stock and sustainability.
6. **Information Technology** – Digital resources are now key to the delivery of services and strategies are in place to manage this.
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 & Safety** – None.
9. **Procurement** – None
10. **Risk** – Risks related to the delivery and management of services are regularly monitored and included in Renfrewshire Council's Corporate and Strategic Risk Registers.

11. **Privacy Impact** – None
  12. **COSLA Policy Position** – None
  13. **Climate Change** – The service will contribute to the Council's Plan for Net Zero through a range of actions including the £100m Housing Led Regeneration Programme.
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**List of Background Papers:**






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




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## Appendix 1 - Actions and Performance Indicators




ACTION Status	
	Cancelled
	Delayed
	In Progress
	Completed




PERFROMANCE INDICATOR Status	
	Alert
	Warning
	OK
	Unknown
	Data Only


PLACE - We will encourage kind and connected communities where citizens take pride in the place they live						
What will we do?	What difference will we make?	Who is leading this?	When will we do this by?	% Progress at mid-year point	Update on Progress	Status Icon
Implement enhanced budget in estate management – including review of existing Common Maintenance Programme	This will deliver enhanced state management practice and improve the common areas within our housing estate.	Housing Services Manager	March 2023	35%	In progress and discussions ongoing with Environment and Infrastructure regarding gardenworks and cleaning of common areas in the Estates.	
Review the various local letting initiatives across Renfrewshire.	Ensure that letting initiatives are fit for purpose, delivering best value, and good outcomes for our customers.	Housing Services Manager	March 2023	40%	In progress - This action is ongoing and reviewed regularly to ensure the initiatives continue to deliver best value to our customers.	
Implement revised Housing Asset Management Strategy	The revised Housing Asset Management Strategy will update future investment	Housing Asset and	March 2023	25%	Due to staff turnover, work has only recently started on this action with the appointment of	





	need, compliance and data requirements to ensure the Council meets and maintains recent and future standards. It will tie in with the Local Housing Strategy and the Local Development Plan, to help ensure Housing assets are contributing to the Council's wider aims. Fuel poverty and climate change legislation will play a primary role in the revised strategy, resulting in identifying additional investment towards energy efficiency and the decarbonisation of housing heating and hot water.	Investment Manager			our Asset & Energy Strategy Manager in August 2022	
Carry out review of the current factoring service and potential use with regeneration areas.	To ensure we have robust arrangements in place to protect investment particularly within regeneration areas.	Housing Asset and Investment Manager	March 2023	50%	Review of current arrangements underway	
Complete the developments at Auchengreoch Road (handovers of the 39 new homes will take place in summer 2022) and Ferguslie Park (handovers of the 101 new homes will commence summer/autumn 2022 with full completion expected early 2023).	On completion we will have completed over 315 new build homes since 2019  All Council newbuild developments include a mix of property sizes and types and all ground floor accommodation is level and step-free to meet mobility needs.	Housing Regeneration and Development Manager	March 2023	25%	New tenants are now in 31 homes at Auchengreoch Road and the remaining 8 properties on this site will be handed over in autumn 2022.  Handover to tenants of the 101 properties at Tannahill in Ferguslie Park will commence in autumn 2022 and continue in a phased approach during 2023.  There has been a delay to the handover of homes in Tannahill due to a delay with the enabling works for the new substation which is powering the site.	





Commence feasibility work - Flood Risk Assessments at Gallowhill ahead of proposed new build project.	The proposed new build project at Gallowhill could result in a total of up to 60 new council homes being built.	Housing Regeneration and Development Manager	March 2023	100%	Gallowhill Flood Risk Assessments complete and will allow consideration for further site appraisals and will lead to detailed discussions for finalised designs.	
Assess the use of Litter Control Areas across Renfrewshire	Officers will be assessing if the use of the Litter Control Areas under the Environmental Protection Act 1990 is the best way to achieve compliance in certain areas of Renfrewshire.	Communities and Regulatory Manager	March 2023	100%	Work has been undertaken with Legal Services to establish and review what Litter Control Areas remain in place. Following this review it has been determined that the introduction of the Environmental Taskforce should drive the response at this time rather than a further investment in Litter Control Areas.	
Establish & implement a process to ensure all Regulated private water supplies are identified, sampled & risk assessed to meet regulatory requirements	This will help ensure private water supplies are safe to use and meet all relevant legislation.	Communities and Regulatory Manager	March 2023	75%	Programme to identify and engage with owners of new supplies has progressed and officers are now moving on to a sampling and risk assessment programme which is expected to be completed by the calendar year end.	
Establish the new Environmental taskforce	This will help tackle issues including targeting fly tipping hot-spots (reactive and proactive), and it will tie in with Renfrewshire projects such as Team Up to Clean Up and liaise with national organisations such as the Scottish Environment Protection Agency to support and assist in delivering Scotland wide projects within Renfrewshire.	Community Development Manager	March 2023	50%	Recruitment of the dedicated Environmental Taskforce is currently being undertaken with current visits already being carried out by staff within the Communities Services. Equipment for the new Taskforce, such as mobile cameras have been purchased	




Status Icon	Performance Indicator	Frequency	2021/22 Target	2021/22 Value	2022/23 Target	Q1 2022/23 Value	Explanation of Performance
	Private Water Supplies – 100% of type A supplies risk assessed and sampled	Annual	100%	100%	100%	N/A	This indicator will be reported on an annual basis.
	Number of visits to known fly-tipping hotspots by the dedicated Environmental Taskforce to clear waste and try to catch offenders	Quarterly	New indicator	New indicator	1,040 visits	N/A	There are currently 20 known fly-tipping hotspots across Renfrewshire.  Recruitment of the dedicated Environmental Taskforce is currently being undertaken with current visits already being carried out by staff within the Communities Services.
	The Green Spaces and Community Project will aim to work closely with schools during visits across the school year (20 visits per term).	Annual – measured across school terms	New indicator	New indicator	60 visits	N/A	This indicator will be reported on an annual basis.  This is intended to help change attitudes and behaviours around littering and climate change

<b>ECONOMY - We will support a strong and flexible local economy</b>						
<b>What will we do?</b>	<b>What difference will we make?</b>	<b>Who is leading this?</b>	<b>When will we do this by?</b>	<b>% Progress at mid-year point</b>	<b>Update on Progress</b>	<b>Status Icon</b>
Continue to work with stakeholders to understand the impacts of EU withdrawal and ensure safety of products in Renfrewshire	This work will continue and will increase over the coming years as import/exports pick up following Covid-19 but also when the EU withdrawal is implemented fully. Officers continue to liaise with Glasgow Airport and other partners e.g. Office for Product Safety and Standards (OPSS) to understand challenges and funding available,	Communities and Regulatory Manager	March 2023	100%	The Team continues to receive referrals from the Single Point of Contact for consignments of interest imported via Glasgow Airport. Where the importer is out with Renfrewshire, the consignment is released after notification to the Inland Authority for their consideration. Work has begun to identify unknown importers in Hillington, to proactively advise them on their responsibilities as an importer.	
Complete the review of animal licence conditions across all licences	To modernise and ensure relevant to new licensing requirements	Communities and Regulatory Manager	March 2023	30%	Work to review and revise licence conditions has started with new licences for some areas having been completed. This will continue to have all licence conditions revised during this financial year.	
Deliver The Business Regulation Service Plan over the next 18 months	The Business Regulation Service Plan details the work to be undertaken by the service, setting out objectives, the resources required and approach to quality assurance in the format and detail required by Food Standards Scotland. The Plan this year also sets out the resource required to undertake a catch-up programme of food law inspections following the period during the COVID-19 pandemic when proactive routine inspections were restricted in line with guidance at that time from Food Standards Scotland.	Communities and Regulatory Manager	October 2023	75%	A further resource calculation review is underway as Food Standards Scotland attempt to achieve consistency across all Scottish LA's. Work on the recovery programme is on track to catch up on the food law programme. Health and Safety Interventions are being implemented and are on schedule. It is anticipated that work in both Food and Health and Safety will increase as the cost-of-living crisis escalates. It is anticipated that there will be an increase in enforcement work as businesses make cuts in some areas and fraudulent activity increases.	






Status Icon	Performance Indicator	Frequency	2021/22 Target	2021/22 Value	2022/23 Target	Q1 2022/23 Value	Explanation of Performance
	Percentage of businesses brought into compliance with applicable legislation within 30 days	Quarterly	100%	100%	100%	100%	This performance indicator was directly linked to COVID-19 and bringing businesses back into compliance. However, whilst COVID-19 restrictions have been moved, the PI is as important for applicable legislation such as Age Restricted Sales and Fireworks which are led on Fair Trading Officers. Businesses are brought into compliance with regards to this legislation swiftly.




<b>FAIR - We want Renfrewshire to be a fair place, where people feel safe, supported and empowered</b>						
<b>What will we do?</b>	<b>What difference will we make?</b>	<b>Who is leading this?</b>	<b>When will we do this by?</b>	<b>% Progress at mid-year point</b>	<b>Update on Progress</b>	<b>Status Icon</b>
Develop and implement a new Tenant Participation Strategy.	The new strategy will review how we can best support tenant participation, including embracing digital technology, to help us reach groups who have not been previously involved.	Housing Regeneration and Development Manager	December 2022	85%	Strategy drafted and presented to Communities and Housing Policy Board on 16.08.22 with further consultation in progress and a final presentation to the Board on 25.10.22.	
Establish the Welcome Hub at Glasgow airport for Ukrainian refugees	Ensuring a warm and safe welcome for refugees from Ukraine	Homeless and Housing Support Services Manager	March 2023	100%	Welcome Hub established, staffed 7 days a week, and supporting c200 households in hotel accommodation at any one time, and 85 households living in the community.	
Support the Council's response to the Scottish Governments 'super sponsor' scheme for Ukrainian refugees and the UK Government's "Homes for Ukraine" scheme.	Safely resettle Ukrainian refugees within Renfrewshire	Communities and Regulatory Manager	March 2023	100%	Inspection of host properties and safeguarding checks having been completed for those where hosts engage with the process. New applications, as received follow this same process. Once all checks have been completed, applications are approved by the Ukraine Multi Agency Panel (UMAP) panel and then passed to COSLA and the Resettlement Team to commence matching hosts with Ukrainian families.	
Support the resettlement of refugees in to settled accommodation.	Safely resettle refugees within Renfrewshire	Homeless and Housing Support Services Manager	March 2023	50%	Ongoing and in progress. To date, 85 households from Ukraine are known to have moved into settled accommodation in Renfrewshire.	




Develop and promote the work of the Advocacy Team to support tenants within the private rented sector	This will help ensure that tenants in the private rented sector have access to support and assistance available.	Communities and Regulatory Manager	March 2023	100%	Work with this new team is progressing well and good partnership working has developed with a number of successful outcomes. Awareness of this team has been raised within CAHS to promote signposting to the team for support services to be provided. Regular case discussion takes place between Officers regards advocacy and enforcement activity.	
Deliver the key outputs from the 4th year of Renfrewshire's Rapid Rehousing Transition Plan (RRTP)	The RRTP details how those who are homeless will be provided with settled accommodation more quickly; spend reduced time in temporary accommodation and have more access to up-scaled support.	Homeless and Housing Support Services Manager	March 2023	50%	Range of RRTP initiatives are in progress and being delivered.	
Enhance our Sheltered Housing and Health & Wellbeing service	We will broaden the range of support and wellbeing initiatives provided for sheltered housing tenants, as well as rolling this out to older tenants living in amenity housing. We will also offer access to health and wellbeing initiatives to homeless applicants and housing support service users.	Homeless and Housing Support Services Manager	March 2023	25%	Plans for the expanded service are in development with a view to operational processes being in place in early 2023.  This will enable us to provide our Health & Wellbeing service across a broader range of locations	
Launch new holistic support service 'MYLA' (My Life Ahead)	This service, provided in partnership with Turning Point Scotland, with funding from Alcohol & Drug Commission Programme Board supports people who are experiencing challenges in their life related to alcohol or drugs, and require assistance to ensure they have settled housing.	Homeless and Housing Support Services Manager	March 2023	100%	MyLA launched , receiving referrals, Steering Group established and caseload ahead of target – 17 live cases by September 2022 (target was 15 by December 2022).	


<p>Deliver the key actions for 2022/23 outlined within the Community Learning and Development Strategy for 2021–24 across the three key priority areas</p> <ul style="list-style-type: none"> <li>• Young People,</li> <li>• Adults and Families, and</li> <li>• Building Communities</li> </ul>	<p>The plan of activities and action set out in this strategy, is an ambitious plan of action over the next three years till 2024 that will deliver real opportunities for individuals, families and communities across Renfrewshire to develop capacity, shape community aspirations and develop and maintain the services and facilities they want locally</p>	<p>Communities Development Manager</p>	<p>March 2023</p>	<p>50%</p>	<p>A report detailing progress with year 1 of the CLD Strategy is being presented to the October 2022 Communities and Housing Policy board, covering the following areas -</p> <ul style="list-style-type: none"> <li>• Service Review, Service Developments and Service Achievements</li> <li>• Digital Inclusion–ensuring everyone has the opportunity to participate &amp; benefit from digital technology</li> <li>• Universal Provision - ensuring no-one is left behind promoting and providing opportunities for all</li> <li>• Targeted Provision– targeting specialist resource &amp; support towards those most vulnerable or with restricted capacity.</li> <li>• Community Capacity/ Connecting Communities- working with individuals, families and groups that have capacity to develop, deliver and maintain the services and facilities they want locally.</li> <li>•</li> </ul>	
<p>Deliver the Antisocial Behaviour Strategy and provide an annual update on progress to the Communities and Housing Policy Board</p>	<p>We will tackle and will respond to antisocial behaviour in Renfrewshire through a partnership and evidence led early intervention approach.</p>	<p>Communities and Regulatory Manager</p>	<p>March 2023</p>	<p>75%</p>	<p>This strategy has outlined the work that is being undertaken to address the issue of anti-social behaviour. This work will be monitored and evaluated annually to ensure that services are making a difference and the first annual update on delivery of the strategy will be presented to board in early 2023.</p>	
<p>Implement the Housing Management Services - Operational Activity Plan 2022/23. Under the following priorities;</p>	<p>The plan outlines the intended actions for 2022/23 to deliver continuous improvement and contribution to key operational activities locally and also details ongoing actions that contribute to</p>	<p>Housing Services Manager</p>	<p>March 2023</p>	<p>50%</p>	<p>This work is ongoing and on target.</p>	




<ul style="list-style-type: none"> <li>• Recovery and resilience</li> <li>• Rent Collection</li> <li>• Managing Tenancy Changes</li> <li>• Estate and Tenancy Management</li> </ul>	improving outcomes and conditions for Council Tenants.					
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Status Icon	Performance Indicator	Frequency	2021/22 Target	2021/22 Value	2022/23 Target	Q1 2022/23 Value	Explanation of Performance
	Average time from household presenting themselves as homeless to completion of duty (number of weeks)	Quarterly	26	22.25	24	20.34	Performance continues to be better than national average.  Homelessness is increasing though, and it will be challenging to maintain this level of performance.
	Percentage of adults who agree that Renfrewshire is a safe place to live.	Annual	86%	75%	85%	N/A	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".	Annual	85%	82%	85%	N/A	This comes from the Renfrewshire Public Services Panel which was carried out in December 2020.
	Contact to be made with all Sponsors in the Homes for Ukraine programme (Private and Super Sponsors) within 5 working days of cases being passed to Renfrewshire Council	Quarterly	N/A	New Indicator	95%	100%	An information email issued at the time the information is received by the Council and attempts to make contact with sponsor made within 5 working days. The performance figure will include cases where unsuccessful attempts have been made to contact sponsors.
	Visits to be made to every property/household that want to continue as a sponsor with process being followed through to completion (acceptance or rejection)	Quarterly	N/A	New indicator	100%	100%	Where the sponsor has been contactable, every property has been visited.




	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	Quarterly	8%	8%	7.5%	8.58%	Work continues in this area to ensure rental income is maximised; however, cost of living is anticipated to impact on tenant capacity to pay rent. Evictions will remain the last resort for rent arrears, it should be noted that while there is a proposed moratorium on evictions, we will continue close monitoring of this area.
	Rent collected as percentage of total rent due in the reporting year.	Quarterly	98%	98.2%	98%	97.07%	Work continues in this area to ensure rental income is maximised; however, cost of living is anticipated to impact on tenant capacity to pay rent. Evictions will remain the last resort for rent arrears, it should be noted that while there is a proposed moratorium on evictions, we will continue close monitoring of this area.
	Average length of time taken to re-let properties in the last year (in days)	Quarterly	60 days	66 days	53	63	<p>The average length of time taken to re-let properties increased significantly to 85 days. Since then, this area has been prioritised and performance has improved over the year. Currently the average days to re-let properties is 63 days.</p> <p>The average number of days is on a downward trend and work will continue to identify opportunities to improve in this area. It is acknowledged that there will be 'legacy' days through backlog of properties becoming available to the letting pool, however with new contractors in place the aim is to improve performance in this area.</p>


GREENER - We will work towards a greener future						
What will we do?	What difference will we make?	Who is leading this?	When will we do this by?	% Progress at mid-year point	Update on Progress	Status Icon
Deliver the Energy Efficiency Standard for Social Housing post-2020 (ESSH2) milestones	ESSH2 aims to improve the energy efficiency of social housing in Scotland. This will help reduce fuel poverty and ensure warm, high quality, affordable, low carbon homes and a housing sector that helps to establish a successful low carbon economy across Scotland.	Housing Asset and Investment Manager	March 2023	25%	Contractors mobilising for delivery of energy efficiency works – pilot projects on site Sept 2022. Note the Scottish Govt has commenced a review of ESSH2 to strengthen and realign the standard with the target for net zero heat in houses from 2040. The outcome of this process will determine the council's strategy to meet ESSH2 or any other standard which may emerge from the review.	
Ensure the large value contracts for major works including Retrofit Design, Retrofit Works & Voids/Tenanted works are in place.	These contracts will ensure we continue to improve the energy efficiency and overall condition of our tenants homes.	Housing Asset and Investment Manager	March 2023	100%	Each of these 3 large value contracts were approved by the Finance, Resources and Customer Services Policy Board have been awarded and contractors are currently mobilising to commence works and future updates on progress will be brought to the Communities and Housing Policy Board	
Progress the Regeneration and Renewal programme in eight Regeneration Areas, including – <ul style="list-style-type: none"> <li>Establish and begin to implement a programme for each area, with milestones for demolition, new build and investment in homes being retained</li> </ul>	Over the next 10 years, the £100m Housing Led Regeneration and Renewal programme will deliver modern, high quality, energy efficient, affordable Council housing that will not only significantly enhance the Council's housing stock but will also contribute to the wider transformation of Renfrewshire as a place, and will be central to the economic and social recovery of Renfrewshire.	Housing Regeneration and Development Manager	March 2023	50%	<p>Programme for each area prepared and implementation started, with milestones for demolition, new build and investment in homes being retained.</p> <p>In terms of the acquisition of private properties across the eight regeneration areas, 89 have been identified and of those, 32 have already been valued. Agreement has been reached with owners of 7 of these 32 properties and a further 4 of the 32 have now been acquired by the council.</p>	





<ul style="list-style-type: none"> <li>Set up Neighbourhood Renewal Groups for the Regeneration Areas so that all stakeholders can contribute to the housing-led regeneration</li> </ul>					<p>170 households have been represented at “pop-up” events held in the eight areas during August and September 2022 and further events will be held during the duration of the programme.</p> <p>The Housing-led Regeneration and Renewal Programme for Renfrewshire – Year 1 Update report highlighting all activities to date and including detailed timescales for delivery of the Investment Programme, was presented to the Communities and Housing Policy Board in August 2022.</p>	
Complete our New Build Housing Zero Carbon Innovation Project with John Gilbert Architects and the University of Strathclyde	This will see us develop a standard specification for our new build houses to deliver net zero carbon homes by 2030, taking into account the whole lifecycle of the buildings including embodied carbon in construction, tenants’ use and recycling at demolition	Housing Regeneration and Development Manager	March 2023	100%	<p>This is now complete.</p> <p>The purpose of this project was to evolve a theoretically net zero carbon standard newbuild housing specification for future Council developments and was led by a team from the University of Strathclyde.</p> <p>The team summarised the Council’s 2018 specification, which already complied with EESSH2 and then successfully evolved three further iterations of a standard new housing specification – the 2022, 2025 and 2030 specifications – which progressively reduced carbon emissions by concentrating respectively on operational, embodied and life-cycle emissions, culminating in the final (2030) specification’s being theoretically net zero.</p>	

Status Icon	Performance Indicator	Frequency	2021/22 Target	2021/22 Value	2022/23 Target	Q1 2022/23 Value	Explanation of performance
	Air Quality - Annual average PM10 value across all continuous monitoring sites	Annual	18ug/m3	10.2ug/m3	18ug/m3	N/A	Data is calculated annually will not be available until later in 2022 following validation by the Scottish Government.
	Air Quality - average nitrogen dioxide value of monitoring sites, within AQMA(s) exceeding limits	Annual	41ug/m3	<40ug/m3	40ug/m3	N/A	Data is calculated annually will not be available until later in 2022 following validation by the Scottish Government.
	Percentage of Council housing stock which meets the Scottish Housing Quality Standard	Annual	100%	57%	100%	N/A	<p>This indicator is reported on an annual basis.</p> <p><b>NOTE FROM YEAR END 2021/22</b> - This year has seen an increase in the %age of failures as 2 new elements are now included within the calculation of this PI. For the first time, compliance with 5 yearly EICR checks and the new smoke and heat detector standard are included within the assessment of SHQS compliance. The council's programme of EICR checks and smoke detector upgrades has been significantly affected by the impact of COVID on the construction industry and was not complete by March 2022 as planned. Both the EICR and smoke detector programmes are still ongoing and when complete will give a significant increase in properties passing SHQS over the next year. At the end of 2021/22, 6,976 of the stock of 12,216 met the standard SHQS standard.</p> <p>There are 957 properties not in scope as they are part of approved demolition programmes and 253 properties currently in abeyance due to tenant refusal of works.</p>




	Percentage of homes meeting the EESSH 2020 standard	Annual	95%	78.4%	95%	N/A	<p>This indicator is reported on an annual basis.</p> <p><b>NOTE FROM YEAR END 2021/22</b> - 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. At the end of 2021/22, over 9,500 of the stock of 12,216 meet the EESSH2020 standard. There are over 1,200 properties exempt from EESSH in terms of SHR guidance, including 957 properties which are part of approved demolition programmes. The percentage of our stock that meets the current EESSH standard is 78.4%.</p>
	Percentage of reactive repairs carried out in the last year completed right first time	Annual	93%	85%	93%	N/A	<p>This indicator will be reported on an annual basis.</p> <p><b>NOTE FROM YEAR END 2021/22</b> - From the total number of reactive repairs completed (26,748) a total of 22,731 repairs were completed right first time during the reporting year.</p>
	Percentage of Overall Repairs Completed Within Target	Quarterly	95%	93.6%	95%	N/A	<p>In April this year, the Council adopted Work Hub system for repairs reporting. There have been technical issues with this system and as such the service is unable to provide performance information on repairs timescales. Work is progressing to address these issues</p>
	Average length of time taken to complete non-emergency repairs (days)	Quarterly	15 days	14 days	15 days	N/A	<p>In April this year, the Council adopted Work Hub system for repairs reporting. There have been technical issues with this system and as such the service is unable to provide performance information on repairs timescales. Work is progressing to address these issues.</p>

Living our Values - As an organisation, we will be driven by our values, to be fair, helpful, collaborative and value learning						
What will we do?	What difference will we make?	Who is leading this?	When will we do this by?	% Progress at mid-year point	Update on Progress	Status Icon
Expand the Housing Asset and Investment team's resources to ensure capacity for the additional works programmed for the coming years.	This will ensure the successful delivery of the over £250m in capital investment in housing over the next 5 years (with significant ramping up in years 2 and 3).	Housing Asset and Investment Manager	March 2023	50%	Structure proposals are currently being developed	
Deliver any new duties which may form a future Housing Bill following the Scottish Government's PREVENTION OF HOMELESSNESS DUTIES consultation.	Changes to existing homelessness legislation may include measures to ensure homelessness is prevented at an earlier stage, including a proposal to extend the duty to take reasonable steps to prevent homelessness up to six months before, to maximise the housing options available to people and to prescribe what reasonable steps may include.	Homeless and Housing Support Services Manager	March 2023	0%	This action will be progressed once there is confirmation of any new duties being introduced.  The Programme for Government which was announced in September 2022, states that the Scottish Government intends to introduce a new Housing Bill by the end of this parliamentary year.	N/A
Finalise service review and restructure of the Community Protection team	The new structure will respond to the changing needs of service users as well as providing opportunities for career development for staff within these teams.	Communities and Regulatory Manager	March 2023	100%	The Communities and Public Protection Review has been completed with new structure, posts and shifts being implemented from 1 September 2022. This has included new starts, shift re-alignments and amended working patterns.	
Implement the voluntary professional dog walking scheme in Renfrewshire	As part of the voluntary initiative the scheme will set minimum standards for the businesses so dog owners feel their pets are safe and in reliable hands.	Communities and Regulatory Manager	March 2023	75%	The scheme has been prepared and ready to be launched. Work underway with Corporate Comms to get assistance in launching the scheme by early 2023.	

Work with partners on national Serious Organised Crime and CONTEST (Prevent) agendas	This will ensure a joined up, co-ordinated approach to dealing with serious organised crime and threats of terrorism.	Resilience & Deployment Manager	March 2023	100%	<p>The PMAP Guidance, mandatory Chair and Depute Chair Training, the Annual Assurance Statement and Annual Overview Product have all been completed to ensure Renfrewshire Council meets its statutory requirements under the PREVENT legislation.</p> <p>The K Division SOC Interventions meeting is now well established, and through that Group various training and enforcement opportunities have been realised.</p> <p>The Deter/Disrupt Sub-Group has been established to work in partnership to tackle Serious and Organised Crime alongside Police Scotland.</p> <p>The Notice-Check-Share Awareness Training continues to be rolled out to front line services.</p>	
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Status Icon	Performance Indicator	Frequency	2021/22 Target	2021/22 Value	2022/23 Target	Q1 2022/23 Value	Explanation of performance
	Training – Percentage of staff training undertaken in relation to qualifications	Quarterly	100%	100%	100%	100%	Training of staff continues to be undertaken as part of the Service growing our own talent to allow us to retain staff. The Environmental Health Training has undertaken their 39 weeks as part of their 3 <sup>rd</sup> year degree (9 more weeks in 4 <sup>th</sup> year). The Environmental Health Compliance Officers continue to work towards the Environmental Health Diploma and Fair Trading Officers are being Supervised and led by Trading Standards Officers as they complete coursework.
	Total Percentage of frontline (stage 1) complaints responded to within 5 days	Quarterly	95%	61%	95%	53%	249 Frontline complaints were received in Q1, with 132 answered on time.  Figures for first two months of Quarter 2 show an increase to 65% frontline complaints answered within 5 days.
	Total Percentage of investigation (stage 2) complaints responded to within 20 days	Quarterly	95%	81%	95%	67%	6 Investigation complaints were received in Q1, with 4 answered on time.  Figures for the first two months of Quarter 2 show an increase to 88% of investigation complaints answered within 20 days.
	Average number of work days lost per full time equivalent (FTE) employee. (cumulative)	Quarterly	8.5	11.53	8.5	3.55	The service is proactively managing each absence to ensure all available support and assistance is provided to staff who are currently off due to sickness absence. A monthly review meeting is also held with colleagues in HR to ensure absence remains a focus of the service.

## DATA ONLY INDICATORS

Status Icon	Performance Indicator	Frequency	2021/22 Value	Q1 2022/23	Explanation of performance
	Enhanced Enforcement of Private Rented Sector - no. of investigations	Quarterly	43	10	This is a reactive service and numbers relate to tenants having made contact with the Service. A new Advocacy Response Team bringing Officers from Housing Advice Services and Environmental Health together has been set up to provide clearer, and better services to private sector tenants. The team offers support, advice and investigation regarding repairs in a coordinated manner.
	Enhanced Enforcement of Private Rented Sector - no. of reports to First Tier Tribunal	Quarterly	5	1	One case has been reported to the First Tier Tribunal during this reporting period. Cases often take several weeks to get to this stage after liaison with the tenant and landlord. Only cases where the landlord isn't acting on repairs are reported to the Tribunal.
	Enhanced Enforcement of Private Rented Sector - no. of RPNs issued	Quarterly	453	93	Rent Penalty Notices (RPNs) are issued where landlords have failed to register or to renew a registration before it expires. RPN's are also being issued where a landlord has failed to provide prescribed information In respect of their rental property, which is a legal requirement at the time of registration. The RPN's are issued after a landlord has been written to on two occasions asking them to provide thus information but still fails to do so.



