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**To: Communities and Housing Policy Board**

**On: 31 October 2023**

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**Report by: Director of Environment, Housing and Infrastructure**

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**Heading: Environment, Housing and Infrastructure Services - Service Improvement Plan 2023-26 Mid-Year Monitoring Report**

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## **1. Summary**

- 1.1 The Environment, Housing and Infrastructure Services Service Improvement Plan 2023-26 was approved by the Communities and Housing Policy Board on 16 May 2023. The plan sets out the priorities for the development of the service over a three-year period.
- 1.2 The Service Improvement Plan is part of a suite of documents which describe the strategic direction of the Service and the Council, and also includes the Council Plan, Community Plan, Risk Management Plan and the Workforce Plan.
- 1.3 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.
- 1.4 This report contains details of Environment, Housing and Infrastructure Services performance and achievements over the period 1 April 2023 to 30 September 2023. 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 2023-26 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.

- 1.5 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 other areas of activity which did not form part of the Service Improvement Plan actions which have subsequently arisen over the first six months of 2023/24.
  - 1.6 To complement the six-monthly update on the Service Improvement Plan, a Service Update report will be presented to each cycle of the Communities and Housing Policy Board. This report will provide an overview of key service activities, an operational performance update on the services and key projects and updates on any other relevant changes to service areas covered within the remit of the Board.
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## **2. Recommendations**

It is recommended that the Communities and Housing Policy Board:

- 2.1 Note the contents of this report, including updated performance information and progress to date on delivering the actions contained within the Environment, Housing and Infrastructure Services - Service Improvement Plan.
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## **3. Background**

- 3.1 The new service of Environment, Housing and Infrastructure came into effect at the beginning of April 2023, bringing together colleagues in Housing Services and Public Protection together with the teams in what was Environment and Infrastructure.
- 3.2 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.
- 3.3 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 2023-26 plan.
- 3.4 Section 4 of this report provides a note on the new Council Plan to cover the term of this administration. Section 5 gives details of service activity and achievements over the period April-September 2023. 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.

- 3.5 An outturn report detailing full-year performance will be brought before this board in spring 2024.
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#### 4. New Council Plan

- 4.1 In September 2022, Council 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 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 scale of the challenge has been set out for elected members and the public through a series of reports to Council, and officers will continue to provide regular updates in this way. In order to address this, 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 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 May 2023, actions and performance indicators were set out under 4 broad themes, namely **Place, People, Sustainability** and **Living our Values**. In order to keep Service

Improvement Plans 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 4.4 above). The full update on all actions and performance indicators is attached as appendix 1 below.

## **5. Service Update and Key Achievements April-September 2023**

### **Housing Services**

- 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 has started, with milestones for demolition, new build and investment in homes being retained. The Housing-led Regeneration and Renewal Programme for Renfrewshire – Year 2 Update report highlighting all activities to date and including revised detailed timescales for delivery was presented to the Communities and Housing Policy Board on 22 August 2023. Neighbourhood Renewal Groups were launched in two of the eight Areas – Auchentorlie and the Howard Street Area – and will now be rolled out programme-wide.
- The construction of 101 new homes at Tannahill (at least 94 for social rent and up to seven Shared Equity) is complete – all tenants have moved in, and the Shared Equity properties are now being transferred to their new owners.
- The development of 39 new Council homes at Auchengreoch Road, Johnstone, was shortlisted for a Scottish Homes Award.
- Tenants Support Fund policy developed and operational process in place to support tenants experiencing financial hardship.
- We have implemented improvements to our Sheltered Housing and Health & Wellbeing service with new posts now filled, and a broader range of initiatives in place, including those for Ukrainian Displaced Persons.
- A revised Housing Asset Management Strategy is currently at draft stage. The content of the final strategy is subject to amendment pending the outcome of the Scottish Government review on ESSH2. Renfrewshire Council will contribute to the consultation which is in its early stages.
- All known transit sites have been visited, and advice and support has been offered to the Gypsy/Traveller community.
- Upscaling of the Housing First approach has continued, with the number of people benefitting from this ‘wraparound’ support at any one time reaching 75, an increase from 13 in 2019.