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**To: Communities and Housing Policy Board**

**On: 25 October 2022**

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

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**Heading: Prohibition of Smoking Outside Hospital Buildings**

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## **1. Summary**

- 1.1 In 2017, the Scottish Government advised of its intention to introduce new legislation to address concerns about persons smoking within the immediate environs of hospital buildings. Progress on this was suspended due to the COVID-19 pandemic but the programme has been resurrected, with the new legislation having come into effect from 5 September 2022.
  - 1.2 The Prohibition of Smoking Outside Hospital Buildings (Scotland) Regulations 2022 introduce new offences for knowingly permitting smoking and for smoking within fifteen metres of hospital buildings, with an additional offence for not displaying signage at hospitals to make persons aware of the requirement not to smoke within a prescribed distance, being fifteen metres from a hospital building.
  - 1.3 Local authorities and Police Scotland have enforcement powers to issue fixed penalty notices where persons breach the requirements of the Regulations and to report offences to the Procurator Fiscal. It is the intention that enforcement will be intelligence-led and follow the 4E's approach (Engage, Educate, Encourage and Enforce), with a principle focus on Education and Encouragement. Enforcement will only be actioned as a last resort.
  - 1.4 NHS Greater Glasgow and Clyde Health Board are working with the four local authorities which have a hospital within the Board area to ensure consistency of approach and that any potential issues with them complying with the legal obligations placed upon them can be resolved.
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## **2. Recommendations**

- 2.1 It is recommended that the Communities and Housing Policy Board:
- (i) Notes the implementation of these new Regulations and a further report will be brought back to a future meeting of this Board to update on enforcement activity in respect of this new legislation.
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## **3. Background**

- 3.1 In April 2015, all NHS Health Boards in Scotland introduced voluntary smoke-free grounds policies, requesting that those using the facilities refrained from smoking on hospital grounds. This built on existing Scottish Government guidance to Health Boards seeking the development and implementation of smoke-free policies and the creation of health-promoting hospitals.
- 3.2 Many Health Boards have continued to experience significant issues whereby people continue to smoke on hospital grounds and, in some instances through congregating near entrance doorways and windows create a nuisance and hazard for others. With no sanctions available to enforce the voluntary ban, Boards have been unable to effectively challenge anyone refusing to comply other than by asking the person to leave the grounds. This option not being desirable if the person is a patient.
- 3.3 The introduction of The Prohibition of Smoking Outside Hospital Buildings (Scotland) Regulations 2022 (amending sections 4A to 4D of the Smoking, Health and Social Care (Scotland) Act 2005) will help to resolve this issue of non-compliance by introducing an enforceable 15 metre no-smoking perimeter around certain hospital buildings (these are defined within the Regulations). Whilst there is no statutory duty to do so, NHSGGC will provide visual delineation of smokefree perimeters at key entrances and sites to aid communication and assist with enforcement.
- 3.4 Communication is seen as a key element to encouraging compliance at relevant areas and NHSGGC will develop a phased communications plan to be implemented utilising both routine and targeted media. The campaign will build between now and December as materials become available from the Scottish Government and on site implementation progresses. They intend the campaign will comprise both awareness raising and educational initiatives - reinforcing the 4 principles of Engage; Educate; Encourage; Enforce.
- 3.5 It is expected that by introducing a statutory no-smoking area around hospital buildings this will support the wider public health agenda of improving health across the population:

- supporting the de-normalisation of smoking;
  - helping reduce the use of tobacco across the population; and
  - preventing or reducing exposure to second-hand smoke,
- 3.6 Hospital buildings have specific definitions within the Regulations and Act but essentially the definition requires that there is both the treatment and care of patients taking place within it. This will remove some buildings from being within scope such as administrative, facilities management and service buildings. Therefore, within Renfrewshire, the Regulations will only apply at the Royal Alexandra Hospital and Dykebar Hospital.
- 3.7 Due to the variable size of grounds across hospital buildings estates within Scotland, the introduction of a 15 metre no-smoking zone was seen as more practicable and allows a focus on areas with the highest traffic of people entering and leaving buildings, as well as the highest risk of smoke entering hospital buildings. Regardless of whether it is within 15 metres of a building's external wall, any land lying directly beneath an awning, canopy or other overhanging structure attached to that building, will fall within the no-smoking area.
- 3.8 Hospital buildings which have existing areas of land which are accessed from the building and form a designated smoking area have a one-year exemption from the legal requirements. This exemption expires on 5 September 2023 and allows hospitals time to relocate smoking areas away from the 15-metre zone. This may, for example, be an area of land close to a psychiatric unit which has a shelter.
- 3.9 There is a specific duty placed upon Health Boards to display signage at every entrance to hospital grounds that meet the legal definition warning of the no-smoking perimeter which applies at buildings. The signage is being designed and provided at a national level by the Scottish Government to ensure consistency across the NHS estate.
- 3.10 Persons having management and control of no-smoking areas outside a hospital building commit an offence where they knowingly permit someone to smoke in that area. A person will be considered to knowingly permit smoking if they knew or ought to have known that the person was smoking in the no-smoking area. There is a defence for an accused person to prove evidence that they took all reasonable precautions and exercised all due diligence not to commit the offence, or that there were no lawful and reasonably practicable means by which the accused could prevent the person from smoking in the no-smoking area. It is not anticipated that this will apply to every member of staff, beyond them reporting anyone found to be smoking to nominated persons within the NHS GGC Management Team. Signage and awareness raising initiatives are seen as a part-means of demonstrating that Health Boards have discharged their duties in this regard.

- 3.11 Whilst it is an offence to smoke within the designated no-smoking area, it is recognised that the creation of an enforceable no-smoking perimeter is foremost about encouraging behaviour change. Given the nature of the environment and the possibility that people in a hospital setting may be vulnerable or upset, it is the intention that enforcement should be conducted as sensitively as possible (and as a last resort). Enforcement Officers will place an emphasis on education and behaviour change, following the 4E's principles of Engagement, Education, Encouragement and Enforcement, the latter only being implemented when other steps to resolve issues have failed.
- 3.12 It is the intention that Enforcement Officers will support NHSGGC by attending on site, however this will primarily be intelligence-led or on a complaints basis to target areas where non-compliance is occurring. As explained above, the emphasis will be on education and encouragement for those identified as smoking within the 15-metre zone as well as ongoing engagement with the nominated persons at each hospital site to ensure they are also meeting their statutory duties. It is not expected, at least within the early period of the legislation being effective that there will be any enforcement activity, unless circumstances arise which warrants this e.g. a blatant disregard to desist from smoking within the 15 metre zone, despite repeated attempts to encourage those persons to move.
- 3.13 Meetings between NHSGGC and local authorities making up the Health Board area will continue to take place to discuss implementation of the legislation, any areas of concern and issues arising from these, with a view to ensuring consistency of approach across the Health Board area.
- 3.14 A report on enforcement activity relating to this new legislation will be brought to a future meeting of this Board to update members on progress.
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### Implications of the Report

1. **Financial** – No funding has been received for the enforcement of this legislation therefore any enforcement will be undertaken on a data/intelligence led basis and be met from existing funding sources.
2. **HR & Organisational Development - None**
3. **Community/Council Planning –**
  - *Our Renfrewshire is well – by preventing staff, patients and visitors to hospital buildings from smoking within the designated perimeter will help reduce tobacco use and prevent/reduce exposure to second-hand smoke at heavily trafficked areas/entrances to hospital buildings*
4. **Legal - None**

5. **Property/Assets - None**

6. **Information Technology - None**

7. **Equality & Human Rights**

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

8. **Health & Safety - None**

9. **Procurement - N/A**

10. **Risk - None**

11. **Privacy Impact - N/A**

12. **COSLA Policy Position - N/A**

13. **Climate Risk – N/A**

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### **List of Background Papers**

None

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**To: Communities and Housing Policy Board**

**On: 25 October 2022**

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

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**Heading: The Introduction of the Environmental Protection (Single-use Plastic Products) (Scotland) Regulations 2021**

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## **1. Summary**

- 1.1 Single-use plastics are a major contributing factor to littering and the “throw away” culture in the UK. There is an identified need to tackle this issue and create a shift towards a circular economy in Scotland.
- 1.2 To address this, in June 2022, the Scottish Government brought into force the Environmental Protection (Single-use Plastic Products) (Scotland) Regulations 2021.
- 1.3 As a result, from 12 August 2022 the single-use plastic items listed below have been fully banned in Scotland unless an exemption applies (e.g. single-use plastic straws for certain purposes). It is now unlawful to make and supply commercially the items below. This is regardless of whether they are produced or first imported into another part of the UK. (Due to conflicts with the United Kingdom Internal Market Act 2020 which would have allowed single use plastics if imported or produced in another part of the UK the Scottish Government sought permission and were granted an exemption from the UK Internal Market Act.) Supply also includes businesses making donations or gifts of items.
- 1.4 The ban means it is unlawful to make and supply commercially any of the following single-use plastic items:
- single use expanded polystyrene beverage cups including their covers and lids
  - single use expanded polystyrene beverage containers including their caps and lids
  - single use expanded polystyrene food containers

- single-use plastic cutlery including forks, knives, spoons and chopsticks
- single-use plastic plates and
- single-use plastic beverage stirrers.

1.5 There are 2 exemptions to the single-use plastic regulations:

- Plastic straws - A critical exemption is applied to single-use plastic straws, to ensure those who need them to eat or drink independently or for medical purposes can still get access to them. This means that single-use plastic straws are to be available to purchase at in-store or online pharmacies and given on request in hospitality venues or for those who need them in a small number of other places such as hospitals, care homes, schools, early learning/childcare premises and prisons.
- Balloon Sticks - for industrial or professional uses where they are not handed out to consumers, for example by an events company to decorate an event provided the balloon sticks are not distributed to the attendees at the event.

1.6 The ban on single-use plastics is to be welcomed, however, the introduction of the legislation is not as a statutory function and will lead to increased demand on resources which will not be funded by Government at a time when demand on business regulation services is exceedingly high due to the recovery from Covid-19 and pressures related to other post Brexit regulatory changes.

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## 2. Recommendations

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

- (i) Notes and welcomes the introduction of the Environmental Protection (Single-use Plastic Products) (Scotland) Regulations 2021
  - (ii) Agrees to support businesses and implement an enforcement approach as set out in Section 3 of this report
  - (iii) Agrees to align the inspection of premises to other planned interventions to minimise additional resource demands e.g. Food Law inspections to interact with businesses
  - (iv) Delegates authority to the Director of Communities and Housing Services to Authorise Officers under the Environmental Protection (Single-use Plastic Products) (Scotland) Regulations 2021
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### **3. Background**

- 3.1 The Scottish Government and Zero Waste Scotland are driving and promoting the new legislation including a communications campaign to make businesses aware of the change in legislation.
- 3.2 By targeting manufacturing and import businesses, end user businesses e.g. take-aways will not be allowed to legally obtain single use plastics.
- 3.3 Businesses can obtain information on how to comply directly from the Zero Waste Scotland website - <https://www.zerowastescotland.org.uk/single-use-plastics/regulations>
- 3.4 Whilst this is being driven by the Scottish Government, Regulation 14 of the legislation states that a local authority may authorise Officers to enforce the regulations but there is no duty to do so.
- 3.5 Within the Renfrewshire Council boundary, it is recommended under Section 2.1 (iii) above that Officers are authorised to enforce this legislation. The Officers that will be authorised will be Environmental Health Officers and Trading Standards Officers.
- 3.6 Within Communities and Public Protection, each team will focus on different strands of the supply chain as per their normal interactions with businesses:

#### **Environmental Health**

- Food Businesses i.e., hot food takeaways, cafes, licensed premises, etc
- Food Manufacturers/Packers
- Manufacturers of Materials in Contact with Food

#### **Trading Standards**

- Distributors and retailers of single-use plastic items
- 3.7 These requirements have been implemented without any additional funding being provided for Regulatory Services. CoSLA have adopted their “No New Burdens” principle which is vital in considering the resource deficit that Local Authority Regulatory Services are having to endure. It also comes at a time when Environmental Health Officers in the Business Regulation Services are realigning their Food Law inspections to allow a catch-up following the Covid-19 pandemic in line with the Food Law Code of Practice (Scotland) and as a number of other regulatory pressures are being experienced by EHO’s and TSO’s related to regulatory changes following Brexit.

- 3.8 In this context, the intention is that checks on single-use plastic will only be undertaken where Officers are already dealing with the premises for another reason e.g. routine food law inspection. Under Regulation 15(7), the powers available to Officers can only be exercised if an Officer has a reasonable cause to believe an offence has been committed.
- 3.9 As part of a previous budget motion, Officers were asked to:
- Introduce a Hot Food Retailer incentive scheme to transition away from single-use plastics to bio-degradable packaging.*
- 3.10 Knowing that this legislation was pending, Officers have been working on a scheme that would assess all hot food premises in Renfrewshire (approximately 300) as to their sustainability/environmental credentials. The use of single-use plastics would be one of these issues – therefore a consultant has been procured (to work alongside the University West of Scotland) to allow visits to all premises to undertake an assessment. These visits will be undertaken between October 2022 and January 2023 with a report on performance provided to Officers. This should provide an early baseline of understanding and compliance with the new legislation across Renfrewshire businesses.
- 3.11 In line with the recent work it is intended to use the “4 E’s approach” to visits - Officers will visit and Engage, Educate, Encourage and ultimately Enforce if the other avenues have been used and an offence is still being committed.
- 3.12 There is no dispensation in the regulations to allow a business to use up existing stock. However, it would seem incongruous to require a business to dispose of non-compliant packaging to comply therefore Renfrewshire Council will allow businesses to use old stock, purchased before the legislation was enacted assuming assurances have been obtained that new stock will fully comply with the regulations.

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## Implications of the Report

1. **Financial** – As detailed in the report, Officers will only undertake inspections as part of routine work – therefore the resource cost will be aligned to other statutory work.
2. **HR & Organisational Development - None**
3. **Community/Council Planning –**
  - Creating a sustainable environment for all to enjoy – by removing single-use plastics from the environment, it will improve the sustainable performance across Renfrewshire and hopefully leading to more recycling.

4. **Legal - None**
5. **Property/Assets - None**
6. **Information Technology - None**
7. **Equality & Human Rights**
  - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety - None**
9. **Procurement - N/A**
10. **Risk - None**
11. **Privacy Impact - N/A**
12. **COSLA Policy Position** - These requirements have been implemented without any additional funding for Regulatory Services. CoSLA have adopted their "No New Burdens" principle which is vital considering the resource deficit that LA Regulatory services are having to endure.
13. **Climate Risk** – The removal of single-use plastics from circulation will assist in ensuring only recyclable or biodegradable containers are used leading to a wider reaching circular economy.

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## List of Background Papers

None

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**To: Communities and Housing Policy Board**

**On: 25 October 2022**

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

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**Heading: Year 1 Progress - Community Learning and Development Strategy 2021-2024**

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## **1. Summary**

- 1.1** This report provides the first annual update and details the significant progress achieved during 2021-2022 on delivering Renfrewshire's Community Learning and Development (CLD) Strategy 2021-2024.
- 1.2** Renfrewshire's Community Learning and Development Strategy 2021-2024 and Action Plan was considered and approved by the Communities, Housing and Planning Policy Board on 17 August 2021. The strategy was developed in partnership with a wide range of statutory, voluntary and community groups including individuals to enable successful delivery of community learning development activities aligned to Renfrewshire's Community Plan Vision and priorities.
- 1.3** In Scotland the actions and activities of CLD services are underpinned by the shared values identified by the Community Learning and Development Standards Council:
- **Self-determination** – respecting the individual and valuing the right of people to make their own choices.
  - **Inclusion** – valuing equality of both opportunity and outcome, and challenging discriminatory practice.
  - **Empowerment** – increasing the ability of individuals and groups to influence issues that affect them and their communities through individual and/ or collective action.
  - **Working collaboratively** – maximising collaborative working relationships in partnerships between the many agencies which contribute to CLD, including collaborative work with participants, learners and communities.
  - **Promotion of learning as a lifelong activity** – ensuring that individuals are aware of a range of learning opportunities and are able to access relevant options at any stage of their life.

- 1.4 During, 2021-2022 - the first year of the CLD Strategy, significant progress has been made in delivering on the agreed outcomes and actions – in particular there has been a focus on working actively and collaboratively with a wide range of partners towards the recovery of local communities and building back services from the impact of the pandemic to achieve better outcomes and opportunities for everyone in Renfrewshire. A service review and restructure has been completed to ensure that the resources and capacity are in place to continue to support communities and build their capacity and individual, family and lifelong learning has been developed to ensure that all residents can have the opportunity to grow and thrive within our communities.
- 1.5 This report provides members with a summary update on the progress achieved during 2021-2022 detailed more fully in the attached Appendix. This report also forms part of the governance and monitoring arrangements highlighting the significant contribution made by a wide range of partners to deliver on the actions, priorities, and vision of the CLD Strategy 2021-2024.
- 1.6 Progress achieved during 2021-2022 is structured across the following themes;
- Service Review, Service Development and Service Achievements
  - Digital Inclusion
  - Universal Provision
  - Targeted Provision
  - Community Capacity / Connecting Communities
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## **2. Recommendations**

- 2.1 It is recommended that members of the Communities and Housing Policy Board:
- (i) note the progress achieved during 2021-2022 as result of the support and contribution of a wide range of partners
  - (ii) agree that further updates on progress of the Community Learning and Development Strategy be provided on an annual basis.
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## **3. Background**

- 3.1 The Requirements of the Community Learning and Development (Scotland) Regulations – 2013, place a statutory duty on local authorities to produce a 3-year plan detailing how Community Learning and Development will be delivered within the Council area. Each local authority is required to produce a clearly defined framework for planning and delivering community learning and development through consultation with learners and in partnership with providers. Renfrewshire's CLD Strategy 2021-2024 was approved by the Communities, Housing and Planning Policy Board on 17 August 2021 and published in mid-September 2021 in line with government timescales.
- 3.2 The CLD Strategy is aligned with the Renfrewshire Community Plan Vision and priorities supporting the agreed priorities and focus of the Renfrewshire Community Planning Partnership and putting Renfrewshire communities and community wellbeing at the heart of shaping all of the work of community learning and development partners.

3.3 The vision for Renfrewshire's Community Learning and Development Strategy is:

*"Working together to ensure our communities, people and families living in Renfrewshire have the capacity, support, resilience and opportunities they need to survive"*

3.4 During 2021/2022 a significant focus has been on supporting individuals and communities with their recovery and renewal from the pandemic. Collaborating with a wide range of partners on identifying actions that can be achieved and targeted to support individuals and communities impacted by the pandemic to access and engage with Community Learning and Development services. The Appendix to this report provides full details of the progress and achievement of the CLD partnership and below is a summary of the progress and key achievements during 2021-2022.

#### **4. Progress and Key achievements during 2021/22**

4.1 During 2021/22, key achievements of the service include:

##### **Service Review**

- As part of the Right for Renfrewshire programme under the theme of Developing Communities the review of CLD services within the Council has been completed,
- The new structure offers staff opportunities and career paths as we continue to maximise the 'grow our own' model of employee retention and development.
- To deliver CLD effectively and efficiently team capacity has been enhanced, and equipment and training has been provided to enable staff to work flexibly across community venues and support hybrid working

##### **Service Development**

- A range of training has been completed with school staff and the third sector on Gender-based violence to support a joined-up approach
- An example of 'grow our own' approach includes utilising the Kickstart/Employability fund programme with six out of eight individuals securing employment.
- Four Young Kickstart Trainees have gained basic youth work skills as part of the commitment to a young workforce and No-one-Left Behind.

##### **Service Achievements**

- All nine CLD centres have now reopened following the pandemic and are fully operational – providing a range of lifelong learning opportunities and youth activities.
- Renfrewshire Climate Change Champions is a youth directed project developed as part of COP26, encouraged by the Scottish Government, Youthlink Scotland and Keep Scotland Beautiful.
- During 2021-2022 Youth Services achieved the LGBT Scotland Bronze charter, commitment to equality and diversity.
- The Scottish 'Youth Worker of the Year Award' 2022 was achieved by a member of Renfrewshire's Youth Services team
- 32 staff are now working with Street Stuff with over 80% from the Renfrewshire area. 20 Volunteers within the programme have signed up for Saltire Awards, achieving a combined total of 650 volunteer hours, an average of 32 hours each.

## **Digital Inclusion**

- A successful application was made to Connecting Scotland Phase 2 securing 170 devices and 2 years free data for young people and families.
- 17 have been trained as Digital Champions.
- Seven Digital Ambassadors are now contributing to Renfrewshire's vision of digital citizenship and supporting digital participation.
- CLD services continued to be modernised during 2021-2022, with the acquisition of 76 tablets and 38 laptops for public access, training and development – replacing outdated PC based training and offering significantly improved flexibility. This means services can now be taken to and provided in the communities that need them rather than only from fixed locations.
- During a 6-month period over 51,000 page views to the Young Scot site from Renfrewshire were recorded – one of the highest rates of usage in Scotland.

## **Universal Provision**

- 'Free Period Products Here' signs are now displayed in all CLD and partner venues to support the policy which came into force across Scotland in August 2022.
- 3,545 young people attended a mixture of regular on-line and face-to-face youth work activities as Youth Services re-introduced indoor 'controlled' face to face activities, following the impact of the COVID-19 restrictions.
- External funding to match funding from NHSGGC and Ren Ten was secured to deliver an online platform service 'Together all'
- Outreach work across Renfrewshire was undertaken to distribute marketing material to all 12 secondary schools, and approximately 70 cafes, nail bars, hairdressers, barbers, and community spaces.
- The total number of young people with a Young Scot NEC card is 20,191 which is an increase of 18% over the past year.
- A total of 15,794 enquiries have been handled by Youth Services in relation to the Under 22 Free Bus travel scheme.
- 14,185 young people aged 8 -16 years attended Street Stuff evening programme, attendance was lower than previous years due to the pandemic and restrictions in numbers attending activities at any one time.
- Street Stuff activities with the provision of a healthy meal were delivered during the school holiday periods across Renfrewshire with programmes for age 5 – 16:
  - 540 young people attended the spring break programme
  - 258 young people attended the October 2021 school week
  - Over 268 young people took part in the Festive Programme
- The annual football festival at St Mirren Stadium returned following the pandemic with over 400 young people participating in age related group games.

- A new contract between Renfrewshire Council and St Mirren Football Club has been agreed for 2 years with the option of extending for a further year to a maximum of 4 years.
- Street Stuff are currently engaging with Ukrainian Families housed at Glasgow Airport with the provision of gaming activities on the Youth Bus. Refugees have also attended St Mirren FC home games with 80 tickets used to date.
- The number of School based DofE Leaders has increased to 24, with nine completing an Outdoor First Aid Qualification, and 5 working towards a recognised hillwalking qualification.
- The status of awards is growing and making an impact on targeted groups: 428 new enrolments have been received with 19% being in SIMD target areas 1-3, 81 young people have completed their DofE Award - 33 Certificates of Achievement, 35 Bronze, 10 Silver and 3 Gold.
- Youth Services hosted a series of workshops to develop a child friendly animation as a companion piece for the UNCRC Introductory guidance.
- In 2021 the Scottish Youth Parliament held their elections 2,753 young people voted and 5 new MSYPS were duly elected and all are being supported to be active contributors at Parliament.
- Renfrewshire Youth Panel contributed to the Cashback for Communities Grant award process with Erskine Youth Council continuing to support the Playpark and interactive games.
- A new Water Safety Policy has been developed and will be delivered by a range of partners,
- The Safekids event held at Lapwing Lodge, targeted at P6 children from Mossvale and St James Campus delivered safety messages in a fun and interactive way

### **Targeted Provision**

- Engage Renfrewshire and Renfrewshire Developing Communities services secured funding from Scottish Government to develop community-based adult learning. A comprehensive programme was successfully developed with the support of 11 local CLD Partners providing opportunities to reconnect and re-engage with current and potential new learners in Renfrewshire.
- The Summer of Fun programme engaged with 986 individuals, the programme was delivered with a wide range of partners in 6 venues across SIMD areas of Renfrewshire and benefitted 552 individual children.
- A further 182 children benefitted from additional hours at the Additional Support Needs playscheme held at Riverbrae.
- Youth Services ran several youth clubs over the Summer of Fun period and attracted over 100 individual participants. One project was aimed at ASN children, whilst Streetstuff put on a new initiative for Ukrainian refugee children which involved 25 young people.
- Learners from Southend Action Centre were successful in securing funding from Education Scotland and Green Spaces fund to develop a small community wildlife garden at the rear of the newly refurbished building.
- "The Southend Smoothies" achieved third prize in Beat the Street in November 2021 by walking for miles around Johnstone and the Villages. A further 60

learners also increased their step count after completing their wellbeing programmes and receiving their Adult and Family Learning wellbeing packs.

- The evaluation of the “EVOLVE” programme was part of a national collaborative enquiry involving Education Scotland and Youthlink, which was citing best practice for schools and youth work partnerships.
- The Pizza Learning programme had 188 families participating.
- The family learning team worked in partnership with Renfrewshire Libraries to pilot the Libraries FAB (Find A Book) project. Families signed up for library tickets and were encouraged to explore local library resources with local authors visiting the Pizza Reading sessions.
- Youth Services have successfully developed a Trusted Verifier network of organisations who work directly with young people facing barriers to accessing the Young Scot National Entitlement Card and the benefits it brings and Tackling Poverty.
- The Young and Equally Safe in Renfrewshire Project has already involved 30 past Mentors in Violence Prevention (MVP) leaders to a review and planning meeting to plan the stages of development. In June 2022, a further 97 current MVP from 10 secondary schools attended a youth event to share their views on gender-based violence (GBV). The basis of this generated ideas for future public campaigns and community-based actions to combat GBV in Renfrewshire.
- Youth Services worked closely with Children’s Services as part of the Renfrewshire Keeping the Promise and developing the Promise Champions youth voice group supporting care experienced young people. A partnership bid to Future Paisley secured funding for an Arts and Cultural Engagement officer who has worked to deliver a number of Arts led projects with young people.
- Adult and Family Learning continue to work actively in partnership with the Resettlement Team, Social Work’s Unaccompanied Young Asylum-Seeking Children team and with English as an Additional Language (EAL) staff in schools. Adult and Family Learning have delivered 27 English for Speakers of Other Languages (ESOL) groups to people looking for support with learning English to participate more fully in their community. They have worked with the Paisley Museum Reimagined team, giving learners an insight into local cultural heritage with visits to Sma’ Shotts Cottages and the Secret Collection Museum and making cross-cultural links with a 6-week project providing Syrian learners with a voice on how the story of the museum’s Syrian glass collection will be presented.
- A flexible approach has been adopted offering young people the opportunity to experience learning in outdoor settings through the Duke of Edinburgh programme. 50 young people participated in the programme, with 27 achieving a John Muir Award, 7 achieving their full Bronze DofE Award, 17 achieving sectional awards in Skills and Volunteering, and 13 are currently working towards sectional awards.
- The Renfrewshire Youth Work Network (RYWN) successfully secured national funding for a partnership approach to delivering youth work activities aimed at education recovery.
- The RYWN are working towards the development of a Community Empowerment Award for young (and older) community activists as change makers in their communities. 314 sessions were delivered, with 296 young people engaged over a sustained period, totalling 1401 hours of learning.

Awards achieved including Food Hygiene certificates, Youth Achievement awards, first aid certificates, John Muir Awards and Arts Awards.

### **Community Capacity/Connecting Communities**

- Team Up To Clean Up coordinated two flagship events the Big Spring Clean and the Spotless September Challenge. During 2022 attracting the highest level of engagement with over 1,500 volunteers registering for over 550 events, removing almost 2,500 bags of litter from their streets and open spaces.
  - £2m has been released to communities by the Green Spaces, Parks and Play Areas and the Villages Investment Fund to develop small scale volunteering in delivering physical improvements benefiting their community. 47 of the 86 projects in receipt of funding are from Team Up to Clean Up volunteer groups.
  - A wide range of diverse community projects continued to be supported resulting in the installation of: 14 play parks; 10 large scale green space projects (including funding the purchase of an ancient woodland; improving and enhancing 2 nature reserves; the creation and maintenance of 7 community gardens; a new a multi-use games area; a state-of-the-art interactive digital play park; repairs to a significant historical village building; a new bicycle proficiency park for pre-school children upwards; and a pump track is also expected to be delivered before the end of the year.
  - 6 groups continue to be supported with asset transfers and long-term leases by utilising the Green Spaces and Villages Investment funding.
  - £300,000 of external funding has been generated and secured by Renfrewshire Communities because of the Green Spaces and Villages Funding approach
  - Celebrating Renfrewshire is a £150,000 fund designed by and for young people, young people aged 12-25 have a direct say on which projects are funded in their local area.
  - In 2021-22, 1,721 young people voted, 5,163 votes were cast, and 68 projects have received funding. A total of £124,437 awarded to youth projects in Renfrewshire.
  - Feedback from young people involved in the Celebrating Renfrewshire steering group and voting process reported it was a positive experience and a useful resource for young people in their communities. During 2021, a total of 1721 young people participated in the voting process.
  - Young people continue to be encouraged and supported to join the Youth Panel participating in the review and decision-making process with around £30k awarded for a wide range of projects within the Youth Panel's Local Partnership areas.
  - Young Scot published a positive case study on the involvement of young people in Renfrewshire's Participatory Budget process and decision making.
-

## Implications of the Report

1. **Financial** - None
2. **HR & Organisational Development** – None.
3. **Community/Council Planning** –
  - *Our Renfrewshire is safe* – By implementing Body Worn Video Cameras, members of the public and communities will potentially feel and be, safer.
4. **Legal** - None
5. **Property/Assets** - None
6. **Information Technology** - None
7. **Equality & Human Rights**
  - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – None.
9. **Procurement** - None
10. **Risk** - None
11. **Privacy Impact** - None.
12. **COSLA Policy Position** – Not Applicable
13. **Climate Risk** – Not Applicable

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## List of Background Papers

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## Service Achievements



all **9**  
**CLAD Centres**  
reopened across  
Renfrewshire



**32** staff working  
with  
**Street Stuff**  
over 80% from  
Renfrewshire

**20** volunteers  
signed up for  
Saltire Awards



Youth directed project – **Renfrewshire Climate Change Champions** – developed as part of COP26

Youth Services achieved the **LGBT Scotland Bronze charter**

**Youth Worker of the Year Award** won by Siobhan Gray in Youth Services

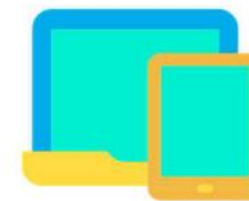
# Digital Inclusion



170 devices and  
**2 years free data**  
distributed to  
young people and  
families



17 **Digital Champions**  
trained to provide  
support and  
guidance



76 **tablets**  
38 **laptops**  
available for public  
access



51,105  
views to the  
**Young Scot**  
website from  
Renfrewshire over  
6 month period



7  
**Digital Ambassadors**

# Universal Provision

## Street Stuff

14,185 aged 8-16 attended



540

attended the Spring Break programme



258

During October 2021 school break



268

took part in the Festive Programme



Over 400 participated in the annual football festival at St Mirren Stadium

## Duke of Edinburgh



428

new enrolments

81 young people completed their DofE award



## Scottish Youth Parliament



2,753

young people voted in the

**Scottish Youth Parliament** elections and elected 5 new MSYPs

## Universal Provision Cont'd

### Young Scot



20,191  
have a

**Young Scot NEC card**  
and Youth Services handled  
15,794 enquiries

### Youth Services

3545



young people  
attended mix of regular  
online and face to face  
**Youth Work activities**

- Supported the roll out of free period product provision across all CLAD and partner venues
- Street Stuff have been engaging with Ukrainian Families housed at Glasgow Airport
- Youth Services and Children Services staff completed the UN Convention on the Rights of the Child training

## Targeted Provision

### Summer of Fun

552 children enjoyed a wide range of activities



182 benefitted from additional hours at Riverbrae



25 Ukrainian refugee children took part in Street Stuff



97 young people participated in the **Evolve** programme including outdoor learning, focused group work and emotional literacy and life skills

### Renfrewshire Youth Network

are developing a **Community Empowerment Award.**



314 sessions delivered

296 young people engaged

1401 hours of learning

awards include: Food hygiene, Youth Achievements and First Aid certificates

## Targeted Provision Cont'd

### 188 **Pizza Learning Families**

participated in 28 Pizza Learning groups across 8 primary schools. That's...



227 individual pizza learning sessions, and over 15000 books received

### **Adult and Family Learning**

delivered 27

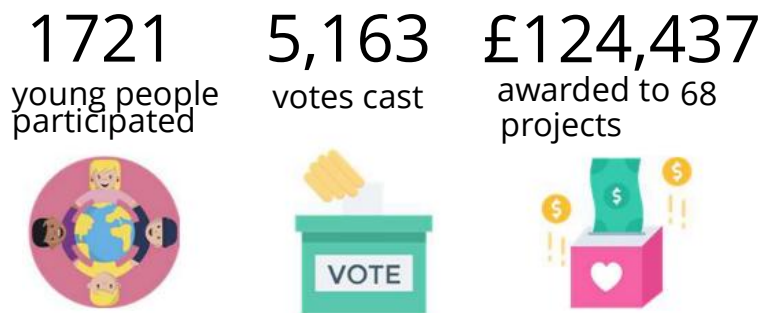
English for Speakers of Other Languages (ESOL) groups



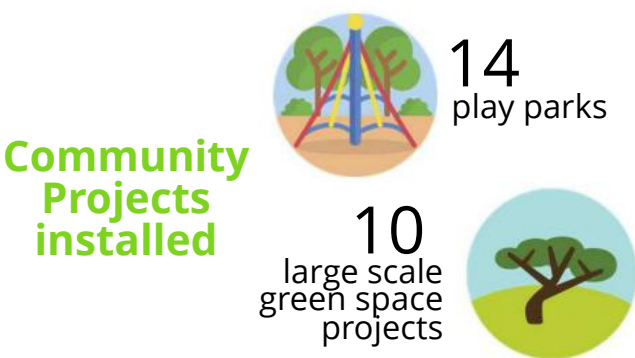
- Funding from Education Scotland and Green Spaces secured to develop a small community wildlife garden at Southend Action Centre
- Developed the Promise Champions youth voice group to support care experienced young people
- ArtBoss have produced a variety of work including; a graphic novel; short films and photography which was showcased at Paisley Book Festival, Sma'Shot Day and Paisley Food and Drink Festival.

# Community Capacity/Connected Communities

## Celebrating Renfrewshire



## Team Up to Clean Up



## **Contents**

### **1. Introduction**

### **2. Governance and Monitoring**

### **3. Background**

- **Community Learning and Development Standards Council**
- **Vision and Priorities of CLAD**

### **4. Partnership Approach**

### **5. Year 1 Progress - 2021-2022**

- **Service Review, Service Development, Service Achievements**
- **Digital Inclusion**
- **Universal Provision**
- **Targeted Provision**
- **Community Capacity/Connecting Communities**

### **6. Year 2 – Priorities for 2022-2023**

- **Universal Provision**
- **Targeted Provision**
- **Community Capacity/Connecting Communities**

## Introduction

This report provides an update on the year one progress achieved during August 2021 to August 2022 on the delivery and implementation of Renfrewshire's Community Learning and Development Strategy 2021-2024 produced to meet the requirements of the Community Learning Development (Scotland) Regulations 2013, which require all local authorities to produce a three-year plan setting out the delivery of community learning and development services.

Community Learning and Development (CLD) covers a range of skilled practice including youth work, community-based adult and family learning and community capacity, actively engaging with individuals and groups to build and enhance their existing skills and develop new skills, empowering individuals to actively participate and influence positive change in their own lives and their communities.

## Governance and Monitoring

As part of the governance and monitoring arrangements the Annual Progress report seeks to provide assurance to Renfrewshire's Communities and Housing Policy Board that the contributions made by a wide range of partners during 2021-2022 have helped to deliver on the actions, priorities, and vision of the strategy.

To ensure transparency and accessibility to all partners, communities, and individuals across Renfrewshire an accessible version of the report will be produced, distributed, and publicised. Furthermore, progress will be incorporated into the relevant performance reports presented to the Council's Leadership Board, and Community Planning Executive.

## Background

On 17 August 2021 Renfrewshire Council's Communities, Housing and Planning Policy Board considered and approved Renfrewshire's Community Learning and Development Strategy 2021-2024. The strategy was developed in partnership with a wide range of statutory, voluntary and community groups including individuals to enable successful delivery of community learning development activities aligned to Renfrewshire's Community Plan Vision and priorities.

The actions and activities target resources effectively and efficiently to empower individuals to actively participate and influence change in their own lives and communities.

## Community Learning and Development Standards

In Scotland the actions and activities of CLD services are underpinned by the shared values identified by the Community Learning and Development Standards Council:

- **Self-determination** – respecting the individual and valuing the right of people to make their own choices.
- **Inclusion** – valuing equality of both opportunity and outcome, and challenging discriminatory practice.
- **Empowerment** – increasing the ability of individuals and groups to influence issues that affect them and their communities through individual and/ or collective action.

- **Working collaboratively** – maximising collaborative working relationships in partnerships between the many agencies which contribute to CLD, including collaborative work with participants, learners, and communities.
- **Promotion of learning as a lifelong activity** – ensuring that individuals are aware of a range of learning opportunities and can access relevant options at any stage of their life.

## Vision and Priorities of Renfrewshire's Community Learning and Development Strategy 2021-2024

The vision for community learning and development in Renfrewshire is developed from the Vision for the Renfrewshire Plan and reflects the work of Community Learning and Development services in delivery of that vision.

➤ *“Working together to ensure our communities, people and families living in Renfrewshire have the capacity, support, resilience and opportunities they need to survive”*

Four key priorities were also identified for the delivery of services and this vision. These relate to the priorities set out in the Renfrewshire Community Plan.

- **Our Communities are thriving:** benefitting from economic growth which is inclusive and sustainable
- **Our Communities are strong:** with a voice and capacity to shape and deliver their local aspirations
- **Our Communities are fair:** addressing the inequalities which limit life chances
- **Our Communities are safe:** protecting vulnerable people and working together to manage the risk of harm

## Partnership Approach

CLD has a strong track record of working with a wide range of statutory, voluntary and community partners contributing towards the delivery and achievements of CLD across the various universal, targeted and community capacity actions. Working together in partnership has resulted in gaining substantial progress towards building back from the challenges and impact of the pandemic. For example, one of our key partners Engage Renfrewshire successfully secured funding from the community-based Adult Learning Recovery Fund to support local community-based adult learning. This was successfully delivered in partnership by 9 third sector groups, private providers, and Renfrewshire CLD services to meet the demands of the funding arrangements.

St Mirren Football Club also continue to work with CLD delivering multi-sports, educational awareness, gaming activities on the youth buses, and linking in with Youth Services to meet the needs of children and young people across Renfrewshire.

The Team Up to Clean Up Campaign is another example of working in partnership redefining the Councils relationship with communities, supporting, and encouraging communities to make small scale, significant impact improvements in various neighbourhoods.

CLD are included in the Local Employability Partnership, which are a collective of Council and Third sector agencies who collectively address the challenges of employability and

create pathways to further education and training. The range of partners who contributed towards achievements and progress of the CLD Strategy is attached as Appendix 1.

## Year 1 Progress 2021-2022

Throughout 2021-2022 the service has maintained a proactive partnership approach focussing and working actively with a wide range of partners to respond to the recovery of local communities and to help build back services from the impact of the pandemic ensuring the achievement of better outcomes for everyone in Renfrewshire.

Progress achieved during the first year - August 2021 to August 2022 is reported below under the following headings:

1. Service Review, Service Developments and Service Achievements
2. Digital Inclusion – ensuring everyone has the opportunity to participate and benefit from digital technology and communications
3. Universal Provision - ensuring no-one is left behind promoting and providing opportunities for all
4. Targeted Provision– targeting specialist resource and support towards those most vulnerable or with restricted capacity.
5. Community Capacity/ Connecting Communities- working with individuals, families and groups that have capacity, to support them in shaping community aspirations and to develop, deliver and maintain the services and facilities they want locally.

## Service Review

As part of the Right for Renfrewshire programme under the theme of Developing Communities the review of CLD services has been completed. The changes arising from the review ensure a greater flexibility and capacity to be able to work with local communities to adapt and enhance service delivery, improve accessibility, and enable local communities and individuals to adopt a more active role in their community.

The review of CLD services has supported enhanced communication across the wide range of partners to ensure that the CLD Strategy outcomes over the next two years are achieved and delivered within the timescales anticipated. The new structure offers staff opportunities and career paths to learn and develop their skills and provides a clear pathway through the service from entry level posts that delivers learning and development opportunities for career progression. The changes made will provide more flexibility, enabling development and delivery of relevant tasks ranging from management, strategic and operational delivery, as well as providing better resilience towards meeting the needs of the Community and Council. To deliver CLD services effectively and efficiently we have developed the service by enhancing individual and team capacity with the right skills, experience, training, and resources. All permanent staff now have laptops and mobile phones which ensures they have the tools and training required to work flexibly across community venues supporting the move to hybrid working.

## Service Development

A range of training has been completed by CLD, including joint training with school staff and the third sector on Gender-based violence to support a joined-up approach between different settings in the community. We have started a needs assessment to address the

areas of skills gaps with the development of an ongoing Continuous Professional Development calendar that will ensure our staff and partners can access the training required to keep current and flexible in approaches and responses to emerging needs.

The Kickstart/Employability fund programme has been utilised along with a comprehensive training programme, resulting in six out of eight individuals securing employment as Community Support Officers or Assistants within the Community Safety Services. This is an example of the continuing development of a 'grow our own' approach to recruitment and employee development.

Progress during 2021-2022 included Youth Services actively supporting four Young Kickstart Trainees to gain basic youth work skills as part of the commitment to a young workforce and No-one-Left Behind. The four Young Kickstart Trainees are now progressing into full time or part time capacity with Youth Services. Young people have also been supported with access to information on the Young Scot portal and Young Person's Guarantee Panel to ensure their representation and the voice of youth is included in the development of future initiatives.

Actions and efforts are ongoing to continue recruitment and attract new staff to deliver the various programmes and projects across youth, community capacity and adult/family learning.

A range of CPD opportunities was successfully accessed, and delivered through national and regional bodies, including Youthlink, Youth Scotland, Education Scotland and the West CLD Alliance. The training opportunities were made available to staff as part of Connecting Scotland Phase 2. The portfolio of CPD opportunities included utilising digital tools to enhance engagement with service users and communities. Staff have developed a better understanding of the need to ensure our practice is trauma informed as well as gaining knowledge relevant to the changing employability landscape.

## Service Achievements

Following the impact of COVID-19, all nine CLD centres are now fully operational. A proactive approach was adopted to work with a range of partners to support services in building back from the impact of the pandemic, focussing on maximising the usage and sharing of local services, assets, and spaces to enhance engagement and community capacity. The CLD centres now fully operational are Bargarran, West Johnstone Shared Campus, West Primary School, St James Primary School, Southend Action Centre, Foxlea Learning Centre, Foxbar Youth Drop In, Glenburn Learning Centre and the Go-Zone offering a wide range of youth, adult and family learning activities with a comprehensive programme of community opportunities now being offered.

CLD have supported local community groups such as the Foxbar Learning Workgroup, Johnstone's PC Learning Workshop, the Foxbar Sheds and the Fairway Club to deliver sessions by utilising CLD buildings and spaces.

Working closely with partners such as Ren Ten, mental health & wellbeing services, Invest and Careers Scotland, and other local and national partners who have secured funding for target communities, CLD have helped access community venues and outreach services.

Development of the new Paisley Grammar campus is currently underway. Developing Communities services were involved in the consultation with the school and architects to look at how a learning campus can incorporate partners in being able to meet the wider needs of the community.

Renfrewshire Climate Change Champions is a youth directed project developed as part of the COP26, encouraged by the Scottish Government, Youthlink Scotland and Keep Scotland Beautiful. The group meets regularly to identify and develop awareness raising campaigns that inform and change attitudes to climate change and improve recycling and reducing single use of plastic in schools.

Renfrewshire Climate Change Champions maintain a strong link with the Council's Climate Emergency Officer and Renfrewshire Climate Panel and have actively participated and contributed in the national Climate Crisis Conference in Dynamic Earth, Outdoor Play day. The group have encouraged wildlife in Muirshiel Country Park by planting trees and shrubs and continued to build knowledge and awareness by visiting ENVA recycling plant.

During 2021-2022 Youth Services achieved the LGBT Scotland Bronze charter, demonstrating that an integrated approach has been adopted to incorporate LGBTI in all aspects of Youth Services work. As part of the process, our staff and volunteers participated in a range of training opportunities, we also completed a review of our youth work practices and adopted new tools and resources that resulted in our service delivery being as inclusive as we can.

The achievement of gaining the LGBT Scotland Bronze Charter is a positive statement and commitment to equality and diversity.

Several safe space groups for LGBTI have been successfully developed by Youth Services enabling LGBTI young people, to engage and participate in activities that enable young people to explore their identity, learn about rights, feel safe and give them the confidence to reach their potential.

A member of Renfrewshire's Youth Services team, Siobhan Gray, was successful in winning the 'Youth Worker of the Year Award' 2022. Starting in Youth Services as a sessional worker, Siobhan's interest in youth work grew and over the past two years, two of the projects she has worked on have made a considerable difference to young people in Renfrewshire.

- The Bargarran Play park is the first interactive playpark of its kind in Europe installed in Erskine in 2021 after two years of community consultation by Erskine Youth Council; Siobhan supported the development of the park and ensured that young people were at the heart of driving and leading on this initiative
- Art BOSS is a partnership project between Youth Services and One Ren Arts Team, which aims to support and improve health and wellbeing for care experienced young people. The project helps to overcoming barriers to learning, and support them to develop skills, including interpersonal skills. The group were awarded a Young Scot Award in Arts in 2021, in recognition of their hard work and achievements. Siobhan was key to this group staying together and in providing an amazing consistent level of youth work support to individuals and to the group.

Street Stuff have continued personal development with staff being trained in First Aid & Defibrillator and Cycle Awareness. They also had training to support COVID Testing Centres, Taxi Marshalling and Local Government Elections.

Key achievements have included the Street Stuff Manager receiving a certificate in Youth Work, Sessional staff being supported in University for qualifications in Law and Sports Development as well as one receiving the BB Presidents badge which is the 2<sup>nd</sup> highest achievement in the field with Street Stuff activities being used to support achievement.

There are currently 32 staff working with Street Stuff with over 80% from the Renfrewshire area. There are currently 20 Volunteers within the programme who have all signed up for Saltire Awards. They have achieved a combined total of 650 volunteer hours, an average of 32 hours each. Volunteer activities include ball attendants at home games as well as supporting activities within the community.

## Digital Inclusion

Significant efforts and progress has been made during 2021-2022 to minimise the issue of digital exclusion, and improve access, and the ability and means to engaging online.

An application to Connecting Scotland Phase 2 resulted in securing 170 devices and 2 years free data for young people and families. Positive feedback was received confirming a reduction in social isolation, improved networks and connectivity, and access to digital tools, on-line services and the continuation of learning provided by the trained 17 Digital Champions.

Seven staff successfully completed Digital Ambassador training through Digi-Ren, contributing to Renfrewshire's vision of digital citizenship and supporting digital participation.

CLD services continued to be modernised during 2021-2022, including the replacement of PCs in learning centres with more up-to-date technology and the acquisition of 76 tablets and 38 laptops for public access. As a result, the enhanced technology is providing a more meaningful learning experience for everyone who would like to be more digitally active. The refreshed learning programmes focus on the whole family accessing information and services safely and responsibly and can be flexibly provided across communities rather than from fixed locations.

The Young Renfrewshire Social Media Platform has been enhanced with the development of information on platforms relevant to young people. This has been achieved by working in partnership with Renfrewshire Council's Communications team, Invest Renfrewshire, Children's Services and Youth Services. Facebook and Instagram have been set up and branded with young people in mind. A Marketing Intern was recruited to help support the development of the platforms and create content based on feedback from young people.

During a 6-month period 51,105 page views to the Young Scot site from Renfrewshire were recorded, with the top searches relating to coronavirus rules, how to save money with Young Scot card and discounts, who to contact for mental health support, and free bus travel. The creation of campaigns on the Renfrewshire Young Scot pages has increased

access to information on services and opportunities, employment and training, mental health support, financial awareness, discounts, environmental and youth rights.

The young people participating in the Duke of Edinburgh Award have greater flexibility to access the App on their smart phone or device from anywhere to upload evidence of their attendance at the skills, volunteering, and physical sections. As a result, participant involvement and completion rates has increased as the need to be physically in a building or classroom is no longer required.

## Universal Provision

One of the key priorities for CLD is to promote and provide opportunities for all, ensuring no one is left behind. A wide range of universal and targeted actions have been delivered over the past 12 months to help build strength and capacity amongst young people across Renfrewshire.

Youth Services made a significant contribution towards the period product consultation to raise awareness amongst communities across Renfrewshire of the availability of free products. 'Free Period Products Here' signs are now displayed in all CLD and partner venues ahead of the introduction of the legislation to provide free period products in all public spaces which came into force across Scotland in August 2022. This initiative is the result of actively working in partnership with Renfrewshire Council's Partnership and Inequalities service.

3,545 young people attended a mixture of regular on-line and face-to-face youth work activities as Youth Services re-introduced indoor 'controlled' face to face activities, following the impact of the COVID-19 restrictions. Youth Services were able to maintain contact and maintained engagement by utilising online and outdoor settings to deliver activities during the pandemic.

Health and wellbeing coping strategies were delivered by Youth Services in all youth work activities boosting resilience and improving personal skills and the confidence to cope with anxieties.

Young people welcomed having safe spaces to engage with youth workers on a wide range of issues, including worries, hope and fears. The engagement sessions helped young people to feel more confident in returning to school, and to youth clubs/groups.

External funding to match funding from NHSGGC and Ren Ten was secured to deliver an online platform service 'Together all' supporting and signposting to positive mental health support. Renfrewshire Young Scot Portal was utilised to signpost young people to on-line websites and links specialising in health and wellbeing and mental health. Outreach work across Renfrewshire was undertaken to distribute marketing material to all 12 secondary schools, and approximately 70 cafes, nail bars, hairdressers, barbers, and community spaces.

The total number of young people with a Young Scot NEC card is 20,191 (*Figures from 6month PI report March 2022*), which is an increase of 18%. A total of 15,794 enquiries have been handled by Youth Services in relation to the Under 22 Free Bus travel scheme. The formation of a Young Scot National Entitlement Steering Group has enabled a joined-up approach to assist the rollout of the Junior Card to all Primary schools for children aged

5-10 years, the annual bulk process for all P7 who require a photograph ID on their card as they transition into S1, and the individual applications for renewed Cards with consented bus travel.

14,185 young people aged 8 -16 years attended the Street Stuff evening programme, attendance was lower than previous years due to the pandemic and restrictions in numbers attending activities at any one time.

Street Stuff activities were delivered during the school holiday periods across Renfrewshire with programmes for age 5 – 16 consisting of multi-sports, gaming, arts and crafts, interactive fun games, educational, healthy eating and first aid. All activities included the provision of a healthy meal.

- 540 young people attended the spring break programme
- 258 young people attended the October 2021 school week,
- Over 268 young people took part in the Festive Programme with a range of multi-sports, gaming and festive fun quizzes, prizes and gifts for all participants including provision of food.
- The annual football festival at St Mirren Stadium returned following the pandemic with over 400 young people participating in age related group games.

Our partnership approach has resulted in agreeing a new contract between Renfrewshire Council and St Mirren Football Club for 2 years with the option of extending for a further year on two occasions up to 4 years in total. The contract provides the opportunity for the delivery of a range of activities including multi-sports, educational awareness, gaming activities on the youth buses, and linking in with Youth Services to further develop and deliver activities to meet the needs of children and young people across Renfrewshire. The contract also includes maximising volunteering opportunities and creating pathways to further education and employment. The partnership will assist in closing the opportunity gap and continue to improve the life opportunities of young people.

2022 has seen a redesign and upgrade of Street Stuff buses with the latest technology and WIFI. Young people were consulted on the design both internally and externally and updated accordingly.

Street Stuff has delivered a number of Gofitba and Fitba first programmes in schools across Renfrewshire creating a fun and interactive way of learning around team building, healthy eating and first aid. Feedback includes supporting health and wellbeing as well as improving attendance at school. Some young people have also had the opportunity to attend St Mirren home games and meet the first team players.

Street Stuff are currently engaging with Ukrainian Families housed at Glasgow Airport with the provision of gaming activities on the Youth Bus. They have also attended St Mirren FC home games with 80 tickets used to date.

The number of School based DofE Leaders has increased to 24, with nine completing an Outdoor First Aid Qualification, and 5 working towards a recognised hillwalking qualification.

The status of awards is growing and making an impact on targeted groups: 428 new enrolments with 19% being in SMID target areas 1-3. 81 young people completed their DofE Award - 33 Certificates of Achievement, 35 Bronze, 10 Silver and 3 Gold. Despite the

disruptions during the pandemic nationally and locally Renfrewshire Youth Services supported young people to continue their journey with flexible adjustments to complete their award section. For example, using digital platforms and online resources, allowing exercising at home and the restricted physical activities in and around home as well as volunteering at home and for family members needing care

A Partnership team consisting of staff from Youth Services and Children's Services completed the UN Convention on the Rights of the Child (UNCRC) Training for Trainers and developed an action plan to roll out UNCRC Bill of Rights awareness to CLD Partners, and Education, Social Work and CLD staff. Youth Services has been working with the Children's Rights Unit of the Scottish Government under the Children and Families Directorate.

Youth Services hosted a series of workshops to develop a child friendly animation as a companion piece for the UNCRC Introductory guidance. Young people from Renfrewshire joined with young people from a Glasgow based organisation (Partners in Advocacy), working alongside writers and animators to discuss the key messages and language which will shape the final film. The animation will eventually be shared across Scotland as part of the national public campaign targeted at children, young people, families, and public bodies.

In 2021 the Scottish Youth Parliament held their elections using a mixture of digital and limited face to face youth work to overcome the challenges and restrictions of the pandemic. 2,753 young people voted and 5 new MSYPS were duly elected and have completed the training, attended first national sitting, gained experience of debating, voting on motions, and agreeing national campaigns.

Renfrewshire Youth Voice (RYV) successfully held their AGM, with new Board members and role bearers elected. Work is continuing to recruit new supportive Trustees. RYV are planning for the forthcoming ten years celebration of the Positive About Youth Awards.

The Youth Panel for Cashback made up of members from across the Youth Voice Groups contributed to the Cashback for Communities Grant award process. Erskine Youth Council have continued to support the Playpark and interactive games.

A new Water Safety Policy has been developed and will be delivered by a range of partners, the focus of which is on education across both Primary and Secondary school across Renfrewshire. Educational inputs are being developed and will be delivered in the coming months.

The Safekids event was held at Lapwing Lodge, targeted at P6 children from Mossvale and St James Campus. Safety messages have been delivered in a fun and interactive way, highlighting the impact of antisocial behaviour, dangers of alcohol and drugs, littering and dog fouling, rail and water safety and internet safety. The sessions were filmed to be circulated to all in P7 and S1 pupils in the coming months to ensure the safety messages are delivered to young people who were unable to attend due to the pandemic.

## Targeted Provision

Adult and Family Learning has continued to actively support people facing poverty to access organisations practical assistance. The actions and efforts of Adult and Family Learning have been successful in extending and strengthening partnership working and relationships with a range of community organisations and charities for example, The Society of St Vincent De Paul, EBI Unites, Renfrewshire Toy Bank, The Louise Project, Glasgow's No1 Baby and Family Support Service.

Engage Renfrewshire and Renfrewshire CLD secured funding from Scottish Government to develop community-based adult learning. A comprehensive programme was successfully developed with the support of 11 local CLD Partners providing opportunities to reconnect and re-engage with current and potential new learners in Renfrewshire.

The Summer of Fun programme engaged with 817 individuals. This included 58 children from the Scottish Government's targeted criteria who participated in the four weeks of Summer of Fun programme developing skills on basic planning, shopping, and food preparation skills encouraging healthy eating on a budget. They were also encouraged to plan and prepare their own lunches on site during the four-week programme.

The Summer of Fun programme was delivered in partnership with a wide range of partners which took place in 6 venues across the SIMD areas of Renfrewshire and benefitted 552 individual children who enjoyed a wide range of activities including: dancing, drumming, drama, arts and crafts, sports, den building, community clean-ups, outdoor play, sports and trips to outdoor centres, as well as passes for the climbing wall and swimming pools. A healthy lunch was provided each day. A further 182 children benefitted from additional hours at the Additional Support Needs playscheme held at Riverbrae, again receiving a lunch.

Youth Services ran several youth clubs over the Summer of Fun period and attracted over 100 individual participants. One project was aimed at ASN children, whilst Streetstuff put on a new initiative for Ukrainian refugee children which involved 25 young people.

The community-based Adult Learning Recovery Fund 2021/22 was used to develop the 6-week Personal Social Development group work programme for new and existing learners, including ESOL groups and parents attending family learning programmes. The programme activities were targeted at people facing multiple barriers and at risk of isolation and loneliness. The focus of the six-week programme was to rebuild strong social connections between adult learners, their communities, and wider networks. The programme was delivered by Adult and Family Learning in learning centres and community venues in Paisley, Johnstone, and Renfrew and included group trips on public transport to local places of interest, afternoon cinema visits for parents whilst children were in school. The sessions have achieved positive outcomes, all eight groups have elected to continue learning together.

Learners from Southend Action Centre were successful in securing funding from Education Scotland and the Green Spaces fund to develop a small community wildlife garden at the rear of the newly refurbished building. They have now installed planters for growing flowers and vegetables and bird feeders and binoculars to observe local bird life in recognition of the benefits to mental health and wellbeing of connecting with the outdoors, even in urban areas.

“The Southend Smoothies” achieved third prize in Beat the Street in November 2021 by walking for miles around Johnstone and the Villages. A further 60 learners also increased their step count after completing their wellbeing programmes and receiving their Adult and Family Learning wellbeing packs which included pedometers and refillable water bottles. All adult learning groups have developed an understanding of the benefits of exercising and fresh air to maintain a positive mental health and wellbeing.

Youth Services actively engaged with young people to support their wellbeing and education recovery to address the impact of the pandemic. The “EVOLVE” programme focussing on personal and social development, including P7, S3 and care-experienced/refugee settlers continued to be delivered. The programme involved a total of 97 young people in a range of activities, including outdoor learning, focussed groupwork and emotional literacy, digital and arts and culture, and life skills.

The evaluation of the “EVOLVE” programme was part of a national collaborative enquiry involving Education Scotland and Youthlink, which was citing best practice for schools and youth work partnerships. The main strengths and impacts of the programme included flexibility in meeting the wide range of needs expressed by young people. The joined-up approach adopted by working in partnership with schools and Throughcare resulted in positive feedback from all participants demonstrating improved resilience, increased self-confidence, better relationships, and improved problem solving, decision making, communication and leadership skills.

Adult & Family Learning used a peer-led learning approach to develop the skills to deliver their new blended and online activities. Having the skills to facilitate online learning enabled staff and volunteers to maintain an ongoing timetable of activities with learners despite being unable to meet in person. This reduced the disruption to the learning and ensured that people at risk of isolation were in regular contact with a known person throughout lockdown periods.

The Pizza Learning programme had 188 families participating. The programme was developed and delivered using a combination of innovative online and outdoor sessions before finally returning to face-to-face groups in April 2022. Most of the participants reported the major benefits from taking part included increasing their child’s motivation to read and engage with books, a growth in children’s self-confidence to take part in the activities, and the whole family having an opportunity to learn together and make connections within the school community.

The family learning team worked in partnership with Renfrewshire Libraries to pilot Libraries FAB (Find A Book) project. Families signed up for library tickets and were encouraged to explore local library resources with local authors visiting the Pizza Reading sessions.