## Public Protection

- The Trading Standards & Licensing Team have visited a number of premises in Paisley in relation to Operation CECE; a national partnership project between HMRC and Trading Standards services. Illicit tobacco and non-complaint “vape” products were removed from sale and signed over for destruction. The total amount of revenue lost to local businesses had items not been seized would have been approx. £10,242.80 and tobacco duty at 16.5%. This is also £10,242.80 of criminal profit which has been removed from circulation, with disruption caused to the criminal supply chain.
- The Prevent legislation places a duty on specified authorities under the Counterterrorism and Security Act 2015, in exercise of their functions, to have due regard to the need to prevent people from being drawn into terrorism. Local Authorities are expected to ensure frontline staff have a good understanding of Prevent and are aware of available processes to deal with any individual who is vulnerable to being drawn into terrorism. During the last 6 months we have been working closely with our colleagues within Police Scotland to raise awareness around Prevent (Notice Check Share) training including awareness around Counter Terrorism and what that looks like from an international, nationally, and local picture.
- In light of the cost-of-living crisis, the Trading Standards team have been focussing on a number of projects aimed at ensuring residents are getting what they pay for. Pricing is being checked at Supermarkets, and petrol pumps across Renfrewshire have all been checked for accuracy.
- The sale and supply of tobacco and Nicotine Vapour Products (NVPs) continues to be of concern across Scotland. Officers recently actioned intelligence received as part of Operation CECE; a UK-wide operation to target the illicit trade in tobacco and retrieved around £10,000 worth of product from 6 premises in Paisley. Officers have also conducted an enhanced inspection programme in shops around High Schools to ensure they are aware of their responsibilities, particularly around the increasingly popular disposable NVPs. Non-compliant/unsafe product has been removed from the market, with some products being analysed as containing 3-6 times the amount of permitted nicotine.
- The action plan for the Anti-Social Behaviour Strategy provides an update on each of the actions detailed in the plan. There has been positive progress with 13 of the 16 actions being completed so far. The other 3 actions are ongoing with progress being made in each area, albeit 2 of the actions are longer term IT based solutions.

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

- 6.1 The only action where there has been no 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 We continue to deliver energy efficient investment projects to existing standards and are ready to programme future projects in line with the outcome of the Scottish Government review of the Energy Efficiency Standard for Social Housing post-2020 (EESH2). The consultation is expected to commence in October; however, it is likely that a final agreed standard will not be in place until April 2024.

## **7. Progress against performance measures**

- 7.1 Environment, Housing and Infrastructure Services has 19 performance indicators in its current scorecard. Of these, 14 are reported quarterly and 3 are reported annually. In addition to these, there are also three 'data only' indicators which do not have targets. This report contains data pertaining to Quarter 1 (Q1) and Quarter 2 (Q2) for reference, annual figures for 2022/23.
- 7.2 The following indicators show areas which are currently performing better than their respective targets;
- Percentage of rent loss due to voids – Q2 is 1.47% against target of 1.8%. and Q2 last year was 1.95% so improvement compared to same period last year.
  - Average time from household presenting as homeless to completion of duty – Q2 figure is 21.8 weeks against target of 26 weeks. Performance compares well against other local authorities as well, despite emerging housing pressures.
  - Average time taken to re-let properties – Q2 is 49 days against target of 53. Although Q2 has increased since Q1 (43.12 days) there has been an increase in the number of properties let in this quarter and performance still remains below target.
  - Average time to complete non-emergency repairs – Q2 has a figure of 7.8 days against target of 15. Up from 7.5 in Q1 but remains below target and compares favourably to benchmarking peers.
- 7.3 The following Performance indicators are showing as areas which are not on target.
- At the end of September gross rent arrears (all tenants) as a percentage of rent due for the reporting year stood at 9.19%, which is higher than the target of 7.5%. However, although currently the level of rent arrears is higher than target, performance continues to improve in both current and former tenant rent collection in line with collection rates at this point in the financial year – at Q2 position in 2022/23, arrears

was standing at 10.07%. Reducing rent arrears continues to be a priority including supporting tenants and targeting those in need of assistance to maximise their income and through the Tenant Support Fund.