Youth Services have successfully developed a Trusted Verifier network of organisations who work directly with young people facing barriers to accessing the Young Scot National Entitlement Card and the benefits it brings and Tackling Poverty.

The Trusted Verifiers will act as referees working closely with Youth Services to ensure the PASS standard is secure and assist in reaching young people in greatest need. The partners involved include Home Link (Renfrewshire Council), Renfrewshire Council Social

Work (Fostering Service, Throughcare, Kinship Care, Area Teams, Unaccompanied Young People, Supported Carers, Care Experienced Team, SPACE Team), Renfrewshire Council Care Home Services – Children and Young People, Invest, Good Shepherd Centre, Blue Triangle, Renfrewshire Women's Aid, Who Cares? Scotland in Renfrewshire, Flexible Learning, Kibble, and members of the Renfrewshire Youth Work Network.

Delivering Equally Safe funding was secured from the Scottish Government national initiative to combat gender-based violence. Youth Services is leading a partnership with Children's Services and youth work organisations in the 3<sup>rd</sup> sector, to build on the Mentors in Violence Prevention (MVP) programme that has been growing in schools across Renfrewshire.

The Young and Equally Safe in Renfrewshire Project has already involved 30 past Mentors in Violence Prevention (MVP) leaders to a review and planning meeting to plan the stages of development. In June 2022, a further 97 current MVP from 10 secondary schools attended a youth event to share their views on gender-based violence (GBV). The basis of this generated ideas for future public campaigns and community-based actions to combat GBV in Renfrewshire.

Youth Services worked closely with Children's Services as part of the Renfrewshire Keeping the Promise and developing the Promise Champions youth voice group supporting care experienced young people. A partnership bid to Future Paisley secured funding for an Arts and Cultural Engagement officer. Outreach sessions have taken place and the first summer programme of tasters were filled by young people interested in dance and movement, graffiti workshops, and film and photography.

ArtBoss funded by Future Paisley is a partnership project between Youth Services and One Ren, which has been running successfully with a core group of young people. They have achieved a significant amount, producing a variety of work including their own graphic novel, short films and photography which was showcased at local festivals and events such as Paisley Book Festival, Sma'Shot Day & Paisley Food & Drink Festival. The Art Boss members also worked alongside app designers and local musicians to co-produce content for the launch of the Paisley Music Walking Tour App. These members are now moving on to our YO Producers group supporting the next group of Art Bossers as they begin their journey into the world of Creative Producing.

Adult and Family Learning continue to work actively in partnership with the Resettlement Team, Social Work's Unaccompanied Young Asylum-Seeking Children team and with English as an Additional Language (EAL) staff in schools. Adult and Family Learning have delivered 27 English for Speakers of Other Languages (ESOL) groups to people looking for support with learning English. Through a mix of beginners ESOL classes and more informal Culture and Conversation groups, adults, and young people over 16 years have been encouraged to build their confidence in using everyday language skills to participate more fully in their community. This includes working with the Paisley Museum Reimagined team, giving learners an insight into local cultural heritage with visits to Sma' Shotts Cottages and the Secret Collection Museum and making cross-cultural links with a 6-week project providing Syrian learners with a voice on how the story of the museum's Syrian glass collection will be presented.

As part of the Scottish Attainment Challenge, and in supporting education recovery in schools, Youth Services supported the delivery of the Duke of Edinburgh's Award Programme to 6 schools (Parkmains HS, Linwood HS, St Benedict's HS, St Andrew's Academy, Glenniffer HS, and Mary Russell Secondary), engaging with young people in S3 who had been identified as having lost interest and engagement with learning due to the impact of COVID-19 and the break in attending school full-time.

A flexible approach has been adopted offering young people the opportunity to experience learning in outdoor settings including Forest Schools, bushcraft, expedition skills training, and environmental conservation through the Duke of Edinburgh programme. 50 young people participated in the programme, with 27 achieving a John Muir Awards, 7 achieving their full Bronze DofE Award, 17 achieving sectional awards in Skills and Volunteering, and 13 are currently working towards sectional awards. The impact of working together outdoors, had a positive effect where individual young people reported an increased sense of self belief and confidence, were more open to new experiences, and had increased hope for the future.

The Renfrewshire Youth Work Network (RYWN) successfully secured national funding for a partnership approach to delivering youth work activities aimed at education recovery. The RYWN demonstrated that by working in a joined-up way there could be better impact and outcomes for young people. A shared understanding and commitment to the youth work outcomes framework has meant that skills sharing, joint planning and training, has strengthened the youth work sector during the pandemic, and the intention will be to build on this. Youth Services and partners have also recognised the importance of accrediting young people's experiences and have promoted the range of wider achievement awards available. The RYWN are working towards the development of a Community Empowerment Award for young (and older) community activists as change makers in their communities. 314 sessions were delivered, with 296 young people engaged over a sustained period, totalling 1401 hours of learning. Awards achieved including Food Hygiene certificates, Youth Achievement awards, first aid certificates, John Muir Awards and Arts Awards.

### **Community Capacity/Connecting Communities**

Developing Communities continued to review and explore new opportunities to maintain, develop and expand partnership working with a wide range of partners to build and expand on activities and opportunities being delivered. Significant action has been taken to identify new opportunities that develop community capacity and connect communities by facilitating development of a range of life skills, enhanced learning, employment, and volunteering.

The Team Up to Clean Up Campaign has redefined the Councils relationship with communities, supporting and encouraging small scale, significant impact improvements in their neighbourhoods. Team Up to Clean Up has 4,000 social media group members who actively engage in their own projects to create civic pride and build resilience in their neighbourhoods.

Community-spirit has heightened with individuals continuing to engage on the social media platform as a starting point for the #YouDecide participatory budgeting campaign and 2021's Parks Investment projects which required community engagement to appropriately allocate resource.

Team Up To Clean Up coordinates two flagship events each year: the Big Spring Clean and the Spotless September Challenge. 2022 was a significant achievement attracting the highest level of engagement with over 1,500 volunteers registering for over 550 events, removing almost 2,500 bags of litter from their streets and open spaces.

£2m has been released to communities by the Green Spaces, Parks and Play Areas and the Villages Investment Fund. Strong working relationship between Team Up and Green Spaces continues to develop small scale volunteering to individuals confident in delivering physical improvements that benefit their community. 47 of the 86 projects in receipt of funding are from Team Up to Clean Up volunteer groups.

A wide range of diverse community projects continued to be supported resulting in the installation of: 14 play parks; 10 large scale green space projects (including funding the purchase of an ancient woodland; improving and enhancing 2 nature reserves; the creation and maintenance of 7 community gardens; a new a multi-use games area; a state-of-the-art interactive digital play park; repairs to a significant historical village building; a new bicycle proficiency park for pre-school children upwards; and a pump track is also expected to be delivered before the end of the year. .

6 groups continue to be supported with asset transfers and long-term leases by utilising the Green Spaces and Villages Investment funding.

£300,000 of external funding has been generated and secured by Renfrewshire communities because of the Green Spaces and Villages Funding approach. Evidence based initiatives have been achieved demonstrating significant positive impact because of the delivery of the community projects benefitting local areas, increasing awareness and credibility of community groups, showcasing constructive changes that are deliverable. Project closure reports offer evidence of the progress and achievements.

Increased partnership working between Team Up to Clean Up, and the Green Spaces, Parks and Play Areas initiative ringfenced funding has increased access to public funds for individuals. Enabling hardworking volunteers to procure and maintain planters and flower beds and install seating in areas - an opportunity previously only afforded to constituted community groups. Generating interest, improving areas in communities and increasing biodiversity.

Systems and arrangements have been developed and simplified enabling volunteers to access funding for waterproof clothing, personal protective equipment (PPE) and tools. This funding stream has been available from November 2021. Three individuals have improved their area with planters and benches, and twenty-two volunteers were equipped with caddies, waterproof footwear, and clothing to assist them in delivering their community activity.

Communities and individuals continue to be supported to understand the process of Participatory Budgeting adopted by Renfrewshire Council offering an opportunity to influence and direct Council funding and departmental budget spend into local projects and improvements. During 2021/2022 support and guidance has been provided to young people through the focussed participatory budgeting Celebrating Renfrewshire Fund.

Celebrating Renfrewshire is a £150,000 fund designed by and for young people, where young people aged 12-25 have a direct say on which projects are funded in their local area. The partnership working between Renfrewshire Council's Chief Executive, Youth Services, Street Stuff and Renfrewshire Youth Voice has been developed over the past 3 years. In 2021-22, 1,721 young people voted, 5,163 votes were cast, and 68 projects received funding. A total of £124,437 has been awarded to youth projects in Renfrewshire. The priorities of the fund were determined by young people and focussed on the following: Youth Involvement and Participation; Sport and Physical Activity; Promoting Positive Mental Health and Wellbeing; Employability and Youth Development, and projects in Response to COVID-19, helping young people to recover from the impact of the pandemic.

Feedback from young people involved in the steering group and voting process reported that Celebrating Renfrewshire was a positive experience and a useful resource for young people in their communities. During 2021, a total of 1721 young people participated in the voting process.

Young people continue to be encouraged and supported to join the Youth Panel participating in the review and decision-making process to ensure that applications are relevant to their Local Partnership Area. An estimated £30k has been awarded for a wide range of projects within the Youth Panel's Local Partnership areas.

Young Scot published a positive case study on the involvement of young people in Renfrewshire's Participatory Budget process and decision making.

Youth Services took the lead to support Renfrewshire Youth Work Network to secure funding from Scottish Government Youth Work Education Recovery fund. Successfully delivering a programme consisting of a range of activities for young people across four themes: Outdoor Academy - involving Play Rangers, Bushcraft and Forest Schools; Digital Academy - involving digital tools, VR and creative digital media training; Cultural Academy - involving arts, creative writing, and drama; and Community Empowerment Academy - covering youth leadership and social action projects.

## Year 2 – Priorities for 2022-2023

### Universal Provision

Continue to develop and enhance joined up approaches with a range of partners to deliver Youth Work activities in the re-opened CLD community bases. Undertake action to actively consult children, young people, and families to shape provision and activities. Prioritise supporting young people to engage and meet their peers in age-appropriate groups and activities, junior (8-12yrs) Teen (12-16yrs) Senior (16-18yrs).

Identify opportunities to develop and enhance youth empowerment by supporting and promoting young people's learning around democratic processes, voting, participating in budgetary decision-making process, and an enhanced ability to influence positive changes in schools and communities to achieve better outcomes.

Continue to develop approaches and identify actions to challenge stereotypes and promote gender equality, reduce incidents of bullying, and hate crime, the promotion of anti-discrimination and prevention of violence against women. Work will be carried out with schools to develop the Mentors against Violence programme beyond schools and into the community, fostering wider peer led educational and groupwork approaches. Support young people to design and lead on a public campaign across Renfrewshire to raise awareness of the issue and canvass support to challenge and reduce gender-based violence.

Actively continue to work in partnership with schools through the joined-up delivery around the UNCRC agenda and development of the MVP programme into the community. Actively support young people in designing and delivering workshops and campaigns to raise awareness and have wider impact to promote rights, equalities and opportunities and reduce violence and discrimination.

Youth work experiences will be planned to include trips to other locations enabling wider experience of the world. The focus and priority will be to provide a safe environment for young people to meet their peers in age-appropriate groups and activities enabling a progression through transition from child to teenager into adulthood. Focussing efforts and actions on reducing barriers or disadvantages that are faced by some young people who may be marginalised.

Undertake consultation and outreach with in under-represented areas to develop the youth voice in the community. Youth Services will work in partnership with Renfrewshire Youth Voice and MSYP's to deliver workshops and events in communities to encourage young people to share their views on what they would like to see happening and changes they want to effect in their neighbourhoods. Results and outcomes will inform and shape the local Youth Action Plans to target funding and resources to put ideas into action to address priority needs.

Renfrewshire Youth Voice will plan their 10<sup>th</sup> year of the Positive About Youth Awards to combat negative stereotypes of young people, celebrating the achievements and

determination of young people and their role to change things for other young people and their communities. The event will be held in the Coats Memorial Church, Paisley,

Youth Services will continue to support the Young Scot NEC Card services, including the national roll-out of free travel for Under-22s in Scotland, promote the Young Scot Young Carers package, and encourage the growing number of cardholders to carry and use their NEC card to utilise the additional benefits and discounts it offers.

The Renfrewshire Young Scot Portal will continue to be developed and enhanced with youth led content on local opportunities and support services. Contributing to Renfrewshire's Digital Strategy and developing the Renfrewshire Young Scot Steering Group with key service/partner representatives and young people. The Young Scot Schools Partnership will also be strengthened and promoted as part of joint working with schools.

Efforts and focus for the future on the Duke of Edinburgh's Award Programme will include identifying and developing ideas to support young people in completing the award. This will include strengthening the links to volunteering opportunities within youth and community settings.

Youth Services will continue to deliver a range of accreditation including Hi5, Dynamic Youth Award, Participatory Democracy Award, the Participatory Budgeting Award, Community Empowerment Award, and the Arts Award.

Street Stuff will continue to work with schools to deliver multi-sports activities and the new games buses first aid training supported by the Scottish Football Partnerships Gofitba and Fitba First programmes, including educational awareness around healthy eating and whilst supporting the Tackling Poverty agenda during school holiday periods with the provision of a healthy meal.

Street Stuff will work with Ukrainian refugees and asylum seekers to support integration into the wider community through the delivery of activities and assessing volunteer, employment opportunities.

Communities and Public protection will continue to work with schools, communities, local and national partners to develop and deliver sessions around particular emerging trends to raise awareness of community safety issues that impact on individuals and communities.

### Targeted Provision

Adult and Family Learning Services will continue to actively reconnect with learners and partners continuing to offer blended options of ESOL and Adult Literacies. As well as develop learning programmes that enhance engagement in formal and non-formal learning in community-based settings.

There will be continued recognition and focus on Mental Health because of the continuing/ longer term impact of the pandemic on learners. A flexible and wide range of learning opportunities will be developed.

Personal and Social Development learning will focus on wellbeing, offering a range of activities and delivering a learning programme that raises awareness and reinforces healthy choices.

The service will continue to work in partnership with Barnardo's and Citizens Advice Bureau targeting parents and carers who have taken part in family learning programmes to progress into courses that build on their existing skills and experience and foster positive networks.

A discreet learning group for jobseekers will be developed in partnership with Enable Works offering a confidence building programme and progression to access wider community-based adult learning.

New Digital Skills courses will be delivered for people with little or no experience of using digital devices in each of the learning centres across Renfrewshire, encouraging safe and practical digital participation using laptops and tablets.

Weekly Work Clubs will be reintroduced into CLD learning centres to support jobseekers by providing access to online job searches and help with form completion and updating Claimant Commitments.

A new family learning programme will be developed encouraging families to be more environmentally conscious and to take positive action in their communities.

The family learning maths programme will be refreshed in response to Multiply, the 3-year UK-wide numeracy initiative and piloted with families in selected primary schools. (Multiply)

Numeracy will be embedded across the full range of learning programmes including ESOL, family learning, personal and social development, and digital learning in response to Multiply, the 3-year UK-wide adult numeracy initiative.

A literacy programme will be developed providing a progression route into wider community-based adult learning opportunities for learners who are ready to move on to new challenges.

ESOL classes will be delivered in the community for people with little or no English, and informal conversational groups for basic/elementary ESOL learners who want to improve language skills to access support and services or participate in cultural and leisure opportunities in their new communities. This includes, but is not exclusive to, targeted groups of New Scots such as Ukrainian, Syrian, Iraqi and Afghani refugees and asylum seekers being accommodated in Renfrewshire.

ESOL support will be provided to Ukrainian refugees in temporary accommodation awaiting resettlement at Glasgow Airport and for Unaccompanied Asylum-Seeking Children over 16 years in partnership with the UASC/ Throughcare team

ESOL will be delivered on campus at Glencoats PS for adults and families seeking asylum and being supported by Renfrewshire's Resettlement Team and Mears Housing belonging to the school community.

Youth work programmes will be targeted at vulnerable young people. The EVOLVE programme will continue to offer informal learning and achievement to groups identified in primary, secondary and post-school age young people.

Support and safe spaces for LGBTI young people to meet and decide on a programme of activities will continue to be provided across Renfrewshire.

The Young and Equally Safe Project will reconvene with new staff to support the MVP Leaders in designing their community-based workshops and public campaign and to embark on a youth leadership training programme.

The ArtBoss, Yo-Producers, the Arts and Cultural Engagement Programme and Promise Champions, will continue to offer avenues for expression and activity for care experienced young people and young carers.

Renfrewshire Youth Work Network will continue to meet and develop partnerships working across the communities, sharing good practice, ideas and delivering on key priorities for children and young people.

Youth Services will facilitate a Renfrewshire celebration and spotlight events during the National Youth Work week, demonstrating how *'youth work changes lives'*, and support the publishing of the new National Youth Work Strategy, encouraging local conversations with young people, and decisionmakers on how national can meet local action.

Ren Ten will be supported with mapping community mental health to identify gaps which need to be addressed and to encourage creative approaches to building community resilience and health and wellbeing.

Training will be delivered to enhance skills of staff, volunteers and trainees relating to CLD practice and awareness raising of issues-based work.

CLD will continue to explore funding opportunities to enable the continuation of school holiday activities with the provision of healthy meals

### **Community Capacity/ Connected Communities**

Action is being undertaken to develop a Locality Model: Community Learning and Development Services, which will ensure regular attendance at local partnerships meetings creating close links with key community members and local concerns.

Opportunities will be identified through the Neighbourhood Hubs to engage with residents adopting a solution-based approach to support, guide, and signpost individuals/groups to meet their proposed objectives.

Work will be continued with schools, exploring ideas around personal responsibility, civic pride and the power of working as a community to provide young people with a greater understanding of the consequences of positive and negative actions.

The work of the Green Spaces and Villages Improvement Fund will continue while funding remains available. Applicants (community groups, individual volunteers, and schools) will be guided and supported to meet the criteria and ensure their community's aspirations are delivered.

The Team Up to Clean Up campaign will work to boost increased engagement with schools, increasing bin provision and subtle nudge techniques around schools encouraging the use of bins. Presentations and discussions to raise awareness of the impact of decisions on the community and highlight the impact of actions on the climate will be developed.

The release of £40,000 of Green Spaces Funding for volunteers, will be used to enhance and improve open spaces, and to increase and generate new interest in the Campaign and the benefits it can deliver for communities.

Community concerns of fly tipping, littering and dog fouling will be addressed with the support and assistance of the Environmental Taskforce introduced under the Team Up to Clean Up banner

Developing Communities will continue to work with local businesses to support the Sustainable Business Scheme which will encourage businesses to be more environmentally conscious, reducing their impact on the surrounding community and becoming more active to present a cleaner, more appealing premises for their customers.

Opportunities will be identified to work actively with key partners and Local Partnerships to undertake analytical profiling and specific needs assessment to work live and play through the Your Home Your Street Our Communities programme. A multi-agency approach will be adopted to identify a neighbourhood to consult and agree on the actions required to improve the area.

Volunteering opportunities will be enhanced and increased through Team Up to Clean Up providing volunteers with continued opportunities to achieve their aspirations including issuing tools to clear leaves and weeds, waterproof clothing/footwear or benches, planters, and plants to increase the appeal of a community.

A biodiversity workshop will be delivered to volunteers in Renfrewshire's three towns. The workshops will educate and prepare volunteers in creating a wildflower area. Increasing volunteers' knowledge as well as improving biodiversity in Renfrewshire. Enabling volunteers to use the new skills in their gardens or areas in communities.

Support will be provided throughout the process of application to the Celebrating Renfrewshire participatory budgeting fund. The process will empower applicants, raising awareness of the positive changes that can be made and deliver invaluable experience and an insight into the mechanics of funding.

Youth Services will continue working with the steering group for Renfrewshire Youth Voice who set the funding criteria each year to ensure the funding is aimed at delivering relevant activities for young people.

Adult Literacies will continue to be developed using the Multiply funding initiative offering a wide range of non-accredited numeracy activities that build confidence with everyday use of numbers integrated into current provision and/or delivered as stand-alone programmes.

The potential to broaden non-formal ESOL learning to meet the increasing demand from resettled and asylum-seeking people (including, but not exclusively, people from Ukraine, Syria, Iraq and Afghanistan) will be investigated.

The new beginners digital learning programme will be rolled out across all learning centres alongside the reintroduction of 3 community Work Clubs, supporting local jobseekers with access to IT.

A training needs analysis for staff and volunteer development will be undertaken and relevant training opportunities to address skills gaps sourced.

## Appendix 1

Examples of Partner Organisations listed below supporting the delivery, progress and achievement of Community Learning Development Strategy 2021-2024:

- ArtBoss
- Create Paisley
- Enable
- Engage Renfrewshire
- English as and Additional Language (EAL) Team
- Ferguslie Park Housing Association
- Foxlea ELCC
- I Am Me
- Kairos Women+
- Mears Housing
- Moorpark ELCC
- ONEREN Arts and Museums – Libraries and Leisure
- Open Aye
- Paisley FM
- Police Scotland
- RAMH
- Ren Ten
- Renfrewshire Affordable Credit Alliance
- Renfrewshire Council
- Renfrewshire's Resettlement Team
- Right To Dance
- ROAR
- St Mirren Football Club
- Star Project
- Throughcare team
- UASC
- University of the West of Scotland
- West College Scotland
- West Johnstone ELCC
- Woodlands PS
- Yo- Producers
- Youth Work Network



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**To: Communities and Housing Policy Board**

**On: 25 October 2022**

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

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**Heading: Summer of Fun 2022**

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## **1. Introduction**

- 1.1 On 25 March 2022, COSLA leaders approved the allocation of £10 million to local authorities in line with the Scottish Government's commitment for targeted provision of accessible activities, childcare and food for 5–14-year-old children from low-income families during the 2022 school summer holidays. The Scottish Government wanted a particular focus to be on 6 main targeted groups who are especially vulnerable to falling into poverty: lone parent families; ethnic minority families; those with a disability; mothers under 25; those with a child under 1; those with more than 3 children.
  - 1.2 Renfrewshire Council was allocated £292,415 of the funding, which was used to deliver a highly successful programme of activities for children, families and young people, encouraging them to access a wide range of activities and healthy food. Almost 1,000 individual children benefitted from activities over the summer period
  - 1.3 This report notes the multi-agency, universal and targeted work developed and delivered across Renfrewshire throughout the summer holidays as part of the 2022 Summer Holiday Provision initiative. A summary of the final detailed evaluation report submitted to Scottish Government on 15 September 2022 is also attached as an appendix for the information of Members.
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## **2. Recommendations**

- 2.1 Members of the Communities and Housing Policy Board are requested to:
- (i) note the ambitious and successful Summer of Fun programme developed and delivered during the summer of 2022 in Renfrewshire as set out in section 3 of this report; and
  - (ii) note the summarised version of the comprehensive evaluation report submitted to Scottish Government in line with the required submission date of 15 September 2022 and attached as Appendix 1.
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## **3. Renfrewshire Summer of Fun Programme 2022**

- 3.1 Following on from last year's successful programme and even before the announcement of funding for the 2022 Holiday Food and Childcare Provision, a multi-agency working group was established in Renfrewshire to develop a programme that would meet the needs of all children and young people in Renfrewshire. The group was led by officers from the Developing Communities service.
- 3.2 The approach taken was to develop a programme that would offer several core activities targeted to 5-14 years from low-income families throughout the summer, along with some youth work provision, a new project for Ukrainian refugees and family learning groups. The approach built on tried and tested programmes and interventions and the feedback on learning and engagement previously undertaken with young people from the Get Into Summer initiative of 2021.
- 3.3 Care was taken to work closely with services such as Children's Social work and other partners to identify groups of young people that were particularly impacted or vulnerable and to signpost them towards and sign them up for universal activities. The aim was to develop a programme of integrated provision to address the barriers and isolation faced by people in the most deprived areas, concentrating on the 6 main targeted groups who are especially vulnerable to falling into poverty: lone parent families; ethnic minority families; those with a disability; mothers under 25; those with a child under 1; those with more than 3 children.
- 3.4 Activities were delivered outdoors wherever possible and included the provision of healthy meals and snacks. Breakfasts and water were also available. Provision was targeted to ensure ease of access for communities that were known to have vulnerabilities or numbers of low-income households including:

### **Daytime Activities Summer of Fun**

Renfrew – St James' Primary School,  
Gallowhill – Gallowhill Primary School  
Ferguslie – Glencoats Primary School  
Linwood – Woodlands Primary School  
Foxbar – St Paul's Primary  
Johnstone – West Johnstone Shared Campus

Family Learning Activities took place in: Southend Action Centre, West Johnstone Campus, Glenburn Learning Centre and Moorpark Learning Centre.

Youthwork activities took place in: West Primary School, Foxbar Youth Drop In, GoZone in Glenburn Community Centre, Bargarran Youth and Community Space, Tannahill Centre, Lapwing Lodge, and in outdoor spaces including Muirshiel Country park and Glennifer Braes.

The Ukrainian Refugee Youth Club took place in the Airport hotel car park using the facilities on the Street Stuff youth bus.

3.5 Over the summer holiday period almost 600 individual children benefitted from the daytime camp provision. A wide range of activities included:

- Summer camp sessions for 5-14 years old including: Multi-sports and Dance activities, STEM activities; Drama and performance; Samba Drumming; Outdoor play and games; Sports activities; Laser quest session; Den Building; Chalk art; Dance, den-building.
- Trips for 8-14s to Castle Semple and Lapwing Lodge to include activities such as orienteering, kayaking, canoeing, laser-tag, high ropes, scavenger hunts, team games and cycling.
- Targeted provision to support care experienced and young carers, Duke of Edinburgh's Award programme including Expedition Skills training programme, and an ASN Youth Club.
- The Team Up 2 Clean Up Team visited all day camps to interact with the children about protecting the environment and children took part in litter picks around their camps
- KGV climbing wall provided some climbing activities and swim passes to all families and children taking part.

3.6 58 children joined the programme of 4-week family fun sessions. Families were identified through their participation in family learning, ESOL and Personal and Social Development classes and groups, and through referrals from schools and family support agencies. Programmed activities included:

- Outdoor Learning, Digital and creative media, Cooking and life skills, Personal and Social Development sessions, Duke of Edinburgh's Award Programme, and day trips.
  - Story Telling, Bug Hunting and making insect hotels, bird spotting and making bird feeders, local nature walks, planting seeds, making gardens and terrariums, arts and crafts, constructing play doh volcano, scavenger hunts, traditional games and sports.
- 3.7 £60,000 was allocated to Riverbrae ASN playscheme 182 families took up the offer of support for families, and fun engaging activities and free play time over 4/5 days a week which ran for 5 weeks and provided:
- Free transport for parents within Renfrewshire
  - A nutritious meal and healthy snacks throughout the day
  - Indoor and outdoor activities – including sports and creative arts
  - Much needed social interaction with other young people
  - Staff who could respond to each individual child's needs
  - Support for families adjusting to restrictions being lifted
- 3.8 A key focus of the programme delivered was to develop a legacy of changing behaviours – encouraging young people and families to continue to engage with social activities and their communities beyond the programmed sessions held over the summer.
- 3.9 Vouchers and rewards for participants were developed and issued over the 7 weeks which included rewards from:
- St Mirren – family passes to a football match
  - Swim passes from Renfrewshire Leisure to be used by end December 2022 that will allow all participants to access a swim – either as individuals or families of up to 2 adults and 2 children.
- 3.10 Children and young people were also offered the opportunity to achieve or work towards nationally recognised awards through Hi5, Dynamic Youth Award, Arts Award and Duke of Edinburgh's Award Programme.
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## **4. Background**

- 4.1 On 25 March 2022, a £10 million commitment was announced by the Scottish Government for the provision of activities to improve the wellbeing of children and young people during the 2022 summer holidays. The programme was to be a targeted summer offer to local authorities to deliver enhanced holiday activities and experiences, integrating food and wider family support where needed, and targeted at low-income families, children and young people, particularly those especially vulnerable to falling into poverty: lone parent families; ethnic minority families; those with a disability; mothers under 25 those with a child under 1; those with more than 3 children.

- 4.2 The priority across this investment was to improve the wellbeing of children and young people, providing opportunities for them to socialise and reconnect with peers during the summer through delivery of a range of activities, with food and family support integrated where needed within local communities. Local authorities were encouraged to work with local and national partners to coordinate and deliver holiday activities and experiences, integrating food and wider family support where needed, and targeted at low-income families, children and young people particularly: lone parent families, ethnic minority families, those with a disability, mothers under 25, those with a child under 1, those with more than 3 children. Renfrewshire Council was allocated £292,415 of the funding
- 4.3 The investment was part of the Scottish Government's social renewal agenda focused on getting it right for every child by promoting the wellbeing of children and young people. It also complemented wider investment in holiday support through free school meal replacement for those eligible for free school meals on the basis of low income, and wider investment in education recovery.
- 4.4 While Community Learning and Development and Street stuff services led on the development and delivery of the summer programme the success of the initiative would not have been possible without the support and great partnership working within the Council and from other organisations including:
- Renfrewshire Council Children's Services, Environment & Infrastructure, Finance & Resources
  - Renfrewshire Youth Voice
  - Erskine Youth Council
  - Lapwing Lodge Activity Centre (West Region Scout Council)
  - Muirshiel
  - Moxie Creative Kids Events
  - Oliver Cox Music
  - Team Up 2 Clean Up
  - One Ren
  - Renfrewshire Youth Voice
  - St Mirren FC
  - Right2Dance
  - Young Scot
  - DofE Scotland
- 4.5 The post programme evaluation undertaken shows that the Summer of Fun Initiative brought communities together with positive economic benefits including
- Employment opportunities
  - Work for local businesses
  - Respite/Support for parents/carers
  - Free activities for families in SIMD areas
  - Sharing of resources across partners

- Volunteering
- 4.6 The legacy of the Summer of Fun programme will be based on the lessons learned and self-evaluation process and capitalise on the positive strong partnership working across council services and 3<sup>rd</sup> Sector youth agencies. Efforts will continue to build on achievements, and to re-connect children, young people and families to community spaces. Targeted work will continue through the Community Learning and Development partnership to recover education and promote learning opportunities in the autumn and winter community-based programmes and will include the expansion of the partnership with StreetStuff.
- 

## Implications of the Report

1. **Financial –**  
The full costs for delivering the Summer of Fun programme were funded by Scottish Government as outlined in the Appendix attached.
2. **HR & Organisational Development – none.**
3. **Community/Council Planning –**  
The multi-agency, universal and targeted work developed and delivered across Renfrewshire throughout the summer holidays as part of the National Get into Summer initiative contributed to key areas of activity relevant to Community Planning priorities and Renfrewshire's Council Plan strategic outcomes; outlined below.
  - Our Renfrewshire is well - Supporting the wellness and resilience of our citizens and communities.
  - Our Renfrewshire is fair - addressing the inequalities that limit life chances.
  - Reshaping our place, our economy, and our future - Promoting learning and skills for life.
  - Building strong, safe, and resilient communities - Empowering communities and Delivering community-based services.
  - Tackling inequality, ensuring opportunities for all – Promoting skills and learning for life, Celebrating youth! Improving mental health and wellbeing; Addressing health inequalities; and promoting active lifestyles.
4. **Legal – none.**
5. **Property/Assets - none.**
6. **Information Technology - none.**

7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** - none.
9. **Procurement** – none.
10. **Risk** - none.
11. **Privacy Impact** - none.
12. **COSLA Policy Position** –not applicable.
13. **Climate Risk** – not applicable.

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**List of Background Papers**

None

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## APPENDIX 1

### SUMMARY OF REPORT SUBMITTED TO SCOTTISH GOVERNMENT 15 SEPTEMBER 2022

#### CAPACITY

1a	Number of Existing Services	2
1b	Number of Services Expanded Using SG Summer 2022 Funding	2
1c	Number of new services commissioned using SG Summer 2022 Funding	3
		<b>Total</b>
2a	Capacity of existing Services (i.e. prior to SG Summer 2022 funding)	25,580
2b	Additional Capacity of existing Services due to SG Summer 2022 Funding	6,020
2c	Capacity of new Services commissioned using SG Summer 2022 Funding	10,429
3a	Total number of children registered (New and Expanded services)	986
3b	Number of children who attended (New and Expanded services)	986
4a	Are you able to identify individual children within services? - Delete as appropriate	Yes
4b	Are you able to identify individual children across different services? - Delete as appropriate	Yes

\*Capacity is defined here as the total number of children able to use a service multiplied by the number of hours it operates over the summer

#### NUMBERS AND SPEND FIGURES BY ACTIVITY

##### SET OUT AS REQUESTED BY SCOTTISH GOVERNMENT

	Total spend by service type (£s)
Outdoor activities, e.g. : den building; orienteering; outdoor learning; geocaching; beach picnic; bug hunts; mud kitchens	51,780
Sports/active, e.g.: football; basketball; netball; dance; skateboarding; cricket; rugby; park games; horse riding; water sports; skiing; surfing; mountain biking; sports tournaments	46,946
Play, e.g.: Lego; storytelling; free play; messy play; scavenger hunts	46,560
Arts/STEM, e.g.: music; media; computing; photography; arts and crafts; drama; media; graffiti workshops	70,178
Trips/holidays to various attractions, e.g. : farms; safari parks; laser tag; Edinburgh Dungeons, residentials, family holidays	6,818

Community projects and events e.g. : painting an underpass; litter picking; recycling; gardening; mural design; street play; gala days; pop up roadshows	2,177
Specific programme for children with an ASN	60,650
Transition activities: various activities specifically for those starting primary/secondary school	0
Passes for community facilities, e.g. : leisure facilities; community attractions; travel passes	4,850
Vocational activities, e.g.: work with local employers; local colleges, team building	0
Intensive family support: third sector organisations working with families (e.g., Women's Aid, Children First), therapeutic programmes	0
Access to support organisations: facilitated access to support agencies (e.g., welfare rights); introductions / reconnections with agencies / support workers through staff joining trips	0
Any other services - Grants to Childcare organisations	700
Any other services - Youth Clubs	1,755
<b>Total</b>	<b>292,414</b>

**On what basis have you completed the information in this tab?**

Activity as a result of SG Summer 2022 funding only

Number of Children attending or benefitting by type of service:	under 5					
		5 to 8	9 to 11	12 to 14	15 to 18 ASN only	Total
Outdoor activities, e.g. : den building; orienteering; outdoor learning; geocaching; beach picnic; bug hunts; mud kitchens	15	414	243	117	37	826
Sports/active, e.g.: football; basketball; netball; dance;	15	416	252	91	43	817
Play, e.g.: Lego; storytelling; free play; messy play; scavenger hunts	15	414	243	83	37	792

Arts/STEM, e.g.: music; media; computing; photography; arts and crafts; drama; media; graffiti workshops	15	414	248	95	37	809
Trips/holidays to various attractions, e.g. : farms; safari parks; laser tag; Edinburgh Dungeons, residentials,	0	0	80	40	0	120
Community projects and events e.g. : painting an underpass; litter picking; recycling; gardening; mural design; street play; gala days; pop up roadshows	1	339	181	42	0	563
Specific programme for children with an <b>ASN</b>	0	49	56	52	37	194
Transition activities: various activities specifically for those starting primary/secondary school <b>ASN only</b>	0	49	51	45	37	182
Passes for community facilities, e.g. : leisure facilities; community attractions; travel passes	15	365	217	88	0	685
Vocational activities, e.g.: work with local employers; local colleges, team building	0	0	0	0	0	0
Intensive family support: third sector organisations working with families (e.g., Women's Aid, Children First)	0	0	0	0	0	0
Access to support organisations: facilitated access to support agencies <b>ASN only</b> (e.g., welfare rights); introductions / reconnections with agencies / support workers through staff joining trips	0	22	13	9	11	55
Any other services <b>Youth Clubs</b>				35		35
Total children attending/benefitting across all services (individual children, please do not double count between rows)		416	287	240	43	986

## CHILDREN ATTENDING BY PRIORITY CHARACTERISTICS

Lone parent family	From Minority Ethnic Families	Families with a Disabled Adult or child	Families with a mother under 25	Families with a child under 1	Families with 3 or more children	Families for at least one of the priority family characteristics apply	Families for which none of the priority family characteristics apply
257	84	332	3	50	238	709	277

**POSTCODES OF VENUES DELIVERING ACTIVITIES**

PA5 0BB (West Johnstone)	PA3 4SF (Gallowhill)	PA3 1NR (Ferguslie)	PA4 8HL (Renfrew)
PA2 9FA (Foxbar)	PA3 3EY (Linwood)	PA3 3DP (Riverbrae ASN)	PA2 8DX (Glenburn)
PA3 2ST (Airport hotel)	PA2 6NN (Southend)	PA3 3EY (youth)	PA3 1EX (youth)
PA2 8DX (youth)	PA2 0NP (youth)	PA1 2RL (youth)	



## **APPENDIX 2 PHOTOS FROM SUMMER OF FUN**



**Children took part Litter picking projects and learning from the Team Up to Clean Up Team**



**Fun at Lapwing Lodge Outdoor Centre**



**Den Building equipment and instruction was provided at most venues**



**Watersports at Castle Semple Outdoor Centre**



**Archery and Rafting at Lapwing Lodge Outdoor Centre**



**Moxi Drama Activities took place at all venues**



**Some of our many Arts and Crafts Projects**



**Archery at Lapwing Lodge**



**Not all Superheroes wear Capes!**

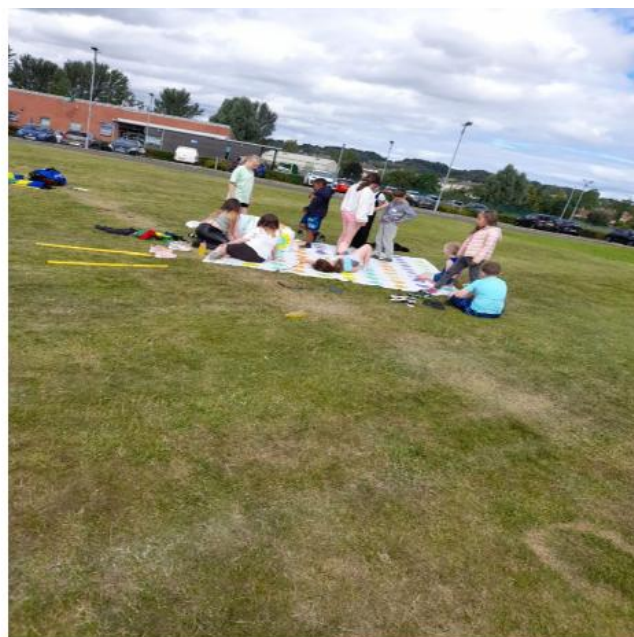


**St James' Renfrew with their wonderful murals**



**Indoor and Outdoor Fun at West Johnstone Campus**





**StreetStuff Activities at the Summer of Fun Camps**



**Family Learning Activities at Southend includes parents and children preparing lunches**



**Cycling at Castle Semple Outdoor Centre**



**Practising Circus Skill**



**Dance Skills from Right2Dance**



**Lunchtimes were a little hectic!**






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**To: Communities, Housing and Planning Policy Board**

**On: 25 October 2022**

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**Report by: Director of Children's Services**

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**Heading: Community Justice update and annual return 21/22**

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## **1. Summary**

- 1.1 On 1 April 2018 the Renfrewshire Community Justice Outcomes Improvement Plan (CJOIP) 2018 to 2021 was published, outlining how the partnership would work together to reduce reoffending in Renfrewshire. It highlighted key local priorities which were identified through our need's assessment and interaction with stakeholders, and national priorities contained within the National Strategy for Community Justice and the Outcomes, Performance and Improvement Framework which are required to be reported against.
- 1.2 Renfrewshire's CJOIP was due to be updated by April 2021, however in recognition of the impact of the pandemic on taking forward actions, it was agreed by Community Justice Scotland (CJS) that plans due for submission in 2021 could continue until 31 December 2021.

However in May 2021, the Scottish Government (SG) and CJS then issued a joint statement in relation to the review of the National Strategy for Community Justice and Review of the Outcomes, Performance, and Improvement Framework. This was planned for March 2022, and then published on 30 June 2022. Given that local authorities must review their CJOIPs after the publication of either, they have advised that it is pragmatic for local authorities in this position to delay publication. On this basis it is proposed that Renfrewshire utilises this time to develop its CJOIP for 2023 to 2026.

This has been agreed with Community Justice Scotland and a position statement will be provided on the website to ensure clarity regarding this approach.

- 1.3 The reporting template was updated for 2021/22 by Community Justice Scotland to assist local partnerships in capturing a range of important data in a way that allows local partners to highlight key aspects of community justice activities, outcomes and improvements over the specified period without it being onerous or time/resource demanding.
  - 1.4 The annual report template covering period 01 April 2021 to 31 March 2022 (Appendix A, Community Justice Renfrewshire Annual Reporting Template 2021/22) should be published on the Renfrewshire Community Justice website page and submitted to Community Justice Scotland by 30 September 2022. Maintaining and recovering operational services during the pandemic and the continued inability to recruit to the Lead Officer Community Justice Position, have meant that there are delays.
  - 1.5 We have agreed with Community Justice Scotland to submit a draft report by September 30<sup>th</sup>, and the final report following this board's agreement and/or any amendments made. Publication on the council website would also be at that time.
- 

## **2. Recommendations**

- 2.1 The Communities, Housing and Planning Policy Board is asked to:
    - (a) Agree the contents of the Community Justice Renfrewshire Annual Reporting Template 2021 to 2022 (Appendix A).
    - (b) Note that the Community Justice Renfrewshire Annual Report Template 2021 to 2022 has been submitted to Community Justice Scotland in draft format and would be submitted and published following approval today and/or any amendments required.
    - (c) Agree that the Criminal Justice Services Manager may make minimal changes to the report if required, prior to publication.
    - (d) Note that Community Justice Renfrewshire is set to begin a strategic needs and strengths assessment to develop the Renfrewshire Community Justice Outcome Improvement Plan 2023-2026 following the review of the National Strategy for Community Justice and Outcomes, Performance, and Improvement Framework.
- 

## **3. Background**

- 3.1 The introduction of the Community Justice (Scotland) Act 2016 triggered the formal implementation of the new model of Community Justice in Scotland. Several key documents are associated with the Act including the National Strategy, Justice in Scotland: Vision & Priorities and the Framework for Outcome, Performance & Improvement.

- 3.2 The 2016 Act places a duty on community justice statutory partners to produce a Community Justice Outcome Improvement Plan which outlines key local needs & priorities and the plans & actions to address these against a backdrop of the documents noted above. Beyond this, the partners are also tasked with reporting, on an annual basis, the community justice outcomes and improvements in their area – again with reference to the associated strategy and framework documents and, when complete, submit those annual reports to Community Justice Scotland (CJS).
- 3.3 Community justice is defined in the National Strategy for Community Justice, revised in June 2022, as “principally about organisations working together to ensure that people who have offended address the underlying causes of their behaviour, and pay back to the community where appropriate. It aims to encourage rehabilitation, reduce re-offending, and protect the public, leading to fewer victims and safer communities.”
- 3.4 Community Justice Renfrewshire (CJR) was established in response to the Act and is firmly established within Renfrewshire’s Community Planning arrangements, reporting to the Community Protection Chief Officers Group. Membership includes:
- Renfrewshire Council, Children’s Services
  - Renfrewshire Council, Chief Executive’s Service
  - Renfrewshire Community Planning Partnership
  - Renfrewshire Council, Housing and Homeless Services
  - Police Scotland
  - Scottish Fire and Rescue
  - Scottish Courts and Tribunals
  - Scottish Prison Service
  - Skills Development Scotland
  - Renfrewshire Health and Social Care Partnership
  - Engage Renfrewshire (TSI)
  - Criminal Justice Voluntary Sector Forum
  - Victim Support
  - The Wise Group
  - Apex Scotland
  - Turning Point Scotland
  - NHS Greater Glasgow and Clyde
  - Renfrewshire Alcohol and Drug Partnership (ADP)
  - OneRen (previously Renfrewshire Leisure)
  - Action for Children
  - Department for Work and Pensions
- 3.5 The Renfrewshire Community Justice Outcomes Improvement Plan 2018 to 2021 was published on 1 April 2018. In preparing the plan we carried out engagement activities which were attended by several of our strategic partners and wider stakeholders.
- 3.6 This plan was due to be updated by April 2021, however in recognition of the new and additional challenges for agencies in providing and maintaining services during the pandemic, with less focus on development other than

responding to changes, Community Justice Scotland agreed that plans due for submission in 2021 could continue until 31 December 2021.

- 3.7 However in May 2021, the Scottish Government (SG) and CJS then issued a joint statement in relation to the review of the National Strategy for Community Justice and Review of the Outcomes, Performance, and Improvement Framework. This was planned for March 2022, and actually finalised on 30 June 2022.
- 3.8 Given that local authorities must review their CJOIPs after the publication of either, they advised that it is pragmatic for local authorities in this position to delay publication. On this basis it is proposed that Renfrewshire utilises this time to develop its CJOIP for 2023 to 2026. This has been agreed with Community Justice Scotland and a position statement will be provided on the website to ensure clarity regarding this approach.
- 3.9 A report on progress in achieving the outcomes in the plan must be prepared by the statutory community justice partners each year. The annual report covers the period 1 April 2021 to 31 March 2022. (Appendix A Community Justice Renfrewshire Annual Reporting Template 2021 to 2022). The statutory partners should publish this report by 30 September 2020. A reporting template, updated for 2021/22 was produced by Community Justice Scotland to assist local partnerships in capturing a range of important data.
- 3.10 On the basis of current challenges and that the Lead Officer Community Justice post has been vacant since September 2020, Community Justice Scotland was sent a draft report by 30 September and it was agreed that a final report would be provided following this board's agreement and/or any amendments made. Publication on the website would also be at that time.
- 3.11 CJR has been successful throughout this year in bringing together a range of statutory and third sector partners and we are committed to building on the effective partnership approaches within Renfrew, to prevent and reduce reoffending.
- 3.12 We will continue to build upon the positivity and commitment shown by partners and will focus on engagement with the community; this will include those who have committed offences, their families and persons affected by crime, to make Renfrewshire a safer place to live and work.

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## Implications of the Report

1. **Financial** - None
2. **HR & Organisational Development** - None
3. **Community Planning** - The report details a range of activities which reflect local council and community planning themes. CJR is embedded within community planning arrangements.
4. **Legal** - None, this report meets the council's statutory community justice requirements.
5. **Property/Assets** - None

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

- 
14. **List of Background Papers**  
none
- 

**Author:** John Trainer, Head of Service Childcare and Criminal Justice, 0141 618 6827.

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# **Community Justice Scotland**

## **Ceartas Coimhearsnachd Alba**

### **Community Justice Outcome Activity Across Scotland 2021-22**

September 2022



## 1. Background

The introduction of the [Community Justice \(Scotland\) Act 2016](#) (the Act) triggered the formal implementation of the new model of Community Justice in Scotland. A number of key documents are associated with the Act including the [National Strategy](#), [Guidance for local partners in the new model for community justice](#), [Justice in Scotland: Vision & Priorities](#) and the [Framework for Outcomes, Performance and Improvement](#).

The Act places a duty on community justice statutory partners to produce a Community Justice Outcome Improvement Plan (CJOIP) which outlines key local needs and priorities and the plans and actions to address these against a backdrop of the documents noted above. Beyond this, the partners are also tasked with reporting, on an annual basis, the community justice outcomes and improvements in their area, again with reference to the associated strategy, guidance and framework documents and, when complete, submit those annual reports to Community Justice Scotland (CJS)<sup>1</sup>.

CJS is committed to working in partnership with community justice partners. This template and guidance have been coproduced with local areas to support local areas in reporting on their annual outcomes and improvements in a meaningful way that captures necessary data in an effective and efficient manner. It also supports areas in fulfilling their statutory obligations on annual reporting under section 23 and is part of CJS requirements to consult on the preparation of an annual report on performance in relation to community justice outcomes under section 27(3).

CJS recognises that there are a set of circumstances at time of writing that make this process different from previous annual outcome activity returns; namely:

1. The Covid-19 pandemic continued to impact on the work of community justice partners.
2. The review of the Outcomes Performance and Improvement Framework (OPIF) and the review of the national strategy for Community justice which is running concurrently with the Outcome Activity Returns process. Until the review of the OPIF has concluded and the new strategy is published and reported against CJS recognises a transitional template (such as this one) is likely to be required.

To allow for both of these, CJS started a coproduction approach with community justice coordinators and managers in March 2022 seeking volunteers to participate in the creation of the 2021-22 annual report template.

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<sup>1</sup> Guidance for statutory partners on this annual reporting process – to which community justice partners must have regard - is available at paragraphs 6.38-6.42 of the “Guidance for local partners in the new model for community justice” (linked to above).



CJS would like to extend thanks to those community justice partners that took the time to participate in the development group and others that provided sense-checking comments on the guidance points in the draft template.

## **2. Statement of Assurance and Data Usage**

The information submitted to Community Justice Scotland using this template will be specifically used for the purpose of fulfilling the requirement under s27 of the Community Justice (Scotland) Act 2016 for Community Justice Scotland to produce a report on performance in relation to community justice outcomes across Scotland. It will also be used by CJS in its role to monitor, promote and support improvement in, and keep the Scottish Ministers informed about, performance in the provision of community justice.

In line with provisions in the Data Protection Act 2018 and the General Data Protection Regulation (GDPR), CJS will use appropriate data to ensure that there is continuous reporting, development and progress towards the national outcomes. By providing data to CJS you are consenting to its use by CJS as indicated. Community Justice Partnerships should be aware that any information held by Community Justice Scotland is subject to statutory Freedom of Information obligations.

The template can be used by local partnerships to fulfil their requirements under s23 (1b) of the Act, when published as an appendix to a publicly facing summary statement of annual progress.

### **General principles of the template**

The template and guidance have been developed using the following principles:

- Little change to the outcomes and indicators section from the 2019-20 template with the exception of additional helpful guidance or direction around answering the questions.
- Better support local partners to comply with their local reporting requirements set out in S.23 of the Community Justice (Scotland) Act 2016 (the Act). E.g., the inclusion of local outcomes, which also support CJS to understand local issues.
- Help partnerships prepare for implementation of the new OPIF by steering partners to report structured evidence which relates to (indicative) new national strategy priorities. This should contribute to early local baselining work without requiring excessive additional resource.
- Continue to seek evidence about “business as usual” and “new collaborative activities”, but there should be a mechanism to identify the difference.
- Seek to gather information about work done relating to recommendations made in the previous CJS annual report.
- Seek contextualised self-reporting of local compliance to requirements in the Act.
- Support CJS to comply with their requirements in S.27 of the Act.



## How to fill in the template

The return should be completed and consulted on with partners involved in community justice in your local area. In line with the Act this includes statutory partners, each third sector body involved in community justice in relation to the area, such community bodies in relation to the area as partners consider appropriate, and such other persons as partners consider appropriate. CJS expects that completion of this template will be a collaborative effort.

This guidance is designed to be used as a crib sheet to support completion of the template in the sections that require more direction for completion, the text (in blue) outlines what is expected in terms of reporting. In response to requests from coordinators we have been more directive this year.

It would be helpful if responses in each of the “evidence and data” boxes within section 6 of the template (“performance reporting”) is kept to a minimum by capturing the main points only. This allows for an efficient analysis by Community Justice Scotland on return. The use of bullet points in your response is acceptable.

In each of the national outcome reporting sections we have asked, this year, for new activities driven or undertaken by partnerships in a separate field from ongoing activities which contribute to outcomes. This is to provide more clarity about the specific work of the partnership as well as evidence which assures the health of ongoing arrangements.

Where the template asks for evidence, a written response will suffice and there is no expectation that you send additional supporting documentation – if there are any aspects Community Justice Scotland is unclear on it will be our responsibility to request clarification where necessary.

If any response or evidence requires details about people with lived experience (e.g., evidence in respect of someone’s life story) please **DO NOT** include any identifiable personal or sensitive information (as outlined in Schedules 2 & 3 of the Data Protection Act 1998) as Community Justice Scotland does not require such information. If this is unavoidable then please ensure that the data is fully anonymised.

This is the fifth iteration of the template and guidance. If you have any queries about completing the template then please email [CJSImprovement@communityjustice.scot](mailto:CJSImprovement@communityjustice.scot).



### 1) Community Justice Partnership / Group Details

Name of local authority area/s	<i>Renfrewshire Council / Community Justice Renfrewshire (CJR)</i>
Name and contact detail of the partnership Chair	Name: John Trainer Email: <a href="mailto:john.trainer@renfrewshire.gov.uk">john.trainer@renfrewshire.gov.uk</a> Telephone: <b>0141 618 6860</b>
Contact for queries about this report	Name: Allison Scott Email: <a href="mailto:allison.scott@renfrewshire.gov.uk">allison.scott@renfrewshire.gov.uk</a> Telephone: <b>07483388368</b>

### 2) Template Sign-off from Community Justice Partnership / Group Chair

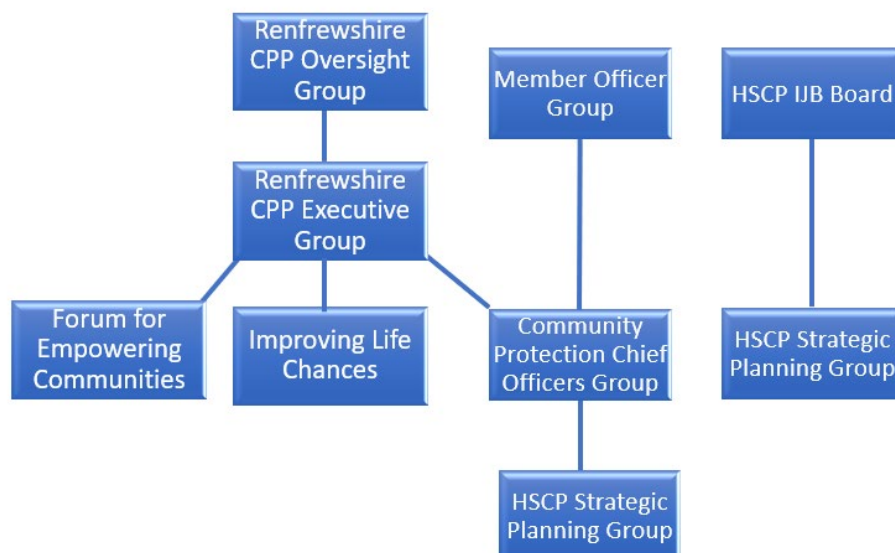
Date:.....15.9.2022.....

Name:..... John Trainer



### 3) Governance Arrangements

Describe your current governance structure for community justice arrangements and include links to wider community planning.



Community Justice Renfrewshire (CJR) has representation on several strategic groups relating to community justice, which continues to raise awareness and reports on progress through briefings and presentations. It has also enabled the CJR Steering Group to keep up to date on agendas, local issues and initiatives relating to community justice.

Prior to the pandemic, the Community Justice Lead Officer post (currently vacant) was situated within Children's Services. A review of arrangements was undertaken, and it was agreed that there was a requirement to create greater resilience in terms of all related activities, and to facilitate greater linkages between justice social work (JSW), wider council services, and critically across the wider community planning partnership. As such, the post is now being hosted within the Chief Executive's Service, however close working arrangements with Children's Services ensures that there remain close links with colleagues in Youth Justice and Child Protection.

CJR is firmly established within Renfrewshire's robust Community Planning arrangements. It reports to the Community Protection Chief Officers Group (COG) and the Communities and Housing Policy Board for oversight and governance by senior managers and elected members. These arrangements provide close alignment of priorities between the Renfrewshire Local Outcomes Improvement Plan (LOIP) and the Renfrewshire Community Justice Outcome Improvement Plan (CJOIP).



#### 4) Progress From 2020-21 Recommendations

These recommendations were published at the end of the reporting year and concern 3rd sector engagement, futures planning, and compliance with the Community Justice (Scotland) Act 2016. Please detail what work partners have undertaken, or intend to undertake, in response to the following 2020-21 recommendations:

Recommendation 1: Partnerships should build on work undertaken within the reporting period relating to third sector identification and engagement, and apply lessons learned to ensure they have established mechanisms to identify and engage with victim organisations as well.

##### a) What local strengths or recent progress relates to recommendation 1?

The Chief Executive of Engage Renfrewshire is an active community justice partner, representing Engage Renfrewshire on the Community Justice Steering Group. Engage Renfrewshire is a Third Sector Interface (TSI), which support local charities and other not-for-profit groups to be well managed, well resourced, well represented and well connected, and looks to be an active community justice partner on the Community Justice Steering Group.

Engage provides support to local social enterprises, helps local groups build capacity, supports volunteer involving organisations and provides a range of payroll and financial services to its network members. The organisation's offices act as a community 'hub', which host other local third sector organisations and provides a platform for training activities. Engage Renfrewshire is part of local community planning, actively supporting collaborative working with the public and private sectors to ensure that people and services are working together in the most effective way possible.

Engage Renfrewshire continues to work with Renfrewshire's Affordable Credit Alliance (RACA) through a dedicated Affordable Credit Officer. RACA works to champion fair and honest finance, and to ensure that everyone, no matter their income level, has better options that help reduce the risk of falling into problem debt. RACA is made up of a strong local partnership which includes credit unions, banks and Renfrewshire Council in order to help everyone access fair and affordable forms of credit. This year RACA was awarded the Scottish Illegal Money Lending Unit Charter Mark. <https://www.raca.org.uk>

This year Engage Renfrewshire received Community & Mental Health funding from the Scottish Government to be distributed locally with an intended outcome to *"develop a culture of mental wellbeing and prevention within local communities and across Scotland with improved awareness of how we can all stay well and help ourselves and others"*. The overarching aim of the Fund was to support community-based initiatives that promote and develop good mental health and wellbeing, and/or mitigate and protect against the impact of distress and mental ill health within the



adult population. A particular focus was tackling priority issues within the [Transition and Recovery Plan](#) such as suicide prevention, social isolation and loneliness, prevention and early intervention.

<https://engagerenfrewshire.org/couch/uploads/file/succesful-applicants-list.pdf>

Engage Renfrewshire is supporting IN-Ren (Integration Network Renfrewshire), a forum ensuring that ethnically diverse communities' voices are being heard and involved in local services and decisions. IN-Ren has also been informed by the Black Lives Matter movement and health inequalities highlighted by the pandemic. This year Engage launched the IN-Ren Race Equality Toolkit which aims to support employers and practitioners in Renfrewshire to better understand the barriers faced by ethnically diverse communities when accessing services and employment. The toolkit also aims to inspire action and inform learning to promote race equality. It contains critical strategies, information and resources that practitioners can use to support conversations and combat discrimination and exclusion based on race. Each section highlights practical steps, small changes, top tips, links and references for further reading. As such, Engage intend to develop and update the toolkit over time and would welcome any feedback. For more information click [here](#).

A range of third sector partners are also active CJR members. This includes Turning Point Scotland (who also represent the Criminal Justice Voluntary Forum), the Wise Group, Action for Children, Apex Scotland and Kairos Women+. Victim Support Scotland are also active members within the partnership. Responding to the pandemic has meant that some planned actions within the CJOIP have been delayed, with focus diverting to maintaining services, and adapting to national changes.