## **8. Priorities over the next six months**

### **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. The situation in relation to these programmes is being closely monitored by local officers and partners. In Renfrewshire we have begun to see Afghan nationals present for support to our housing support and homelessness services, which combined with other wider pressures and resettlement and asylum programmes, is increasingly challenging for services to manage.
- Support the decommissioning of the Welcome Hub at Glasgow Airport for Ukrainian Displaced people before the end of the year.
- Housing Services will manage any requirements resulting from the Scottish Government's Programme for Government which was published in September 2023. Within this, there is one Bill relating to Housing which will be introduced during the 2023/24 parliamentary session. The Bill will help to deliver our New Deal for Tenants and some other aspects of Housing to 2040 by creating powers for the introduction of longer-term rent controls. The Bill will also create new tenants' rights and introduce new duties aimed at the prevention of homelessness.
- We will continue to deliver the key outputs from the 5th year of Renfrewshire's Rapid Rehousing Transition Plan.
- We will simplify access to specialist income advice for Council Tenants experiencing financial issues in order to maximise entitlement to benefits and other financial /household assistance schemes.
- We will work to improve connections with services involved in the delivery of estate management related activity in and around the Council's Housing stock to improve conditions on Council Estates.
- The new Tenant Participation Strategy takes account of the changing context we are working in and the opportunities that we have to modernise and enhance our approach to customer engagement. Officers are now implementing the action plan and reviewing its progress on a six-monthly basis.
- Void management is an area of high priority for improvement across the service. We are currently working with external consultant Savills to carry out an end-to-end review of processes and will be developing an action plan for improvement in conjunction with colleagues in all teams involved in the void process.

- Our Housing Investment team are currently working with our external contractor, in various areas in Johnstone, Renfrew, Villages, Linwood and Paisley delivering a range of work programmes comprising of full externals programme, Solar PV, window and loft insulation programme and a window replacement programme. A total of 1,025 properties are at various stages of the process from planning to delivery. Our Housing Asset Management team are working on designs for a further circa 1,000 properties in preparation for programmes for the next financial year.
- The key priorities for the Regeneration and Development team include:
  - Regeneration –
    - Continue to progress the setting-up of Neighbourhood Renewal Groups,
    - Complete the Investment Pilot Project at 74 Seedhill Road and begin work on the remainder of Auchentorlie, and
    - Complete pre-contract work on the first demolitions at Springbank/Mossvale and Waverley Road;
  - Development –
    - Complete defects rectification at Bishopton and Johnstone Castle,
    - Complete the handover of shared equity properties at Tannahill,
    - Obtain grant finance and let Design-and-Build contracts for newbuild at Ferguslie/Broomlands Phase 1 (Carbrook Street), Gallowhill and Howwood Road Area Phase 1 (Cochrane Castle Primary site); and
  - Service Improvement –
    - Hold a Council-Wide Forum,
    - Publish an issue of *The People's News*, and
    - Submit the Annual Assurance Statement to the Scottish Housing Regulator.

## **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.
- Civil Contingencies Service continues to support all services across the council ensuring that they have in place robust arrangements for continued delivery of essential services in the event of significant incidents such as disruptive weather or widespread power outage. This currently has a focus on specific preparedness for the upcoming winter period.
- Work has been ongoing across the service to develop refreshed Business Continuity Plans. The Heads of Service are responsible for the plans and refreshed drafts have been developed in liaison with the Head of Housing, Head of Climate, Public Protection & Roads, the Head of Operations & Service Development, and the Head of Facilities & Property Management. These plans are currently undergoing testing and



validation to ensure they are robust and work will continue to ensure all plans are ready to be mobilised if and when required.

- October and November is the major supply period for fireworks for personal use. Trading Standards will continue to register the storage and supply of these products, via around 20 retailers throughout Renfrewshire. Registrations cannot be refused except in the case of prior storage breaches, or underage sales. This work feeds into Operation MOONBEAM, which is a partnership initiative between Trading Standards, Community Safety, Police Scotland and Scottish Fire & Rescue to minimise disorder around bonfires and unregulated fireworks displays.
- Trading Standards have initiated a number of projects around the safety of Halloween and Christmas novelty products. These are annual projects, co-ordinated across the West of Scotland and which usually yield a high number of failures.