Kairos Women+ have been working closely with the Women's Community Justice Team, including hosting a social work student across both agencies. This work led to increased partnership working and closer connections between the teams. Both Kairos Women+ and Women's Justice increased their knowledge of each other's work and referrals increased to Kairos. Women have engaged with groups as well as volunteering opportunities this year. Kairos Women+ stayed in touch with the Unpaid Work manager to review the return of Unpaid Work placements following Covid-19, which are due to start in 2022/23.

In October 2021, JSW engaged with the Parole Board victims' team, to respond to the new legislation enabling registered victims of crime under Part IV of the rules (mainly life-sentence prisoners) have the right to request to observe the prisoner's Parole Tribunal. These observations would take place by video link, preferably from a location convenient for the victim. Registered victims in these cases also continue to have the right to an interview with a Parole Board member prior to the Tribunal. Renfrewshire Council supported the project, offering a safe venue for such meetings as required.



Third sector engagement also included the procurement of unpaid work services within 2022, extending the availability of community unpaid work projects within Renfrewshire.

Due to lockdown restrictions because of the Covid-19 pandemic, a lot of Invest in Renfrewshire's planned actions had to be put on hold. What did emerge through engagement of clients, and referrals from various sources, was an increase in the referrals of those convicted of sexual offences and plans to show how Invest in Renfrewshire could support them better with various restrictions that they have imposed on them. For example, suitable work placements and the use of IT where appropriate.

Recommendation 3: Partnerships should undertake (or evidence the work already undertaken) to understand the future need and demand on their services: in particular, but not constrained to, recovery from the pandemic.

**b) What gaps or emerging changes in need and demand for services have been identified?**

At the time of writing the last report, we appeared to be moving out of the pandemic, only to then have a further lockdown. This has meant that we have not been able to progress to the extent we hoped but will now be moving forward. Undertaking a strategic needs assessment during the time of pandemic was not considered to be appropriate given that the pandemic presented a very specific challenge and set of circumstances that we required to continually adapt to. However where systems changes, new initiatives developed in response, then they will be considered moving forward as to any learning/plans to continue those ways of working.

To ensure that community justice partners meet statutory requirements for strategic planning and identify gaps or emerging change in need and demand for services, we will need to be able to evidence:

- a) a range of strategic needs and strengths assessment (SNSA) activity
- b) a published and up-to-date CJOIP which includes a participation statement
- c) a published annual report assessing progress towards outcomes

As we move out of pandemic restrictions and move through recovery, and more towards business as usual, planned work on an updated approach to the development of the CJOIP 2023-26 is underway, including a strategic needs and strengths assessment (SNSA).

As the Community Justice Lead Officer post is currently vacant, some resource from the council's Strategy, Policy & Insight Team has been identified to support this work to design and deliver an up-to-date CJOIP 2023-26. A detailed planned approach has been developed, which will be collaborative and inclusive of partners.



It has been evident over the last year that Invest in Renfrewshire participants with non-sexual offences were progressing through the employability pipeline at a faster rate than those with sexual offences. This was due to a number of factors, including those who did not have sexual offences were able to access the internet in their own time in order to respond to applications. They were able to join groupwork sessions online and in person and start work placements without too much of an issue.

Renfrewshire Alcohol and Drug Partnership (ADP) applied for CORRA funding, and a staff member was seconded to review partnership working between the Alcohol and Drug Recovery Service (ADRS) and JSW services. A report at the end of the project was submitted with recommendations including the need for interface working, standardised paper work and sharing of information, improvements on attendance at meetings. In addition to this, senior managers have collaborated to ensure DTTO nursing staff will be managed by addiction services going forward, closely working with the overall manager of the service within justice social work in Children's Services. Nursing staff are employed by the NHS and thus require specific clinical support regarding their role. A new staffing structure has been established as part of senior management discussions to support staff and improve service delivery.

The positive response from both services indicates a level of good partnership working and openness to service redesign. Justice and Addictions services continue to collaborate evidenced by an agreement to jointly interview for the pending posts.

This published annual report will reflect progress towards achieving outcomes and outline the high-level approach to developing the CJOIP.

### **c) How has this been identified?**

We will develop our Community Justice SNSA following the crucial steps in the analysis and reporting of local priorities on the foundation we can understand our communities needs and the services and interventions that are in place locally. We will align with CJS guidance for SNSA.

The capacity of partner agencies to understand changing need and demand during the pandemic have been minimal as the focus remained to provide operational services within a constantly changing landscape.

It was clear that Invest In Renfrewshire required support in this area. Through the Local Employability Partnership (LEP), organisations were able to bid for funding to run programmes to support all clients involved with Invest in Renfrewshire. Apex Scotland submitted a bid to run two 6-month programmes to solely work with clients convicted of sexual offences. Apex Scotland have links to various employers who are willing to provide safe and suitable work experience opportunities for the client group, as well as support with sourcing training and providing more intense support, particularly in relation to disclosure of their offences, with 1-2-1 meetings.



<b>d) How will partners respond?</b>
Community justice partners have worked hard during a very difficult and unprecedented time. We have adapted and re-prioritised activity to ensure that we provided essential services and supported those with the greatest need.
<b>e) What has restricted progress in this recommendation?</b>
We remain committed to improving outcomes for those in the justice system and the wider communities to which they belong. However, as a result of the pandemic, it is reasonable to state that there has been limited progress to national outcomes. As with previous years the degree of progress year on year is difficult to assess. We will continue through our planned approach to improve outcomes and enable community justice partners to make a more accurate assessment of the degree of progress.
<p>Recommendation 4: Partners should note their collective statutory responsibilities under the Act to ensure that:</p> <ul style="list-style-type: none"> <li>• all partners are aware of the statutory obligations, and that clarity and agreement is sought over partner expectations and contribution to ensuring these are met</li> <li>• all national partners understand and comply with their individual responsibilities to supporting partnerships achieve their aims (section 35)</li> </ul>
<b>f) What work has been undertaken or planned to make improvements against recommendation 4?</b>
We will develop our Community Justice SNSA following the crucial steps in the analysis and reporting of local priorities on the foundation we can understand our communities needs and the services and interventions that are in place locally. We will align with CJS guidance for SNSA.
<b>g) What did this achieve?</b>
<p>The positive response from services indicates a level of good partnership working and openness to service redesign. Justice and Addictions services continue to collaborate evidenced by an agreement to jointly interview for the pending posts.</p> <p>This published annual report will reflect progress towards achieving outcomes and outline the high-level approach to developing the CJOIP.</p>
<b>h) In what ways did local partnership compliance to the Community Justice (Scotland) Act 2016 change during 2020/21?</b>
<p>CJR are collectively working towards developing a CJOIP 2023-26 and will provide an extension statement covering the period 2021/22.</p> <p>A participation statement will be published alongside the final CJOIP report in May 2023, including a full action plan responding to priorities and gaps identified by the SNSA.</p>



Duty of cooperation will also be published as part of this suite of documentations and plans.

Guidance for Local Partners in the New Model for Community Justice will form the basis of our approach to Community Justice planning and will support the statutory community justice partners ("the statutory partners") and other community justice partners and stakeholders to understand their roles to help deliver the new model for community justice. The Community Justice (Scotland) Act 2016 ("the Act") established the legislative framework for the new model for community justice.

We will ensure that the steps that partners must follow in the development of the improvement plans will form the basis of our strategic planning approach.



<b>5) Covid-19 Pandemic Impact</b>	<p>The pandemic continued in 2021-22. This section should be used to reflect some of the a) challenges/negative implications and b) opportunities/positive implications from the Covid-19 pandemic on the community justice partnership. This can include impact on the improvement activity, partner collaboration, delivery of services.</p>
<b>Challenges / Negatives</b>	<b>Positives / Opportunities</b>
<p>Many of the key public protection duties within the community justice remit continued despite periods of lockdown and associated restrictions, albeit with appropriate public health measures in place. At times of greater restrictions, priority was given to supporting those service users with the highest levels of vulnerability and those who presented the highest risk to the public. As restrictions reduced, allowing increased staff access to offices, and establishments, increased face to face contact was possible. This was variable across services; for example, where greater restrictions continued within NHS and HSCP settings, Council service restrictions relaxed.</p> <p>Justice social work groupwork was able to increase within this period, with increased numbers able to access accommodation utilising screens to ensure safety.</p> <p>Covid-19 legislation continued to allow for extended completion dates for all unpaid work requirements of Community Payback Orders, recognising that delays were inevitable because of restrictions and that these delays were out with the control of either the local authority or the service users. Renfrewshire</p>	<p>The Unpaid Work Team continued, during restrictions, to provide an innovative service. Where it was appropriate to the service user's level of needs and risk, the team was able to provide some 'Working from Home' opportunities which allowed service users to continue to work towards completion of their hours. The team also continued to develop and provide a wide range of other activity interventions that could be delivered through technological means. This information will be included in the Community Payback Annual Report 2021/22.</p> <p>These projects will continue beyond the pandemic, given the increasing numbers of individuals where court expectations are that 'light duties' are undertaken. This would be assessed on a case by case basis.</p>



<p>continued to follow government guidance throughout this period for 2m restrictions for transport. This continued to limit unpaid work provision which is dependent upon capacity to transport individuals and equipment within the community.</p>	
<p>The Whole Systems Team worked throughout the lockdown in order to provide ongoing intensive support to young people at risk of offending. While overall offending rates reduced during this time, other issues were exacerbated including isolation, mental health, drug/alcohol misuse, lack of structure/activity, and strained relationships. It was very hard for services to mitigate against this, but workers have tried to be as creative as possible in terms of engagement/encouragement. Not having the same capacity within accommodation for drop-in multi-agency support has been a huge loss for some of the most marginalised young people. Planning will ensure that this is reintroduced as social distancing allows.</p> <p>A significant issue, particularly for this age group, was the suspension of court trials. Indeed, Paisley Sheriff Court has not conducted a trial with multiple accused for 18 months. It will now be several years before this backlog will be cleared. The result of this is that there will be a generation of young people in Renfrewshire who have offended between the ages of 15-17 but who will not be convicted until over the age of 18 and thereby missing the opportunity to have support from Children's Services and possibly having their offences dealt with via the Children's Hearing.</p>	<p>We have seen a continued greater use of undertakings in order to reduce the number of young people appearing in the custody court.</p> <p>Some organisational responses to Covid-19 were welcomed:</p> <ul style="list-style-type: none"> <li>• Contact via phone/computer with young people in Polmont</li> <li>• Increased use of Undertakings instead of custody</li> <li>• Remote court hearings so that individuals could appear from police stations/secure care</li> </ul> <p>This is a positive development since Covid-19 and it is hoped that some of these developments will be maintained in the longer term.</p>



<p>The legacy of the pandemic on young people continued to manifest itself during this year. We saw a higher level of mental health and substance misuse issues particularly for young people who were already experiencing isolation and anxiety prior to the pandemic. Some key services continued to be very restricted in terms of access and in-person support, which then placed more pressure onto the existing services.</p> <p>While some aspects of the justice system began to return to normal during this period, such as Diversion, there continued to be a huge backlog for solemn and multiple-accused trials. This means that in some cases young people have waited over 3 years for matters to be dealt with. This can lead to a sense of 'limbo' and hopelessness, and prevents young people from the opportunity to have access to children's services that are better suited to meeting their needs. This will also place a greater strain on adult justice services who will have to deal with a spike in numbers being processed over the coming year or two.</p>	
	<p>The Alcohol and Drug Recovery Service (ADRS) provided treatment and support throughout the year, albeit with public health measures in place. All service users were provided with information advising of changes to dispensing during the pandemic. Local pharmacies continued to dispense prescriptions meaning that Opioid Substitution Therapy and Naloxone remained available as required. The Injection</p>



	<p>Equipment Provision (IEP) and Blood Born Virus (BBV) testing also continued throughout the year.</p> <p>ADRS staff kept connected with service users and the wider recovery community by using online meetings and regular telephone contact during periods when face-to-face meetings were not possible. This was backed up by detailed information on the HSCP website on accessing help and support. The Renfrewshire Recovery Community received funding from the Scottish Recovery Consortium to support service users to stay connected.</p>
<p>The impact on court business, information sharing, and the reduction to the social work court presence continued to create challenges for services. The council's approach to social distancing, remaining at 2m for the majority of this period, also reduced staff access to the court premises, limiting their intervention..</p>	<p>The JSW service manager is involved in a range of forums to improve information sharing across stakeholders, in relation to the Crown Office and Procurator Fiscal Service (COPFS) for Electronic Monitoring (bail) and with Police Scotland for police custody information. Within this period there has been progress towards national agreements as to information sharing, as opposed to varied arrangements within different local authorities. Meetings are led by Scottish Government and involve all key partners.</p>



<b>6) Performance Reporting – National Outcomes</b>	This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.
<p style="text-align: center;"><b>NATIONAL OUTCOME ONE</b></p> <p><b>Communities improve their understanding and participation in community justice</b></p>	<p><b>With regard to the following indicators:</b></p> <ul style="list-style-type: none"> <li>➤ Activities carried out to engage with 'communities' as well as other relevant constituencies</li> <li>➤ Consultation with communities as part of community justice planning and service provision</li> <li>➤ Participation in community justice, such as co-production and joint delivery</li> <li>➤ Level of community awareness of / satisfaction with work undertaken as part of a CPO</li> <li>➤ Evidence from questions to be used in local surveys / citizens' panels and so on</li> <li>➤ Perceptions of the local crime data</li> </ul>
<p><b>New activities: What new activities in 2021-22 were driven / undertaken collectively by the community justice partners/hip in relation to outcome one?</b></p>	<p><b>What was the impact of these activities?</b></p>
<p>The traditional opportunities to engage with the public and stakeholders were not available as prior to the pandemic. Previously, staff would attend public health events and local committees, however these did not take place. The provision of unpaid work required innovative practice due to the limitations created by the pandemic, thus had to be focussed to what was achievable. Paper based surveys were also not allowed due to restrictions.</p>	<p>Innovative work such as working from home projects replaced some of the more traditional unpaid work, thus enabling individuals to undertake hours whilst meeting the requirements of the order.</p> <p>Support to the Parole Board Victim's team was agreed.</p>

6) Performance Reporting – National Outcomes	This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.
<p>Following the Alcohol and Drugs Commission’s (ADC) final report in December 2020, partners prioritised a range of actions in response to the key recommendations, as well as establishing a Programme Board to drive the local response, ensuring that all partners work together, join up service developments, and maximise the resources available.</p> <p>Renfrewshire Alcohol and Drugs Partnership (ADP) welcomed the final report from the ADC outlining their intentions to improve the life chances of individuals impacted by alcohol and drugs. The actions that are planned build on the extensive work currently being undertaken as part of the implementation phase of the Whole Systems Review and the wider key priority areas of the ADP’s Strategic Framework.</p>	<p>Key developments which have been progressed include the following projects, under the themes of the ADC’s final report.</p> <p><b><u>Risk of Harm</u></b></p> <p>The <b>Assertive Outreach (Harm Reduction Response Team – HaRRT)</b> programme to enable services to be more responsive to the needs of individuals who use drugs, and those who may be less likely to engage with services..</p> <p>A <b>Holistic Support Model (MYLA – MyLifeAhead)</b> to support any household in Renfrewshire, regardless of tenure, whose life is being affected by alcohol/drugs. Turning Point Scotland has been appointed to provide this bespoke support intervention via experienced staff.</p> <p><b>Crisis Based Mental Health Services</b>, extending the current out of hours crisis support service provided by RAMH, to include support in relation to alcohol and drugs.</p> <p>The ADC and the HSCP Whole Systems Review of the Alcohol and Drugs Services, identified issues with stigma and the environment at the Back Sneddon Street service, leading to the development of <b>Building Based Services</b>.</p> <p>It is important that partners across Renfrewshire better understand the level of <b>Hidden Harm</b>, recognising that local</p>



6) Performance Reporting – National Outcomes	This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.
	<p>drug and alcohol services will not engage with all people experiencing issues with alcohol and drugs locally.</p> <p><b><u>Mental Health</u></b></p> <p>Work has commenced on a <b>Trauma Informed and Responsive Renfrewshire Programme</b> to ensure that recognising and responding to trauma is part of every service we deliver. A coordinator post has been created to lead this programme of work going forward, with recruitment currently underway.</p> <p>Service proposals are being progressed for a <b>Youth Health and Wellbeing Service</b>, which will provide drop-in facilities for young people who require to immediately access to mental health support.</p> <p><b><u>Prevention and Early Intervention</u></b></p> <p>A partnership officer has been recruited to drive an <b>Alcohol Policy</b> change across Renfrewshire, focusing on issues such as alcohol availability, supply and promotion and also how employers across Renfrewshire can identify and respond to support people and their families who are affected by alcohol use.</p> <p><b><u>Young People and Families</u></b></p> <p><b>Enhanced Education and Training Across Educational Establishments</b> - Children's Services in partnership with I Am</p>



6) Performance Reporting – National Outcomes	This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.
	<p>Me Scotland have developed a digital, interactive and progressive curricular programme in substance use for early years to senior phase aligned to the principles of Curriculum for Excellence and reflecting the context of drug use within Renfrewshire.</p> <p>An independent <b>review of existing family support</b> provision in Renfrewshire has been carried out, engaging with local families and frontline staff to assess where possible gaps in provision exist, and making recommendations on how to address these.</p> <p><b><u>Recovery, Relationships and Connections</u></b></p> <p>The Commission heard that often people who use drugs and alcohol would benefit from a <b>Peer Worker Model</b> as they worked towards recovery. A Peer Coordinator and two peer workers have been recruited and are actively promoting recovery within Continuing in Recovery Changes Lives Entirely (CIRCLE) and within wider communities.</p> <p>The aim of the <b>Recovery Change Fund</b> is to support the development of local groups and organisations which provide social connection and support recovery in Renfrewshire.</p> <p><b>Connected and Caring Renfrewshire</b>, a proposal developed by the Scottish Recovery Consortium, involves a programme of</p>



<b>6) Performance Reporting – National Outcomes</b>	<p>This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.</p>
	<p>events and activities to take place throughout 2022 in Renfrewshire.</p> <p>Partners are currently developing a <b>Language Matters</b> initiative, which will support them to challenge preconceptions and stigma around drug and alcohol use and promote positive conversations about recovery in Renfrewshire.</p> <p>A full update was delivered to Renfrewshire Council's Leadership Board in June 2022 and can be accessed <a href="#">here</a>.</p>
<b>What ongoing activities took place in relation to outcome one?</b>	<b>What was the impact of these activities?</b>
<p>The capacity to engage with communities has been impacted by the pandemic, as many of the forums which engage community members have been limited.</p>	<p>Organisations have required to adapt, respond and gain information where it is available to inform community justice actions. Previously, community council forums provided excellent links with the community to agree unpaid work projects.</p>
<p>Several CJR partners are members of the Renfrewshire Gender Based Violence Strategy Group and contribute to the multi-agency Renfrewshire Gender Based Violence (GBV) Strategy.</p>	<p>Renfrewshire GBV Strategy meetings have continued digitally and ensured partners are working together where possible and are kept abreast of any changes/challenges to delivery of the range of services involved.</p>



6) Performance Reporting – National Outcomes	This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.
<p>CJR continues to work with Kairos Women+, a women's charity funded by the Robertson Trust. Renfrewshire Council offered a joint social work student placement during this time within the Women's Community Justice Service and Kairos Women+.</p>	<p>Close links continue with women with convictions continuing to be linked into Kairos by unpaid work and the women's community justice service.</p>
<p>Joint working between CJR and Renfrewshire ADP enabled a funding proposal to be submitted to the Scottish Governments Change Fund in 2019/20. The 'Just Recovery' project aimed to improve the clinical pathways into addiction services for people involved in the criminal justice system in Renfrewshire.</p>	<p>In 2019/20 The bid for our 'Just Recovery' project was successful, a temporary Community Justice Development Worker (Addictions) post was created, and a postholder recruited. This post is line managed within Addictions. Due to Covid-19 the start date of the project was delayed, however it commenced in March 2021 and continued until March 2022. Outcomes included a standard template for addiction staff to share agreed information with CJSW to inform court reports/case management. By introducing a standard form for reports, information will be more uniform.</p> <p>There was also agreement to ensure all clients who are subject to MAPPA or licence conditions will have a baseline assessment completed by ADRS. This has now been embedded in practice.</p> <p>This project has also paved the way for further joint work. An initial review of DTTO nursing management has led to agreement and an ADP approved management post, to manage nurses and ensure DTTO practice is to required addiction standards as they continue to develop. Discussion has</p>



<b>6) Performance Reporting – National Outcomes</b>	This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.
	also commenced in relation to an additional manager post within ADRS, which would allow ADRS and Justice Social Work to take forward the work commenced by this post.
The Just Learning – Skills for Employment Project was funded through a successful joint bid to the Scottish Governments Employability Innovation and Integration Fund but moved to Invest in Renfrewshire's main Pipeline funding in 2021.	YES was extended from internal funding – also weekly updates with Unpaid Work were provided in relation to what activities clients on a Community Payback Order were undertaking.
The Peer Support Prisoners were given an overview of what support was available and how this would assist on a prisoner's release.	
Despite Covid-19 the outcome of the Independent Review of Alcohol and Drug Services reached the implementation phase which has informed a change programme to shape a new fully integrated ADRS with a single point of access for all referrals. A robust management structure has also been implemented along with the creation of specialist sub-teams in place. Regular staff briefings have also taken place to ensure all staff are kept fully informed of the change process.	The development of a single point of access for service users.
<b>NATIONAL OUTCOME TWO</b> <b>Partners plan and deliver services in a more strategic and collaborative way</b>	<b>Where applicable have regard to the following indicators.</b> <ul style="list-style-type: none"> <li>➤ Services are planned for and delivered in a strategic and collaborative way</li> </ul>



<b>6) Performance Reporting – National Outcomes</b>	This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.
	<ul style="list-style-type: none"> <li>➤ Partners have leveraged resources for community justice</li> <li>➤ Development of community justice workforce to work effectively across organisational/professional /geographical boundaries</li> </ul> <p>Partners illustrate effective engagement and collaborative partnership working with the authorities responsible for the delivery of MAPPA</p>
<b>What new activities in 2021-22 were driven / undertaken collectively by the community justice partners/hip in relation to outcome two?</b>	<b>What was the impact of these activities?</b>
<p>Whilst people with convictions already access a range of services, community justice continues to allow for a specific focus on those individuals and their needs, risks and barriers. Where partners are unable to provide resources to create additional services, they continue to ensure that existing services make every attempt to consider this group, and any barriers to access to services within service development and their priorities, and where possible opportunities for additional funding for a shared agenda have allowed for the development of projects.</p>	<p>The CORRA funded post created a basis for improved working across JSW and addictions. Funding from Apex Scotland led to increased capacity within employability services to support MAPPA individuals into employment.</p> <p>An initial review of DTTO has led to a planned move from SW to addiction service management, and discussion has commenced regarding an ADP funded management post which can continue to take forward joint working.</p> <p>A dedicated post to support the prevention of drug-related deaths in Renfrewshire was recruited to in September 2021. The ADP Drug Deaths Prevention Lead Officer has been working with all relevant partners to deliver local and national recommendations. This has led to the development of the Drug</p>



6) Performance Reporting – National Outcomes	This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.
	Deaths Prevention Group, the expansion of the provision of naloxone throughout Renfrewshire, and the investigation of drug-related deaths to inform future preventative activities, as part of the Drug Deaths Review Group.
<p>The Medication Assisted Treatment (MAT) Standards were published in 2021 by the Drug Death Task Force. The Standards have been developed to address issues related to treatment access, retention, and quality of services across Scotland. There are ten standards in total which aim to address change in the service delivery landscape and the culture of services, both over the short and long term. ADRS is currently implementing MAT Standards with a focus on introducing same-day prescribing and choice of treatment. ADRS will aim to offer same-day provision for hard-to-reach individuals using rapid access assessment to opiate substitute therapy. In addition to this, ADRS are currently in the process of upscaling the administration of Buprenorphine, with a view of being able to offer same day treatment. An NHS GGC Standard Operating Procedure is in place.</p>	<p>Providing enhanced access to residential rehabilitation placements has been introduced as part of the choice of treatment options. A scoping exercise has been carried out to identify abstinence-based provision which has led to an agreed contract with a local provider. A Standard Operating Procedure has been developed to ensure consistency of assessment, reinforce care management roles/responsibilities and aftercare provision. Plans are also underway to address gaps in stabilisation and crisis service provision. The development of a pathway has also been published to ensure the process of accessing residential rehabilitation services is clear and easy to navigate for staff and service users.</p>
<p>One of the key gaps identified within the Whole Systems Review of Addictions was the lack of opportunities for individuals to leave formal treatment services or shared care to explore and manage their own recovery. This has led to the development of</p>	<p>The establishment of CIRCLE was informed by the views of individuals with lived and living experience including family members. A Recovery Forum has also been set up to ensure service user views are captured to continue to inform the</p>



<b>6) Performance Reporting – National Outcomes</b>	<p>This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.</p>
<p>the CIRCLE Recovery Hub. The hub opened its doors in 2022 and provides unique recovery support to people with mental health and addictions. CIRCLE will provide individuals with improved recovery opportunities and increased pathways to and from other services, ensuring that they feel sufficiently supported and directed throughout their journey. This will increase opportunities for people to leave core services and manage their own recovery.</p>	<p>direction of CIRCLE. Local partner organisations are working together to develop a programme of activities including culture and art projects, volunteering and employment opportunities, training, community based physical activity, wellbeing, and mindfulness, tackling stigma and low-level intervention support. The service has been designed and will be heavily supported by a peer support network and people with lived and living experience. CIRCLE will be the first in Scotland to support both mental health and addictions.</p>
<b>What ongoing activities took place in relation to outcome two?</b>	<b>What was the impact of these activities?</b>
<p><b>Multi Agency Public Protection Arrangements:</b></p> <p>The strategic arrangements in relation to Multi Agency Public Protection Arrangements (MAPPA) continue to be overseen by the MAPPA Strategic Oversight Group, which exists across six local authorities, previously under North Strathclyde Community Justice Authority. Information in relation to the workings of MAPPA, statistics, annual aims and objectives and work undertaken are included in the MAPPA Annual report. The most recent published report covers 2020/21 and can be found on <a href="#">the Renfrewshire Criminal Justice website</a>.</p>	<p><b>Multi Agency Public Protection Arrangements:</b></p> <p>The MAPPA Strategic Oversight Group allows for consistency across six local authorities and allows for the sharing of good practice, training and other resources</p> <p>Additional funding provided to MAPPA co-ordination in 2020/21 has resulted in an additional part-time MAPPA co-ordinator being added to the team, and a decision to appoint an Independent Chair to lead the MAPPA Strategic Oversight Group. An independent chair position was created in 2021/22.</p> <p>Structured Assessment of Protective Factors (SAPROF) training for JSW staff, funded by MAPPA monies, was undertaken in</p>



6) Performance Reporting – National Outcomes	This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.
<p>Justice social work and police staff are both trained in risk assessment tools and jointly assess service users.</p>	<p>February 2021. Research over the course of the last decade has advocated for a shift from risk assessments that solely focus on factors that enhance risk to one wherein assessment and formulation seeks to enhance protective factors that mitigate risk. The delivery of SAPROF training in our MAPPA authority presented the opportunity to support the development and confidence of practitioner’s assessments regarding protective factors, for the purpose of more defensible risk formulations concerning public protection. Furthermore, it constituted the opportunity of standardising assessment processes across our MAPPA authority. Staff training was undertaken, guidance provided, and this has been rolled out for Level 2 and 3 MAPPA meetings. A steering group is presently considering roll out to Level 1 meetings and refresher training.</p> <p>During this year the JSW Pathways Project manager has been heavily involved in national multi-agency groups in relation to the replacement for ViSOR; the Multi-Agency Public Protection System (MAPPS) is intended to replace ViSOR for sexual offenders in 2023. This involvement ensures Scottish social work needs are represented within the UK system.</p> <p>Renfrewshire Council has also been highly involved in the re-Design of Moving Forward Making Changes (MFMC), the programme to address sexual offending with adult males within</p>



<b>6) Performance Reporting – National Outcomes</b>	<p>This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.</p>
	<p>custody or subject to community orders and licence. The justice service manager is the Social Work Scotland representative on the National Advisory Board, the Pathways manager through the Treatment Managers Delivery Group and a social worker from Pathways is involved in the design group overseeing the rewrite of the updated programme, named MF2C.</p> <p>Renfrewshire also provides one of the national trainers and is one of 3 local authorities (alongside 2 prisons) who will be involved in piloting the programme later in 2022.</p>
<p>Community Justice Renfrewshire has a broad membership representing the statutory and third sectors, and members include:</p> <ul style="list-style-type: none"> <li>• Renfrewshire Council, Children's Services</li> <li>• Renfrewshire Council, Chief Executive's Service/Renfrewshire Community Planning Partnership</li> <li>• Renfrewshire Council, Housing and Homeless Services</li> <li>• Police Scotland</li> <li>• Scottish Fire and Rescue</li> <li>• Scottish Courts and Tribunals</li> <li>• Scottish Prison Service</li> <li>• Skills Development Scotland</li> <li>• Renfrewshire Health and Social Care Partnership</li> <li>• Engage Renfrewshire (TSI)</li> <li>• Criminal Justice Voluntary Sector Forum</li> </ul>	<p>These arrangements provide close alignment of priorities between the Renfrewshire LOIP and the Renfrewshire CJOIP. The crossover of memberships and oversight allows agencies to work together to protect service users and the public and provide a rapid multi-agency response where required.</p> <p>Challenges during the pandemic have impacted on the progress of the partnership. However, during the latter months of 2022 we plan to revisit arrangements to ensure they best meet requirements moving forward.</p>



6) Performance Reporting – National Outcomes	This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.
<ul style="list-style-type: none"> <li>• Victim Support</li> <li>• The Wise Group</li> <li>• Apex Scotland</li> <li>• Turning Point Scotland</li> <li>• NHS Greater Glasgow and Clyde</li> <li>• Renfrewshire Alcohol and Drug Partnership (ADP)</li> <li>• Renfrewshire Leisure</li> <li>• Action for Children</li> <li>• Department for Work and Pensions</li> </ul> <p>CJR reports to the Community Protection Chief Officers Group and the Communities and Housing Policy Board for oversight and governance by elected members. A range of CJR partners are involved in multi-agency processes including MAPPA (Multi-agency Public Protection Arrangements), MARAC (Multi-agency Risk Assessment Conferences) and MATAC (Multi-agency Tasking and Co-ordination) all of which create multi-agency risk management plans.</p>	
<p><b>Workforce development:</b></p> <p>Training for Criminal Justice staff and Police Scotland on shared risk assessments and joint information systems (VISOR) continues to be undertaken jointly by social work and police staff within Renfrewshire.</p>	<p><b>Workforce development:</b></p> <p>This ensures that up to date knowledge and skills are available to Renfrewshire staff, across agencies.</p>



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<p>Criminal justice social work (CJSW) staff are provided as trainers to deliver national multi-agency training in risk assessments and will be involved in training the new programme MF2C.</p> <p>Trauma-training opportunities have been provided by NHS GGC and Addiction Services to Criminal Justice staff and other community justice practitioners.</p>	
<p><b>Whole systems:</b></p> <p>In relation to transitions, CJR continues to have strong links with the Whole Systems Team, involved with service users up to the age of 20 years who have previously been involved with childcare services, providing age-appropriate risk assessments at bail and sentencing stages, and in delivering interventions for young people, ensuring effective transitions to adult services where required.</p> <p>Using Scottish Government funding to advance the Whole System Approach, the Whole System Team has co-funded the establishment of a mechanics and woodwork workshop run by Action for Children (Moving On). This service is aimed at young people furthest away from mainstream education/training opportunities, partly as a result of being in conflict with the law,</p>	<p><b>Whole systems:</b></p> <p>Over the last year several care leavers have continued to have their criminal justice orders supervised by childcare services. This has enabled the service to provide a more holistic response to the needs and risks of young people. Having fewer services involved, and making use of well-established relationships, has improved the level of compliance with court orders. It has also improved the level and speed of information sharing with the Scottish Prison Service (SPS) where there have been specific concerns over the vulnerability of young people in custody.</p> <p>Several young people have been able to access the workshop facility, despite it being still restricted due to the pandemic, and some have gone on to engage in more mainstream opportunities.</p>



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<p>and seeks to develop their confidence and give them a range of basic qualifications to increase their employability.</p>	
<p>The complement of services in our Women’s Community Justice Service supports joint working and access to services. This includes the co-location of the ADRS, co-morbidity (addiction and mental health) and criminal justice staff to support those on community orders and prior to and upon release from custody.</p> <p>Renfrewshire HSCP in partnership with Renfrewshire Council colleagues secured premises to establish a Recovery Hub, developed in partnership with individuals with lived experience. The refurbishment offers a programme of activities as part of a recovery orientated system of care for individuals affected by alcohol and/or drugs and/or mental health issues.</p> <p>The ADRS has a Standard Operating Procedure in place for newly released prisoners. Access to residential rehabilitation as a treatment option has been strengthened.</p>	<p>The Recovery Hub will provide support for those with mental health conditions and addictions within Renfrewshire.</p>



<b>6) Performance Reporting – National Outcomes</b>	<p>This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.</p>
<p>Individuals with lived experience are active members of the Recovery Task Force and were actively involved in the recruitment process within ADRS.</p> <p>The ADP was successful in accessing funding to recruit four additional peer recovery workers.</p>	
<p>As previously stated, in relation to women CJR continues to support Kairos Women+. Strong links have been made with CJSW. A joint social work placement across the justice women's service and Kairos was undertaken.</p> <p>Due to Covid-19 Unpaid Work placement opportunities for 'other activity' in Kairos paused in March 2020 and have yet to return. In 2022/23 the placements will continue in the new Kairos space, now based in Paisley.</p>	<p>Kairos has engaged with a range of women from justice social work teams who attend their groups, particularly the Recovery Space (addictions support). Women become better integrated into their wider community and broaden their social networks.</p>
<p><b>NATIONAL OUTCOME THREE</b></p> <p><b>People have better access to the services that they require, including welfare, health and wellbeing, housing and employability</b></p>	<p><b>Where applicable have regard to the following indicators.</b></p> <ul style="list-style-type: none"> <li>➤ Partners have identified and are overcoming structural barriers for people accessing services</li> <li>➤ Existence of joint-working arrangements such as processes / protocols to ensure access to services to address underlying needs</li> <li>➤ Initiatives to facilitate access to services</li> <li>➤ Speed of access to mental health services</li> <li>➤ % of people released from a custodial sentence:</li> </ul>



<b>6) Performance Reporting – National Outcomes</b>	This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.
	<ul style="list-style-type: none"> <li>a) registered with a GP</li> <li>b) have suitable accommodation</li> <li>c) have had a benefits eligibility check</li> </ul> <p>➤ Targeted interventions have been tailored for and with an individual and had a successful impact on their risk of further offending</p>
<b>What new activities in 2021-22 were driven collectively by the community justice partnership in relation to outcome three?</b>	<b>What was the impact of these activities?</b>
<p>Community Justice Renfrewshire identified areas where barriers exist and continues to find ways to address these across services and agencies. This includes employability, mental health and housing.</p> <p>Evidence based interventions such as Up2U and MFMC also ensures that staff have access to approaches that are considered to impact positively. As stated MF2C will replace MFMC. This programme is being updated on the basis of the most recent research.</p>	<p>Service users had access to employability services which understood the barriers created by convictions and could best advise and support service users. APEX Labyrinth Project ensures support for individuals with sexual convictions towards appropriate and safe employment.</p> <p>Interventions utilised with service users, where possible, were the nationally agreed programmes, and/or based on the most up to date information available to work with this service user group.</p>
<b>What ongoing activities took place in relation to outcome three?</b>	<b>What was the impact of these activities?</b>
<b>Voluntary throughcare</b>	<b>Voluntary throughcare</b>



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<p>JSW and housing colleagues in Renfrewshire signed up to a national Information Sharing Protocol with the SPS in 2019/20. This enabled a multi-agency group to be established and a process established, led by JSW, to liaise with, offer and - where agreed - provide support to individuals being released early. This process then developed into a more robust voluntary supervision process managed by the Throughcare Addiction/Arrest Referral service, offering support to all released from short sentences who wish to take up the service.</p> <p>Access to services on a face-to-face basis were dependent upon that service's response to social distancing e.g., many NHS GGC services continue to require to operate 2m distancing or were limited by office access.</p>	<p>Voluntary throughcare continues to be offered to all being released on short sentences.</p> <p><b>Statutory throughcare:</b></p> <p>Individuals released during this period, either subject to voluntary or statutory throughcare were often provided with mobile phones by JSW, to ensure that they were able to liaise with services which could not be accessed face to face.</p> <p>Where limitations existed, services would work closely together to meet service user needs.</p>
<p><b>Development of pathways/processes for justice service users with addiction issues:</b></p> <p>The Scottish Government's Challenge Fund, managed by the CORRA Foundation, was made available to support activities that tackle problem alcohol and drug use. Community Justice Renfrewshire was awarded £35,000 from the "Getting ready for Change" category, following the proposal of a project, Just Recovery, to carry out a mapping review of pathways into addiction services for people involved in the criminal justice system living in or returning to Renfrewshire. This included</p>	<p><b>Development of pathways/processes for justice service users with addiction issues:</b></p> <p>Since 1 April 2021 the Waiting Times Framework has been replaced with a new recording system – Drug and Alcohol Information System (DAISy) – which will involve joining waiting times with SMR 25 data to provide more in-depth reports.</p> <p>Outcomes included a standard template for addiction staff to share agreed information with CJSW to inform court</p>



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<p>young people and those who have committed serious and high-risk offences.</p> <p>This met one of Renfrewshire's local priorities within the CJOIP in relation to improved health and wellbeing. Although the Community Justice Development Worker post was interviewed in March 2020, it was agreed that this would not commence until recovery was further underway to gain most benefit from this temporary post, however planning, the creation of a steering group and agreeing outcomes was undertaken and the post commenced on 8 March 21 and continued to 7 March 2022.</p> <p>A protocol exists in Renfrewshire with NHS Addiction Services within the Scottish Prison Service, to ensure that anyone released from custody subject to substitute prescribing is seen by Renfrewshire drugs service on the day of release.</p> <p>A local pathway for those higher risk service users subject to MAPPA and licenses ensures that they are referred to the higher tier service for initial substance misuse assessment and appropriate intervention.</p> <p>Funding was provided to recruit two specialist alcohol outreach nurses. The aim of the project is to reduce the harm caused by alcohol by providing an assertive outreach service. By doing so this should improve lives, reduce Emergency Department</p>	<p>reports/case management. By introducing a standard form for reports, information will be more uniform.</p> <p>There was also agreement to ensure all clients who are subject to MAPPA or licence conditions will have a baseline assessment completed by ADRS. This has now been embedded in practice.</p> <p>The alcohol outreach project is being evaluated by researchers at the University of the West of Scotland. At present the service has 69 patients who are being treated. Of these 59 are 'active' and 10 are being remotely monitored.</p> <p>Council allocated £2m of funding in March 2020 to support the recommendations of the Renfrewshire Alcohol and Drugs Commission, December 2020. Given both the impact that the pandemic has had on local people and communities and the urgent nature of some of recommendations identified within the Commission's report, officers worked with partners to bring forward an initial tranche of funding proposals which would target the priorities identified as being most urgent by the Commission.</p> <p>In December 2020, Council agreed to allocate £1.34m of the £2m allocated funding to support a range of projects which will aim to pilot new ways of working across the community planning partnership, with the opportunity to use this learning to transform the way in which people receive support across Renfrewshire.</p>



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<p>attendances, reduce admissions and increase appropriate use of services.</p> <p>As part of the additional funding streams released by the Scottish Government the ADP is using a proportion of the funding to establish a Harm Reduction Mobile Unit. This will be carried out in partnership with the ADC. The Unit will target areas in Renfrewshire to make it as easy as possible to engage with difficult to reach communities. This will provide crucial healthcare and harm reduction services such as injecting equipment, to reduce the incidence of BBV, as well as testing of BBV in the community. In addition to this, the Unit will distribute naloxone (a drug that can reverse the effects of an overdose caused by opioids such as heroin or methadone), with the aim to engage individuals who wouldn't normally access support and care services into treatment</p> <p>Renfrewshire's ADC, comprising national experts from across health and social care, housing, justice, third sector and higher education, published its recommendations in December 2020. One of the most important tasks of the Commission was to listen to the voices of those with lived experience and members visited several services and held listening events with service users and with frontline staff. Both CJS and Renfrewshire's JSW team were involved in this work as members and expert advisors.</p>	<p>A Programme Board was established to oversee the local partnership response to the Commission, and this is chaired by the Council's Chief Executive. Partners are working very closely to ensure that all of the activities being progressed are joined up and make maximum use of the funding and resources available.</p> <p>In late August 2021, an Alcohol and Drugs Change Programme Lead Officer was appointed to support the implementation and coordination of the Change Programme, as well the Alcohol and Drugs Programme Board.</p> <p>A number of services have been established to enhance Renfrewshire's overdose response pathway.</p> <p>Two nurses were recruited as part of the Specialist Alcohol Outreach Service. The aim of the project is to reduce the harm caused by alcohol by engaging with individuals to improve lives, reduce Emergency Department attendances, reduce admissions and increase appropriate use of services.</p> <p>The Harm Reduction Response Team (HaRRT) provides an assertive outreach mobile service to individuals affected by drugs and alcohol who are not in contact with treatment and care services. The Service aims to reduce the harm caused by drugs by connecting with people and providing non-judgemental support based on their needs. The free supply and disposal of</p>



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	<p>injecting equipment and paraphernalia is provided as well as the provision of Naloxone kits.</p> <p>Other harm reduction measures offered includes wound care management, education around safer injecting practices, Naloxone training, dry blood spot testing, sexual health advice and onward referral to appropriate treatment and support services, where appropriate. Currently, HaRRT attends three locations at set times and days along with on-foot assertive outreach in postcodes identified as high risk. The Service will continue to expand in the coming weeks and months to target more areas.</p> <p>An Overdose Response Team, developed by our third sector partners, Turning Point Scotland, has been established. This test of change for one year provides a rapid response to near-fatal overdoses by providing a short, focused period of support to each person and assertively engage them with mainstream alcohol and drug services. A formal evaluation is currently underway</p>
<p><b>Housing:</b></p> <p>A post exists to ensure those in homeless accommodation with addiction issues are referred by the HALO (Housing Addictions</p>	



6) Performance Reporting – National Outcomes	This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.
<p>Liaison Officer) to appropriate addictions services as early as possible.</p> <p>A pathway has been developed - exists to enable those in homeless accommodation with alcohol problems to be referred by the HALO (Homeless Addictions Liaison Officer) to Renfrewshire Council on Alcohol.</p>	
<p><b>Gender Based Violence:</b></p> <p>Up2U Creating Healthy Relationships is a modular programme for people who use domestically abusive behaviours in their intimate partner relationships. This is provided by JSW to those subject to statutory licence or community supervision, who are assessed as suitable. It is an assessment lead intervention programme which responds to individual need, risk and responsivity, providing tailored packages to suit the needs of the individual. The programme recognises that people use domestically abusive behaviours for different reasons, including - power and control; learned behaviour; attitudes which promote male dominance; lack of emotional management skills and poor conflict resolution skills. Therefore, motivational interviewing techniques are used in a personalised programme to address the needs of the individual.</p>	<p><b>Gender Based Violence:</b></p> <p>Due to limitations on face-to-face contact during the pandemic, there was an impact on the Up2U work undertaken with service users. This increased as office capacity increased. During the period April 2021 to March 2022, 139 service users were assessed for Up2U modules. Out of these assessments 25 were placed on CPOs enabling Up2U work to be undertaken.</p> <p>Two new members of staff participated in the 8-day Up2U training programme in April and June 2021. In June 2021, Amy Ford, Up2U author, delivered a one-day online refresher training event to the team. Portsmouth Council offer ongoing support to workers trained in Up2U and provide access to support groups our workers can tap into to discuss their practice.</p> <p>As an increasing number of local authorities undertake this programme, national discussions have taken place with Community Justice Scotland as to how local authorities, such as</p>



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<p>Wider services within Renfrewshire, including Women and Children First, a social work service, provides support to women at risk of partner violence, and their children.</p> <p>Partners of service users participating in the Up2U domestic violence perpetrator programme can gain support, assessment and intervention through the Women's Community Justice Centre, by Independent Domestic Abuse Advocate (IDAA) trained criminal justice staff. The service co-ordinator's involvement in the MARAC process also ensures that where required a multi-agency response is required this can be provided consistently, safely and effectively to respond to high-risk victims of domestic abuse.</p> <p>A range of community justice partners are part of both the MARAC and MATAC processes, to manage the perpetrators and victims of domestic violence.</p>	<p>Renfrewshire, who aren't funded for the accredited domestic violence programme, can be supported in the management of the support and funding of Up2U.</p> <p>The justice vision includes a commitment to further role out of the Caledonian system which includes an intervention programme for perpetrators, and support to women and children. Renfrewshire is considering within discussions in relation to premises moving forward, how such a service could be provided.</p>
<p><b>Sexual offending:</b></p> <p>Operationally, MFMC has continued to be provided to accreditation standards whilst the established Advisory Panel looks at the redevelopment of the programme. The Criminal Justice Services Manager in Renfrewshire sits on the National Advisory Panel whilst the Project Leader of the Service that delivers the programme participates in associated work streams.</p>	<p><b>Sexual offending:</b></p> <p>An evaluation of the programme took place in Scotland in 2018 and reported that whilst most individuals had reduced risk levels by the end of the programme, the lack of a control group, meant that no clear conclusions could be drawn. Other perceived benefits identified by staff and men interviewed for this evaluation included improved ability to sustain healthy social</p>



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<p>Both the Service Manager and Project Leader also continue to be actively involved in the operational and strategic groups for the existing programme.</p>	<p>relationships, regulate their emotions, cooperate with supervision, and understand and change problematic attitudes. Of those who complete an exit questionnaire, 85% said they thought the programme would stop them reoffending in a similar manner.</p> <p>Feedback from service users who undertook the programme within Renfrewshire over the last year also reflected those benefits. Individuals noted the kindness and respect of facilitators and the way in which the modules undertaken helped them understand how their own behaviours could be different, not only in terms of not re-offending but in making other changes. Others found it helpful to hear from the experience of others and learn how they had made positive changes.</p>
<p><b>Whole Systems:</b></p> <p>Under the principles of the Whole System Approach Renfrewshire Council continues to retain young people on supervision orders beyond their 16th birthday where the risk of further offending has been deemed high or seek the opportunity to have cases remitted up to the age of 17-and-a-half. This has enabled us to keep young people out of the adult system for as long as possible to improve their life chances. It has also enabled some young people to benefit from secure care where</p>	<p><b>Whole Systems:</b></p> <p>We have seen the ongoing impact of this approach through the reported number of Advice and Disposal Hearings held for young people involved in the Justice system. The result of this approach has meant that there have been very few admissions to Polmont of anyone under the age of 18.</p>



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<p>otherwise they would have been remanded or sentenced to Polmont. This enables the council to fulfil the ambition of GIRFEC and ensure that young people who offend are able to access child friendly services right up until they turn 18, or 21 if they are care-experienced.</p> <p>In response to an identified need, a proposal was submitted for a Speech and Language Therapist to be appointed in order to support the key services working with young people to better understand and assess Speech and Language needs, create a more inclusive environment, and help decision makers. Funding was identified and the post was widely advertised.</p>	<p>Unfortunately during this year, health colleagues have thus far been unable to recruit to this post. In the meantime, we are looking for other ways to raise awareness and support the workforce.</p>
<p>Whilst mental health services possess this information for the general population, this data is not currently available specifically for the community justice client group.</p> <p>During the pandemic justice social work Unpaid Work staff members were redeployed, alongside HSCP and wider council colleagues, to undertake prescription deliveries. Ensuring medicines were available to the most vulnerable/those isolating. Early in this period this role transferred to the hub in Paisley, however justice staff were involved in training staff on processes.</p>	



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<p>The Turning Point Turnaround Service, located in Paisley, provides residential and pre- and post-residential community support to adult male service users who require an intensive residential intervention, accepting referrals from those with a current/history of involvement in the justice system.</p> <p>Within Paisley Sheriff Court social work unit;</p> <ul style="list-style-type: none"> <li>• Arrest referral is carried out by CJSW staff who offer referral into addiction services for those appearing from custody who require it.</li> <li>• Throughcare addiction support is provided for individuals post release to support them into addiction services, and voluntary support is offered to those being released from short sentences.</li> <li>• A process to support women on bail is available for women, they can be referred to the Women's Community Justice Service.</li> </ul> <p>COPFS Sherifffdom Model;</p> <ul style="list-style-type: none"> <li>• A multi-agency group led by COPFS, across the North Strathkelvin Sherifffdom, enables a spotlight on the use of diversion from prosecution and fiscal work orders, exploring barriers and service provision, this work is ongoing.</li> </ul>	



<b>6) Performance Reporting – National Outcomes</b>	<p>This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.</p>
<ul style="list-style-type: none"> <li>• Criminal Justice diversion is available (Fiscal Work Orders and general diversion).</li> </ul> <p>Remand/Custody Sentence;</p> <ul style="list-style-type: none"> <li>• Public Social Partnerships (PSPs) exist for those being released from custody, engaging with individuals in custody and onto release. These include national PSPs such as Shine for adult females, and local PSPs such as Moving Forward for young males New Routes PSP for adult males. These provide voluntary support for individuals in custody and on release to reduce barriers and aid improved social inclusion.</li> </ul>	
<p><b>NATIONAL OUTCOME FOUR</b></p> <p><b>Effective interventions are delivered to prevent and reduce the risk of further offending</b></p>	<p><b>Where applicable have regard to the following indicators.</b></p> <ul style="list-style-type: none"> <li>➤ Use of 'other activities requirements' in CPOs</li> <li>➤ Effective risk management for public protection</li> <li>➤ Quality of CPOs and DTTOs</li> <li>➤ Reduced use of custodial sentences and remand:             <ul style="list-style-type: none"> <li>a) Balance between community sentences relative to short custodial sentences under one year</li> <li>b) Proportion of people appearing from custody who are remanded</li> </ul> </li> <li>➤ The delivery of interventions targeted at problem drug and alcohol use [NHS Local Delivery Plan (LDP) Standard]</li> </ul>



<b>6) Performance Reporting – National Outcomes</b>	This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.
	<p>➤ Number of Police Recorded Warnings, police diversion, fiscal measures, fiscal diversion, supervised bail, community sentences (including CPOs , DTTOs and RLOs )</p> <p>Number of short-term sentences under one year</p>
<b>What new activities in 2021-22 were driven collectively by the community justice partnership in relation to outcome four?</b>	<b>What was the impact of these activities?</b>
CJR continue in our attempts to utilise and develop interventions to impact positively on service user rehabilitation and desistance.	<p>As previously, groupwork interventions were maintained to accredited standards and provided where safe to do so.</p> <p>Other activity interventions were developed and provided to those subject to unpaid work (this will be reflected within the CPO annual report)</p> <p>MAPPA processes continued, as will be reflected in the MAPPA annual report. (Both are still to be completed and published)</p>
Despite the pandemic, alcohol and drug services continued to provide a service for individuals affected by alcohol and drug use. During this time the implementation of the Whole Systems Review within the ADRS was paused which also resulted in significant delays around the refurbishment of the Recovery Hub. However, this commenced in 2022.	Waiting times for referral to treatment within 3 weeks has seen a decrease in performance with 90.8% at March 2022 seen within the 3 weeks compared with 98% at March 2021 and below the overall rate for Scotland which is 91.8% for the same period.



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What ongoing activities took place in relation to outcome four?	What was the impact of these activities?
<p>A multiagency Naloxone Delivery Group has been established with the goal of expanding naloxone availability throughout Renfrewshire. The group has now developed a dedicated work plan which focusses on reducing barriers, addressing stigma, and raising the profile of naloxone, and providing more learning opportunities for overdose awareness.</p> <p>As part of Naloxone Delivery, a targeted approach around the provision of naloxone was implemented as part of the Naloxone November Campaign. This resulted in increased distribution of naloxone kits across local communities. The distribution of naloxone targeting individuals at risk of an opiate overdose, and their families, has been driven through ADRS, needle exchanges and local pharmacists. In addition to this, the distribution of naloxone has been extended as a result of the pandemic to include non-drug treatment services. This means that services, who may come into contact with individuals who use drugs and who may be at risk of overdose, can provide naloxone kits. This will maximise the availability of naloxone and add to the current supply routes.</p>	<p>A communications plan is in place for the promotion of naloxone in Renfrewshire.</p> <p>Enhanced training opportunities for naloxone are available.</p> <p>Naloxone figures for 2021-22 are not yet available.</p> <p>A short-term working group has begun to explore and investigate an enhanced, timely drug death review process.</p> <p>Assertive outreach in Renfrewshire for those experiencing the highest levels of harm including:</p> <ul style="list-style-type: none"> <li>• Implementation within ADRS practice</li> <li>• The introduction of a mobile harm reduction facility – Harm Reduction Response Team (HaRRT), targeting specific areas where fatal and non-fatal overdoses have occurred.</li> <li>• The Glasgow and Clyde Overdose Response Team, providing rapid response to those who have recently experienced overdose, or individuals at high risk of overdose.</li> </ul>



6) Performance Reporting – National Outcomes	This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.
<p>Whilst HSCP staff are able to administer naloxone, a council policy is underway to allow wider council staff, e.g., justice social work, children and families, plus wider services to administer.</p> <p>Work undertaken by the Naloxone Delivery Group is connected with the Preventing Drug Deaths in Renfrewshire Action Plan, developed by the ADP Drug Death Prevention Group, established in November 2021.</p> <p>The group aims to provide interagency working to apply national policy and guidance alongside local needs to mitigate the harms caused by drug use in Renfrewshire. The Action Plan details the multiagency activities required to achieve these outcomes.</p>	<p>Renfrewshire ADRS are currently implementing the Medicated Assisted Treatment (MAT) Standards with a focus on same-day prescribing and choice of treatment. This will provide rapid access assessment to Opiate Substitution Therapy.</p> <p>Enhanced access to residential rehabilitation as part of choice of treatment options.</p>
<p>Individuals with lived experience have been recruited during the pandemic. This has resulted in the establishment of a strong Peer Support Network who have been engaging with individuals to connect them to local treatment and support services.</p>	<p>Two Peer Navigators continue to work in partnership with our Acute Addiction Liaison Service and have been connecting with individuals attending the Royal Alexandra Hospital (RAH) affected by alcohol and drugs.</p>
<p>The 'Attend Anywhere – Near Me' (Video consultation) was introduced as a response to the pandemic and is now available for service users to encourage engagement with vital alcohol and drug services.</p>	
<p>A multi-disciplinary team (MDT) and screening group was established within ADRS. This group reviews our most at risk</p>	



6) Performance Reporting – National Outcomes	This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.
<p>service users and their suitability for residential rehabilitation services.</p>	
<p>The Whole System Team continues to provide a bespoke court custody service for young people. A multi-agency and intensive support plan is offered to Sheriffs where bail is being opposed by COPFS.</p> <p>For younger service users effective risk management for young people in the justice system is delivered through the CARM approach by the Whole Systems Service. This is applied to the critical few young people who pose the greatest risk of harm either through violence or sexually harmful behaviour. Through the development of a multi-agency risk assessment and management plan this has been successful in managing and reducing risk, giving confidence to key partners and lessening the impact on communities</p> <p>We work closely with the young person's substance misuse service and where required there is intensive support to address such issues where it leads to an increased risk of further offending.</p>	<p>There has also been a noticeable change in practice with regards to the COPFS Diversion for under 18s. Consideration is now being given to a wider range of offences including Harmful Sexual Behaviour. While this is welcomed in principle, it does raise issues of public protection and victim's rights. Such referrals are being considered on a case-by-case basis in consultation with key partners, and the Justice Service manager is involved in national discussions in relation to protection and rights.</p> <p>Whole Systems have succeeded in preventing remand in most cases during this year, even with some chaotic and complex young people</p> <p>A number of young people have been subject to CARM during this year, and there have been no instances of further serious harm, indicating the effectiveness of the risk management plans.</p>



<b>6) Performance Reporting – National Outcomes</b>	<p>This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.</p>
<p>For risk management of adults convicted of sexual or serious violent offences this is reported elsewhere by a range of partners, within the MAPPA annual report.</p>	<p><a href="https://www.renfrewshire.gov.uk/article/4371/Multi-Agency-Public-Protection-Arrangements-MAPPA---Annual-Reports">https://www.renfrewshire.gov.uk/article/4371/Multi-Agency-Public-Protection-Arrangements-MAPPA---Annual-Reports</a></p>
<p>The unpaid work response to the pandemic was to further develop the range of available unpaid work and other activity projects. Both are reported through the Community Payback Order (CPO) annual report. However, in response to the pandemic and service restrictions there was significant development and UW team implemented another activity pack that contains Information/ awareness sessions plus knowledge checks on a variety of subjects including:</p> <ul style="list-style-type: none"> <li>• Budgeting</li> <li>• Drug awareness and knowledge check</li> <li>• Overdose awareness</li> <li>• Coping with peer pressure</li> <li>• Basic exercise plan</li> <li>• Alcohol awareness and knowledge check</li> <li>• Fire safety</li> <li>• Mock CSCS topics and exams</li> <li>• Mental health awareness and knowledge checks</li> <li>• Social anxiety</li> <li>• Depression</li> </ul>	<p>This provision enabled interventions to address specific issues which may have already existed or were exacerbated by the pandemic. Working from home projects also enabled individuals to undertake their unpaid work hours in a manner which was safe for them and the community, whilst continuing to meet the expectations of unpaid work in relation to individuals giving up their time for the benefit of the community.</p> <p>A Lead Artist provided by OneRen (the local charitable trust in Renfrewshire providing culture, leisure and sporting opportunities to help people enjoy active and healthy lives.) created video tutorials/workbooks/instructions and packs to enable women in Renfrewshire to undertake home working. This allowed the continued provision of dementia blankets throughout the pandemic.</p>



6) Performance Reporting – National Outcomes	This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.
<ul style="list-style-type: none"> <li>• Problem solving</li> <li>• Sleep problems</li> <li>• The Life wheel and goal setting</li> </ul> <p>The service also developed working from home unpaid work projects:</p> <ul style="list-style-type: none"> <li>• Woodwork - Constructing bird boxes &amp; bee hotels these are then distributed to local schools/ nurseries and conservation projects</li> <li>• Textile projects – making face coverings, making the individual squares that make up the Paisley Blanket (a fidget blanket for people with dementia)</li> </ul>	
<p>Renfrewshire has hosted a successful MARAC since 2015. Face-to-face meetings have now been replaced by Microsoft Teams video meetings and there is no intention nor requirement to return to face-to-face meetings.</p> <p>All partners have access to referrals in order to pre-populate research documents prior to meetings. 14 partner agencies participate in the video conference meetings.</p>	<p>There is no evidence of a spike in MARAC referrals in Renfrewshire which reach the criteria of domestic incidents with the highest risk of harm, however there was a small increase of 6 cases on previous year (up to 132 cases).</p> <p>MARAC meetings can be adjusted to accommodate should there be a sharp increase in volume of referrals.</p> <p>So far, referrals have been at a similar level to previously, indicating that the process for referrals is continuing to operate appropriately.</p>



<b>6) Performance Reporting – National Outcomes</b>	This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.
	<p>Contingencies are also in place for an emergency MARAC referral to be dealt with if required.</p> <p>Renfrewshire Council are continuing to update Safelives who monitor MARAC attendance and caseload across the country on a regular basis and this information is being reported to Scottish Government.</p>
Quality of CPOs and DTTOs is reported elsewhere as a single agency response, within the Community Payback annual report submitted to CJS.	<p>A review of nursing staff within DTTO was undertaken during this period due to staffing changes.</p> <p>It was agreed that nurses employed within this service would move to being directly managed within addiction services, whilst retaining close working relationships with the overall manager from justice social work.</p> <p>This would ensure that required MAT standards are met within provision, and required clinical support provided to staff.</p> <p>This will be taken forward later in 2022.</p>
The delivery of interventions targeted at problem drug and alcohol use.	Information as to referral to such services from justice social work services continues not to be reportable.
Number of Police Recorded Warnings, police diversion, fiscal measures, fiscal diversion, supervised bail, community	These statistics are not currently reported.