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## Implications of the Report

1. **Financial** – The Service Improvement Plan highlights resourcing pressures arising from increasing demand for services and the current financial environment.
2. **HR & Organisational Development** – The Service Improvement Plan also highlights workforce development and wellbeing considerations.
3. **Community/Council Planning** – The report details a range of activities which reflect Council and Community Planning themes and a direct link to the delivery of the Council Plan.
4. **Legal** – none.
5. **Property/Assets** – none.
6. **Information Technology** – Service developments relating to information technology are key enablers of service improvement and modernisation and support service-level and corporate objectives.
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – none.

9. **Procurement** – none.
  10. **Risk** – Risks related to the delivery and management of services are regularly monitored and included in Renfrewshire Council's Corporate and Strategic Risk Registers.
  11. **Privacy Impact** – none.
  12. **COSLA Policy Position** – none.
  13. **Climate Change** – A section of the actions and performance indicators within the SIP covers the 'Green' theme of Renfrewshire's Council Plan which highlights activities across the Council to tackle climate change.
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**List of Background Papers:** Communities and Housing Policy Board, May 2023, Agenda item 4: "Environment, Housing and Infrastructure – Service Improvement Plan 2023/26"

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**Author**            Gordon McNeil, Director of Environment, Housing and Infrastructure,  
Email: [gordon.mcneil@renfrewshire.gov.uk](mailto:gordon.mcneil@renfrewshire.gov.uk)



# Environment, Housing and Infrastructure Services Service Improvement Plan 2023- 2026

Six monthly progress update

October 2023

Communities and Housing Policy Board

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Renfrewshire  
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# Welcome to our six-monthly update

- This update reflects on the first six months of our Service Improvement Plan, highlighting areas where we are already making progress and some areas we want to focus on more, perhaps because performance isn't moving in the direction we anticipated or because of other pressures or factors that makes this even more of a priority for us.
- The following pages shine a spotlight on some great projects or practice and highlight areas where we'd like to improve or develop further. At a service level, there is a stronger focus on some of the Council Plan Strategic Outcomes than others. Towards the end of this document, you'll find a full update against all the actions and performance indicators we use to measure progress.
- We report on 19 performance indicators, 5 which are reported annually and 14 reported quarterly. In addition to these, there are three 'data only' indicators which do not have targets. This report contains data pertaining to Quarter 1 and Quarter 2 of 2023/24 with annual figures referring to 2022/23.

# About us

This update covers the Environment, Housing and Infrastructure service areas within the remit of the Communities and Housing Policy Board. These are:

## Housing Services



Responsibilities include:

- Managing and investing in our housing stock of approx. 12,200 properties
- Providing services to Council tenants, alongside housing advice and support
- Assisting homeless people and those threatened with homelessness
- Ensuring people have safe and healthy places to live

## Public Protection



Responsibilities include:

- Regulatory and Public Protection services including partnership working with police, fire and other multiagency partners
- Helping to keep people safe through the Community Safety Hub
- Safeguarding the public and protecting consumers through Trading Standards and Environmental Health

## Civil Contingencies



Responsibilities include:

- Providing support to all services across the Council to ensure they have robust arrangements in place for the continued delivery of essential services in the event of significant incidents such as disruptive weather or widespread power outage.
- Civil Contingencies service has provided emergency planning for Renfrewshire, and on behalf of East Renfrewshire, Inverclyde and West Dunbartonshire council areas

# Delivering the Council Plan

## Place

The Housing-led Regeneration and Renewal Programme for Renfrewshire – Year 2 Update report, highlighting all the activities to date, including revised detailed timescales for delivery was presented to the CAHS Board in August 2023. Neighbourhood Renewal Groups were launched in two of the eight Areas – Auchentorlie and the Howard Street Area – and will now be rolled out programme wide.



We are currently on target for 49% of lets to go to homeless applicants under the Rapid Rehousing Transition Plan.

RSL's been requested to increase number / proportion of lets.

The number of service users supported via Housing First approach has been upscaled to 75 at any one time from 13 at Year 1 of RRTP.