<b>6) Performance Reporting – National Outcomes</b>	This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.
sentences including CPOs, DTTOs and Restriction of Liberty Orders (RLO).	<p>CPOs are reported to CJS within the CPO annual report and directly to government within statutory returns.</p> <p>Supervised bail is not currently provided by Renfrewshire Council, however how such a provision would be implemented during the pandemic and within available resources is being investigated.</p> <p>Social Work Diversionary activity such as general diversion and Fiscal Work Orders are considered at a COPFS-led community justice meeting.</p>
<p><b>NATIONAL OUTCOME FIVE</b></p> <p><b>Life chances are improved through needs, including health, financial inclusion, housing and safety, being addressed.</b></p>	<p><b>Have regard to the following indicator.</b></p> <p>➤ Individuals have made progress against the outcome</p>
<b>How do partners measure outcome five for individuals?</b>	<b>If this information has been collated, what does it show?</b>
<p><b><u>Just Learning</u></b></p> <p>The Just Learning – Skills for Employment Project continues to facilitate clients taking part in a range of activities alongside core job sharing. These include;</p> <ul style="list-style-type: none"> <li>• Assistance with disclosure letters</li> <li>• Think Tank (employability support, CV's etc)</li> <li>• Yes Programme</li> </ul>	<p><b><u>Just Learning</u></b></p> <p>Clients have moved into the following outcomes at this stage;</p> <ul style="list-style-type: none"> <li>• 24 gained a qualification</li> <li>• 1 into full time education</li> <li>• 2 into Employability Fund</li> <li>• 32 into full time employment</li> </ul>



6) Performance Reporting – National Outcomes	This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.
<ul style="list-style-type: none"> <li>• Various training Opportunities</li> <li>• Digital college</li> </ul>	<ul style="list-style-type: none"> <li>• 2 into internal traineeships</li> </ul>
<p><b><u>Think Tank</u></b></p> <p>Think Tank is a drop-in service for clients that have recently registered with Invest and this is the first step within the wider service. It is operated as a drop-in so that the client feels under no pressure and would feel comfortable when in engaging. The team assist with building CVs, cover letters etc, but also have guest speakers from voluntary organisations and make use of other members of the Invest team who can offer training opportunities and employment.</p> <p>The programme covers:</p> <ul style="list-style-type: none"> <li>• Introductions, ice breakers, group rules.</li> <li>• Overview of Invest Services followed by talks from Training Team, Advice Works.</li> <li>• Session on what concerns they may have about moving forward into training, employment, further education.</li> <li>• The impact of convictions on employment, when, what and how to disclose to employers. Disclosure support (When discussing disclosure issues this is done on a one-to-one basis)</li> <li>• Identify Skills Session.</li> </ul>	<p><b><u>Think Tank</u></b></p> <p>Due to lockdown, Think Tank sessions had to be halted. However, an attempt was made to do some group work through Microsoft Teams, but it was quickly recognised that when working with client's one-to-one support was preferred.</p> <p>However, March 2022 saw the return of Think Tank and clients can meet with advisors on a weekly basis, use the IT facilities to update CV's, apply for work and speak with advisors regarding any issues they may have with employability, housing, wellbeing etc.</p>



6) Performance Reporting – National Outcomes	This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.
<ul style="list-style-type: none"> <li>• Arrange for clients to attend various Invest training sessions. (First Aid, CSCS Training, STEPS to Excellence)</li> <li>• CV creation/ update, Cover letter, Personal Statements</li> <li>• Future Options Sessions, showing what is available including speakers from SBWA Coordinators, College, Volunteering Routes, and Employers.</li> <li>• Forward Planning – goal setting.</li> <li>• Progress onto YES programme</li> </ul>	
<p><b><u>YES</u></b></p> <p>The Your Essential Skills (YES) Programme was a follow-on from the success of the Keys to Learn courses that were run throughout 2018. We will be working in partnership with West College Scotland, and it has been requested that 6 courses will run periodically until December 2022.</p> <ul style="list-style-type: none"> <li>• increased confidence, motivation and transferable skills</li> <li>• increased work ethics and leadership practice.</li> <li>• opportunity to progress to education, training or employment.</li> <li>• SQA / SCQF levelled qualifications if appropriate.</li> <li>• access to college wide resources and facilities</li> </ul>	<p><b><u>YES</u></b></p> <p>Invest in Renfrewshire, working in partnerships with West College Scotland, were able to run 3 programmes in 2021/22. Clients were supported on an individual bases by Invest advisors, supporting them with CV, cover letters and making them aware of the disclosure process and writing of disclosure letter. The other 2 days the clients would attend the college and work through their leadership award.</p> <p>25 individuals attended across all courses, and six were supported into full time employment. All clients remain in employment today. One client has moved into full-time education.</p>



6) Performance Reporting – National Outcomes	This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.
<p>YES is a personalised learning programme within an academic framework which determines the absolute necessity to ensure full participant engagement. It utilises a design-specific skill recording mechanism, created for reflecting on the personal learning journey and which, responds effectively to ensuring that the rights and demands of the specified target group are addressed appropriately.</p>	<p>Participant experience concentrates on personal, core and employability skills development and aims to increase individual academic achievement and career opportunities. At the heart of the learning, participants research, practice and model leadership traits to fully understand and appreciate the extent and impact of their previous chosen behaviours and utilise personal management tools, with the intention of reducing recognised employment barriers and increasing positive transformation and life opportunities.</p>
<p><b>If available, provide a supporting case study or other information to demonstrate activity and impact relating to outcome five.</b></p>	
<p>The service user was referred to Invest in Renfrewshire in February 2022, having recently received a conviction.</p> <p>The nature of their conviction was being in possession of a Class A drug with intent to supply. They received a community-based order of unpaid work and a restriction of liberty. They were referred to Invest by a member of staff of the Unpaid Work team.</p> <p>When meeting with them, an action plan was devised to support them into a more positive destination.</p> <p>They were low in confidence after going through the court process and receiving a punishment; they also had a lack of routine in their life and were not sure what direction they wanted to take in their life.</p> <p>As their conviction was also fresh, they were not comfortable speaking about it and were not sure how to best disclose it when applying for work. This was causing the service user to take a step back and not to apply for work.</p>	



<b>6) Performance Reporting – National Outcomes</b>	This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.
<p>It was decided that they needed some routine in their life and time to work on themselves, so they were placed on Invest's 8-week personal social development programme – the YES course in partnership with West College Scotland.</p> <p>While on the course, they were able to receive support on disclosing their conviction, update their CV and gain other employability skills as well as completing the SQA leadership award. During their time with Invest, the service user also worked towards completing their allocated unpaid work hours.</p> <p>Since completing the course they have started a kickstart position with a local newsagent which so far, has led to sustained employment over 13 weeks, continuing to work there at the time of reporting. Advisors are still in contact with the service user and have recently been to visit them at their workplace to continue to support them while in employment.</p>	
<b>NATIONAL OUTCOME SIX</b> <b>People develop positive relationships and more opportunities to participate and contribute through education, employment and leisure activities</b>	<b>Have regard to the following indicator.</b> <ul style="list-style-type: none"> <li>➤ Individuals have made progress against the outcome</li> </ul>
<b>Providing evidence on person centric outcomes has been challenging for most areas.</b> <b>How do partners measure outcome six for individuals?</b>	<b>If this information has been collated, what does it show?</b>
<p>Invest in Renfrewshire, within Employability Services, providing continued funding for this initiative. This ensures specific support for individuals with convictions to be supported in overcoming specific barriers to education, employment and training.</p> <p>During this year we also ensured that staff working in this area were provided with training as to the changes to the</p>	<p>As restrictions lifted further as we progressed in to 2021, Invest were able to invite a limited number of clients into our offices on a 1-2-1 basis, with measures of safety implied. This was an important move from Invest as it was good to meet with the clients face to face.</p>



6) Performance Reporting – National Outcomes	This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.
<p>Rehabilitation of Offenders Act to assist service users with appropriate disclosure. We also ensured that wider partners were made aware of the changes arising from the new legislation through the provision of staff events.</p> <p>CJR are active partners in the Renfrewshire LEP.</p>	<p>They continued contact with service users through telephones or online meetings. This ensured employability support could be maintained and that service users could also make the service aware of any other issues they might be facing.</p> <p>A major area of concern was the mental health of the clients and the isolation that many felt. Service users were referred to the Health &amp; Wellbeing Officer who would make contact and provide additional support.</p> <p>Invest supported 59 people through their Unpaid Work order. Lockdown restrictions made it difficult to get hours worked but Invest supported other activity delivery by remaining in constant contact with the clients on Unpaid Work. Employability support was provided remotely, and training such as Digital College &amp; Open University courses was also offered, as well as our YES programmes which supported with unpaid work hours.</p> <p>Prison visits returned in March 2022 and referrals to meet with staff at The Links centre have been healthy. Staff attend the prison on a Thursday, building up relationships with the prisoners on pre-release.</p>
<p>CJR continues to support Kairos Women+, who became a charity in 2021 after previously being a project within Active Communities. Kairos, funded via the Robertson Trust until 2022,</p>	



<b>6) Performance Reporting – National Outcomes</b>	This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.
<p>seeks to be a safe, welcoming, and respectful space offering a variety of opportunities and activities for women generally including those with convictions, and good connections to other local services. Strong links have been made with CJSW.</p> <p>Kairos Women+ offers a volunteering pathway for women with convictions, including Unpaid Work placements, as well as general volunteering in group settings.</p>	
<b>If available, provide a supporting case study or other information to demonstrate activity and impact relating to outcome six.</b>	
<p><b>NATIONAL OUTCOME SEVEN</b></p> <p><b>Individuals' resilience and capacity for change and self-management are enhanced</b></p>	<p><b>Have regard to the following indicator.</b></p> <ul style="list-style-type: none"> <li>➤ Individuals have made progress against the outcome</li> </ul>
<p><b>Providing evidence on person centric outcomes has been challenging for most areas.</b></p> <p><b>How do partners measure outcome six for individuals?</b></p>	<b>If this information has been collated, what does it show?</b>
Women attending the Women's' Community Justice Service have access to a range of individual and group activities and	Participating in the Women's' Unpaid Work Group has not only reduced the breach rates of women with significant issues but increased their self-worth and craft skills.



6) Performance Reporting – National Outcomes	This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.
<p>interventions that reduce social isolation and improve social skills and resilience.</p> <p>The range of interventions offered by CJSW, by PSP staff, by Just Recovery/Invest, by Housing First all aim to support resilience and the capacity to change.</p> <p>CPO Annual report provides feedback from those undertaking CPOs.</p> <p>We will continue to work to develop a framework for ongoing evaluation of participants' experience of interventions.</p>	<p>Service user feedback in relation to MFMC and Up2U, targeted interventions, demonstrates service user perception of enhanced resilience and capacity for change.</p>
<p><b>If available, provide a supporting case study or other information to demonstrate activity and impact relating to outcome seven.</b></p>	
<p>Some comments from MFMC service users were:</p> <ul style="list-style-type: none"> <li>• <i>“It’s helped me realise the impact of my behaviour on others and kept things in perspective to respect others and myself and keep us both safe, secure and enjoy life safely.”</i></li> <li>• <i>“Understanding of the wrongs of the offence that I did. Sharing and being involved with others in the same position as you. Getting rid of any negative past.”</i></li> </ul>	



7) If you have identified other local community justice activities and outcomes which go beyond the national outcomes, then record them here.	Local outcomes
Please describe the activity	Then describe the impact

8) What other achievements and challenges happened?	
Achievements	Challenges
<p>Services and service users have shown remarkable resilience and adaptability during the pandemic and the ongoing recovery. Technology was utilised wherever possible and appropriate to allow service delivery to continue despite public health restrictions and all partners worked hard to ensure that the most vulnerable and most high-risk individuals were supported throughout, moving towards face-to-face access with all service users as distancing and/or access to office accommodation improved.</p> <p>Technology also allowed the maintaining of critical public protection processes throughout the period of restrictions, and MAPPA, MARAC and MATAC meetings all continued, albeit online rather than in person.</p>	<p>The focus during the pandemic has been on maintaining services to the best of our ability to ensure individuals have the support they require and that risks are managed.</p> <ul style="list-style-type: none"> <li>• In Renfrewshire there were 50 drug-related deaths in 2021. This represents a decrease of 25% compared to the previous year of 67 drug-related deaths in 2020. The Drug Death Prevention Group will continue to implement key activities within the Action Plan in order to reduce drug-related deaths and harms.</li> <li>• When maintaining 2m social distancing, MFMC could only be delivered in very small groups which provides resource challenges and impacts on the amount of group learning available. Renfrewshire's maintenance of 2m social distancing</li> </ul>



8) What other achievements and challenges happened?	
<p>Innovative solutions such as the Unpaid Work Services 'Working from Home' projects helped service users keep working towards their community orders where possible.</p> <p>Additional funding pot from the Scottish Government to assist with embedding the Whole Systems Approach has been used to develop joint working with Action for Children for marginalised young people to access tailored training opportunities which also counts towards unpaid work hours.</p> <p>The signed ISP between SPS and local authority partners in 2019 enabled the ongoing provision of information regarding prisoner release, enabling better targeted voluntary supervision services.</p> <p>The recruitment of an ADP Drug Death Prevention Lead Officer</p> <p>The opening of CIRCLE Recovery Hub, a unique mental health and addiction service for people looking for a recovery focus.</p>	<p>generally throughout this year, impacted on available accommodation for service user contact and therefore capacity for intervention.</p> <ul style="list-style-type: none"> <li>Renfrewshire has limited staff turnover within justice services, however even permanent social work posts were difficult to recruit to during this period, temporary posts even more so.</li> </ul>

9) Additional Information including, next steps for the partnership
<p>Guidance for Local Partners in the New Model for Community Justice will form the basis of our approach to Community Justice planning and will support the statutory community justice partners ("the statutory partners") and other community justice partners and stakeholders to understand their roles to help deliver the new model for community justice. <u>The Community Justice (Scotland) Act 2016</u> ("the Act") established the legislative framework for the new model for community justice.</p>



## 9) Additional Information including, next steps for the partnership

We will ensure that the steps that partners must follow in the development of the improvement plans will form the basis of our strategic planning approach.





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**To: Communities & Housing Policy Board**

**On: 25 October 2022**

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**Report by: Chief Executive**

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**Heading: Disposal of Land to the Rear of 18 Blackstoun Avenue, Linwood**

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**1. Summary**

- 1.1 The purpose of this report is to declare the area of land to the rear of 18 Blackstoun Avenue, Linwood, shown shaded red on the attached plan (E3166) as surplus to requirements.

**2. Recommendations**

**It is recommended that the Board:**

- 2.1 Declare the area of land located to the rear of 18 Blackstoun Avenue, Linwood shown on the attached plan (E3166) surplus to requirements, with a view to disposing to the adjacent owner.
- 2.2 Authorise the sale thereof to the adjoining proprietor of 18 Blackstoun Avenue, Linwood, on such terms and conditions as may be negotiated by the Head of Economy & Development utilising delegated powers.
- 2.3 Authorise the Head of Corporate Governance to conclude the sale incorporating into the bargain such terms and conditions as may be deemed necessary to protect the Council's interest.
- 2.4 Note that the Chief Planning Officer will place an advert in the local press in terms of the Town and Country Planning (Scotland) Act 1959 for the proposed sale of an area of open space.

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### 3. Background

- 3.1 This area of land, which is held on the Housing Revenue Account, extends to 101 sqm or thereby and is an area of garden ground currently allocated for use by the occupiers of No 16 Blackstoun Avenue. The occupiers of number 16 do not use this land as there is sufficient garden ground located directly to the rear of their property.
- 3.2 The applicant has expressed an interest in acquiring this land to provide additional garden ground for their use. The land although currently allocated for use by the occupiers of number 16, is located directly to the rear of number 18, as can be seen on the attached plan. The sale of this land will leave a suitable garden area for the Council property at number 18. An agreed purchase price has been reached; but this is subject to the Board declaring the ground surplus.
- 3.3 The applicant will be obliged to obtain planning permission for a change of use, if required.
- 3.4 The purchase price of the land will be at a level upon which delegated powers granted to the Head of Economy & Development for disposal purposes will be utilised.
- 3.5 The purchaser will be liable to meet the Council's reasonable professional and legal expenses incurred in processing this transaction.
- 3.6 The Head of Housing has confirmed that this area of land has no operational requirement and is not opposed to the land being declared surplus.

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### Implications of the Report

- 1. **Financial** – The HRA will benefit from a modest capital receipt.
- 2. **HR & Organisational Development** – None.
- 3. **Community Planning** - None.
- 4. **Legal** – Conveyancing of land required.
- 5. **Property/Assets** – As per report.
- 6. **Information Technology** – None.
- 7. **Equality & Human Rights**
  - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights.

No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. Required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

8. **Health & Safety** – None.
9. **Procurement** – None.
10. **Risk** – None.
11. **Privacy Impact** – None.
12. **Cosla Policy Position** – Not Applicable.
13. **Climate Risk** – None.

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#### **List of Background Papers**

- (a) None

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**Author:** *Margaret Law, Senior Asset & Estates Surveyor*

# CHIEF EXECUTIVE'S ASSET & ESTATES SECTION



Renfrewshire  
Council

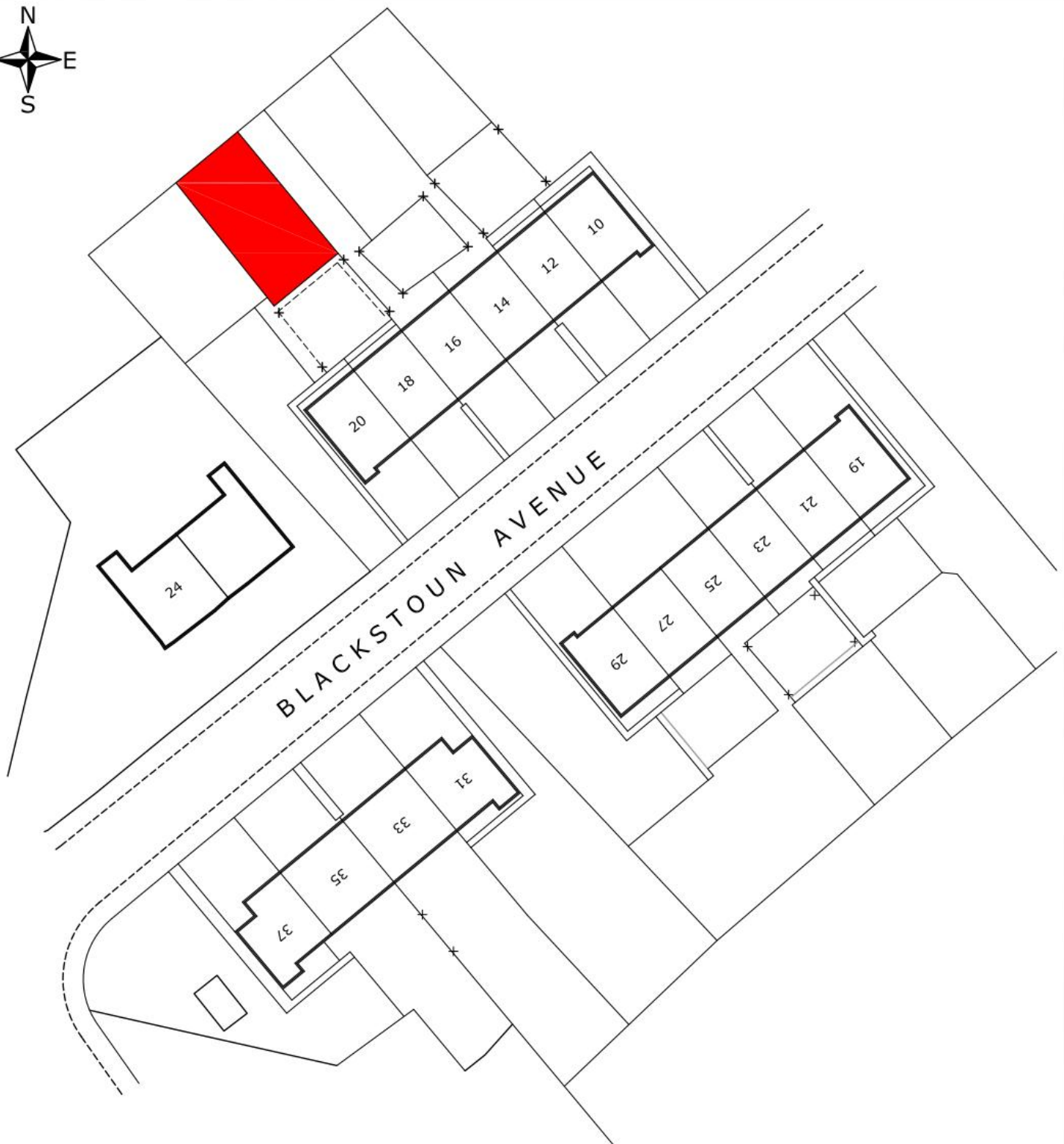
TITLE DISPOSAL PLAN  
LAND TO REAR OF  
18 BLACKSTOUN AVENUE, LINWOOD

DRAWING No. E3166

SCALE 1:500

DRAWN BY JW

DATE NOV 2021



## LEGEND



AREA TO BE SOLD TO PROPRIETOR OF 18 BLACKSTOUN AVENUE  
EXTENDS TO 101.0sq.m OR THEREBY



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**To: Communities and Housing Policy Board**

**On: 25 October 2022**

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**Report by: Chief Executive**

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**Heading: Disposal of Land to the Rear of 14 New Street Kilbarchan**

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## **1. Summary**

- 1.1 The purpose of this report is to declare the area of land to the rear of 14 New Street, Kilbarchan, shown shaded red on the attached plan (E3187) as surplus to requirements.

## **2. Recommendations**

It is recommended that the Board:

- 2.1 Declare the area of land located to the rear of 14 New Street, Kilbarchan shown on the attached plan (E3187) surplus to requirements, with a view to disposing to the adjacent owner.
- 2.2 Authorise the sale thereof to the adjoining proprietor of 14 New Street, Kilbarchan, on such terms and conditions as may be negotiated by the Head of Economy & Development utilising delegated powers.
- 2.3 Authorise the Head of Corporate Governance to conclude the sale incorporating into the bargain such terms and conditions as may be deemed necessary to protect the Council's interest.
- 2.4 Note that the Chief Planning Officer will place an advert in the local press in terms of the Town and Country Planning (Scotland) Act 1959 for the proposed sale of an area of open space.

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### 3. Background

- 3.1 This area of land, which is held on the Housing Revenue Account, extends to 90 sqm or thereby and is an area of open ground. The occupiers of the adjoining properties on Steeple Street, Kilbarchan have confirmed they do not wish to acquire the site.
- 3.2 The applicant has expressed an interest in acquiring this land to provide space for off street parking and an electric vehicle charging point for their use. Agreement on the purchase price has been reached; but this is subject to the Board declaring the ground surplus.
- 3.3 The applicant will be obliged to obtain planning permission for a change of use.
- 3.4 The land sold will be subject to an obligation to pay a share of maintenance and repair costs for the adjacent access lane, which is within Council ownership. This will reduce the Council's ongoing maintenance and repair costs in this location.
- 3.5 The purchase price of the land will be at a level upon which delegated powers granted to the Head of Economy & Development for disposal purposes will be utilised.
- 3.6 The purchaser will be liable to meet the Council's reasonable professional and legal expenses incurred in processing this transaction.
- 3.7 The Head of Housing has confirmed that this area of land has no operational requirement and is not opposed to the land being declared surplus.

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### Implications of the Report

- 1. **Financial** – The HRA will benefit from a modest capital receipt and a modest reduction in future maintenance and repair costs for the access track.
- 2. **HR & Organisational Development** – None.
- 3. **Community Planning** - None.
- 4. **Legal** – Conveyancing of land required.
- 5. **Property/Assets** – As per report.
- 6. **Information Technology** – None.
- 7. **Equality & Human Rights**
  - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights.

No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. Required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

8. **Health & Safety** – None.
9. **Procurement** – None.
10. **Risk** – None.
11. **Privacy Impact** – None.
12. **Cosla Policy Position** – Not Applicable.
13. **Climate Risk** – None.

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#### **List of Background Papers**

- (a) None.

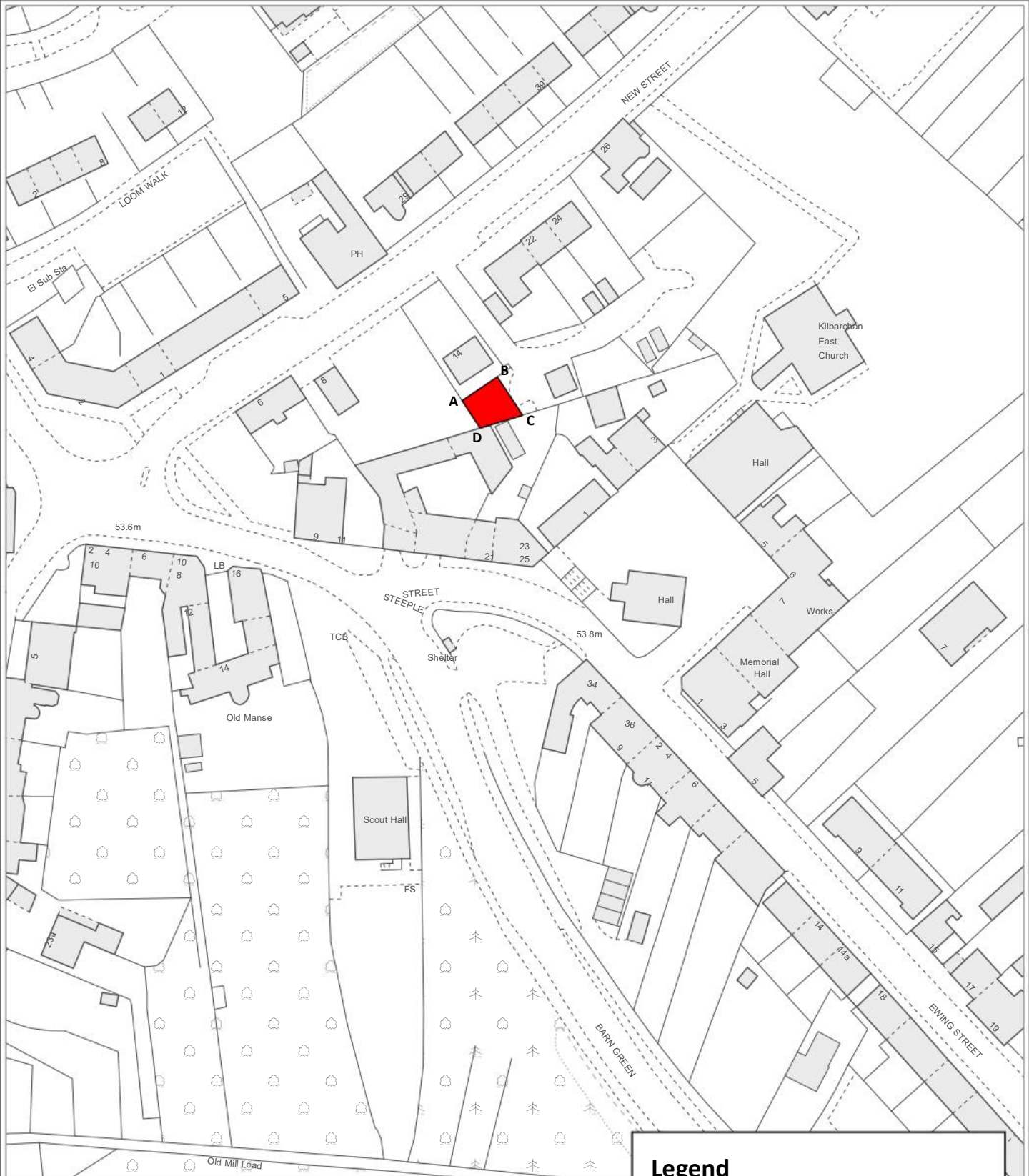
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**Author:** *Margaret Law, Senior Asset & Estates Surveyor*

# Land to rear of 14 New Street, Kilbarchan Disposal Plan Ref. E3187

JW

Date: 25/10/2021



**Notes:**

Approximate dimensions taken from OS Mapping:  
A-B = 9.9m, A-D = 7.5m, B-C = 10.6m, C-D = 10.3m

**Legend**

Area extends to 90 sqm or thereby