## Green

Whilst below target, performance has improved with regards to the percentage of homes meeting the EESSH2020 standard. Ongoing difficulties within the construction industry have caused some delays in works being completed. Landlords have until December 2025 to comply with EESSH1.



# Place:

## Working together to enhance wellbeing across communities

### Achievements:

- The construction of 101 new homes at Tannahill (at least 94 for social rent and up to seven Shared Equity) is nearly complete – all tenants have moved in and the Shared Equity properties are now being transferred to their new owners.
- The development of 39 new Council homes at Auchengreoch Road, Johnstone, was shortlisted for a Scottish Homes Award.



93.77% of repairs were completed within target



As we continue to deliver year 5 of the RRTP, the number of service users supported via Housing First approach has been upscaled to 75 at any one time from 13 in Year 1 of the RRTP



We continue to deliver the Housing-led Regeneration and Renewal Programme. We are in the process of acquiring private properties and continue to reach agreements with property owners.

### Priorities and areas for improvement

- Housing Services will manage any requirements resulting from Housing Bill which will be introduced during the 2023/24 Parliamentary Session, as part of the Scottish Government's Programme for Government. The Bill will help to deliver our New Deal for Tenants and some other aspects of Housing to 2040 by creating powers for the introduction of longer-term rent controls. The Bill will also create new tenants' rights and introduce new duties aimed at the prevention of homelessness.
- We will continue to deliver the key outputs from the 5th year of Renfrewshire's Rapid Rehousing Transition Plan.
- We will work to improve connections with services involved in the delivery of estate management related activity in and around the Council's Housing stock to improve conditions on Council Estates.
- Housing pressures – managing homeless lets to meet targets



# Place: Working together to enhance wellbeing across communities



In partnership with Licencing, we have been undertaking inspections of Short Term Let properties which require to be licenced under new legislative requirements.

As the deadline of October 1<sup>st</sup> 2023 has passed, we will be focussing on conducting Short Term Let inspections for existing hosts to ensure they meet licencing requirements.

## Achievements

Positive progress is being made with the Anti-Social Behaviour Strategy, with **13 of the 16 actions** being completed so far.



We have successfully secured regulatory compliance with planning conditions and statutory contaminated guidance land for our major planning applications and infrastructure programmes including City Deal projects.

## Priorities and areas for improvement



We will revise the Air Quality Action Plan, following the publication of updated Scottish Government statutory guidance as we continue to improve air quality across Renfrewshire.

We will continue to ensure all regulated Private Water Supplies are sampled and risk assessed to ensure water consumed within higher risk premises is safe for consumers.





# Fair: nurturing bright, happy and healthy futures for all

## Achievements:

- Renfrewshire Councils Tenant's Support Fund was approved by Board in August 2023 and aims to assist Council tenants experiencing acute financial hardship and finding it challenging to keep up to date with payments of rent.

## Priorities and Areas for Improvement

- Simplify access to specialist income advice for Council Tenants experiencing financial issues in order to maximise entitlement to benefits and other financial / household assistance schemes.
- Support the decommissioning of the Welcome Hub at Glasgow Airport for Ukrainian Displaced people before the end of the year



We have visited all known transit sites and offered advice and support to the Gypsy/Traveller community.



Accommodation and support has been offered in line with Ukrainian and Afghan programmes.

Housing options advice offered to former asylum seekers.



Despite the increase in homelessness, the average time from household presenting as homeless to completion of duty has remained better than target at 21.80 weeks, however this is becoming more difficult to maintain.

# Fair: nurturing bright, happy and healthy futures for all



During the last 6 months we have been working closely with our colleagues within Police Scotland to raise awareness around PREVENT (Notice Check Share) training including awareness around Counter Terrorism and what that looks like from an international, nationally, and local picture.

## Achievements

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.



Delivery of pest control services has been supported by taking on an Invest Trainee which ensures there is minimal reliance on the use of external contractors.

## Priorities and areas for improvement



October and November is the major supply period for fireworks for personal use. Trading Standards will continue to register the storage and supply of these products, via around 20 retailers throughout Renfrewshire. Registrations cannot be refused except in the case of prior storage breaches, or underage sales. This work feeds into Operation MOONBEAM, which is a partnership initiative between Trading Standards, Community Safety, Police Scotland and Scottish Fire & Rescue to minimise disorder around bonfires and unregulated fireworks displays.

# Economy: building an inclusive, green and resilient economy

## Achievements



In light of the cost of living crisis, the Trading Standards team have been focusing on projects aimed at ensuring residents are getting what they pay for. Pricing is being checked at Supermarkets, and petrol pumps across Renfrewshire have all been checked for accuracy.

We visited premises in Paisley to remove illicit tobacco and non-compliant vape products from sale and signed them over for destruction. We have also conducted an inspection programme in shops around High Schools. Some product removed from the market have been found to contain 3-6 times the amount of permitted nicotine.



The total revenue lost to local businesses had illicit tobacco and vapes not been seized would have been approx. £10,242.80 and tobacco duty at 16.5%. This is also £10,242.80 of criminal profit which has been removed from circulation, with disruption caused to the criminal supply chain.

## Priorities and Areas for Improvement

Trading Standards have initiated a number of projects around the safety of Halloween and Christmas novelty products. These are annual projects, co-ordinated across the West of Scotland and which usually yield a high number of failures.



# Green: leading Renfrewshire to Net Zero

## Achievements:

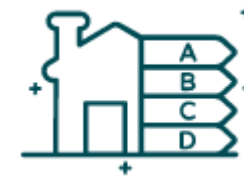
- Our New Build Housing Zero Carbon Innovation Project with John Gilbert Architects and the University of Strathclyde – to evolve a theoretically net zero carbon standard newbuild housing specification for future Council developments – was shortlisted for a UK-wide Municipal Journal Award.



68.31% of properties are now compliant with the Scottish Housing Quality Standard (against a target of 100%)

## Priorities and areas for improvement

- The council's programme of EICR checks and smoke detector upgrades has been significantly affected by difficulties facing the construction industry. Work is ongoing to achieve full compliance with EICR and detectors, including a programme of forced access visits.
- Our Housing Investment team are currently working with our external contractor, in various areas in Johnstone, Renfrew, Villages, Linwood and Paisley delivering a range of work programmes comprising of full externals programme, Solar PV, window and loft insulation programme and a window replacement programme. A total of 1,025 properties are at various stages of the process from planning to delivery. Our Housing Asset Management team are working on designs for a further circa 1,000 properties in preparation for programmes for the next financial year.



ESSH2020 Standard compliance is 85.07% in 2022/23 - up from 78.4% in 2021/22



In our efforts to support the local economy to work towards net zero, Trading Standards and Licencing have been working with local businesses in or linked to the green energy sector with advice visits planned for later this year.

# Living our Values: making a difference together

## Priorities and areas for improvement

The Civil Contingencies Service continues to support all services across the council ensuring that they have in place robust arrangements for continued delivery of essential services in the event of significant incidents such as disruptive weather or widespread power outage through refreshed Business Continuity Plans for each service area.



Right for Renfrewshire is likely to have significant resource issues across the team(s) within Environmental Health and ensuring services continue to be delivered, meeting minimum standards will require to be prioritised.

Void management is an area of high priority for improvement across the service. We are currently working with external consultant Savills to carry out an end to end review of processes and will be developing an action plan for improvement in conjunction with colleagues in all teams involved in the void process.





# Actions and indicators

October 2023





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# Delivering the Service Improvement Plan– Place
















What we will do	Due Date	Status	Progress Update
Assess the use of Litter Control Areas across Renfrewshire – to identify sites and land ownership.	31 March 2024		Litter Control Areas are no longer seen as appropriate means of addressing local litter issues. In line with other local authorities, it is not proposed that these will be utilised within Renfrewshire. We are aware that Keep Scotland Beautiful are considering potential alternatives
Implementation of the Anti-Social Behaviour Strategy	31 March 2025		The Renfrewshire ASB Strategy 2022-2025 was developed with a range of statutory, voluntary and community partners whilst taking account of the legislative requirements set out in the Antisocial Behaviour etc (Scotland) Act 2004. The Action Plan reflects improvements that were identified during the review and will be used as the basis for continuous improvement across the partnership. The action plan for the ASB Strategy provides an update on each of the actions detailed in the plan. There has been positive progress with 13 of the 16 actions being completed so far. The other 3 actions are ongoing with progress being made in each area, albeit 2 of the actions are longer term IT based solutions.
Deliver the key outputs from the 5th year of Renfrewshire's Rapid Rehousing Transition Plan (RRTP) and ensure the supply of temporary accommodation and lets meets the national and local increase in homelessness.	31 March 2024		Currently on target for 49% of lets to go to homeless applicants. RSL's been requested to increase number / proportion of lets. Number of service users supported via Housing First approach has been upscaled to 75 at any one time from 13 at Year 1 of RRTP.
Deliver any new duties, with partners, in relation to prevention of homelessness	31 March 2024		New duties are now scheduled to be included in a Housing Bill being presented in October 2023.

# Delivering the Service Improvement Plan – Place




What we will do	Due Date	Status	Progress Update
Implement revised Housing Asset Management Strategy	31 March 2024		The Strategy is currently in draft stage. The content of the final strategy is subject to amendment pending the outcome of the Scottish Government review on EESSH2. Renfrewshire Council will contribute to the consultation which is in its early stages.
Progress Renfrewshire's Housing-led Regeneration and Renewal Programme 31 March 2031 (Council Plan)	31 March 2025		Programme for each area prepared and implementation started, with milestones for demolition, new build and investment in homes being retained. In terms of the acquisition of private properties across the eight regeneration areas, 89 have been identified and of those, 66 have already been valued. Agreement has been reached with owners of 38 of these 66 properties and 25 of the 38 have now been acquired by the Council.
As part of the new Department, Officers will work together to review the delivery and turnaround of void properties across Renfrewshire to minimise times, wherever possible, to allow properties to be re-let.	31 March 2024		Void management is an area of high priority for improvement. We are working with external consultant Savills to carry out an end to end review of processes and will be developing an action plan for improvement in conjunction with colleagues in Building Services and Housing neighbourhood teams.







# Delivering the Service Improvement Plan – Place

Indicator	Current Status	Short term trend	Long term trend	2022/23		2023/24	Q1		Q2		Explanation of performance
				Value	Target	Target	Value	Target	Value	Target	
Private Water Supplies – 100% of type A supplies risk assessed and sampled				100%	100%	100%	Not measured for quarters		Not measured for quarters		This is an annual target and the work to risk assess/update the risk assessments for private water supplies will be undertaken throughout the year.
Air Quality - Annual average PM10 value across all continuous monitoring sites				14.2ug/m3	18ug/m3	18ug/m3	Not measured for quarters		Not measured for quarters		This is an annual indicator which relies on data collected throughout the year being averaged.
Air Quality - average nitrogen dioxide value of monitoring sites, within AQMA(s) exceeding limits				0ug/m3	40ug/m3	40ug/m3	Not measured for quarters		Not measured for quarters		There were no exceedances of the annual average nitrogen dioxide limit at any site within Renfrewshire
Percentage of Overall Repairs Completed Within Target (Housing Services)				93.43%	95%	95%	90.35%	95%	93.77%	95%	Although below target performance has improved over the previous quarter.
Average length of time taken to complete non-emergency repairs (days) (Housing Services)				6.1 days	15 days	15 days	7.5 days	15 days	7.8 days	15 days	Although the average time to complete non-emergency repairs has dipped slightly but remains better than the target and compares favourably to our benchmarking peers,.




# Delivering the Service Improvement Plan – Economy

What we will do	Due Date	Status	Progress Update
Provide employment, training and apprenticeship opportunities for identified groups of young people in Renfrewshire.	31 March 2024		One Officer undertaking the training has now left Renfrewshire Council. The remaining two Officers have been undertaking licensing enforcement duties. This is a new function for the team, so the focus is on training Officers for this new activity. The Trading Standards qualification element will be revisited in the next financial year.
Complete the review of animal licence conditions across all licences	31 March 2024		Work to review the animal licensing conditions is ongoing with this having been completed for some types of licences where legislative changes have modernised conditions
Deliver The Business Regulation Service Plan	31 March 2024		Performance is on target.

# Delivering the Service Improvement Plan – Fair

What we will do	Due Date	Status	Progress Update
Liaise with Gypsy/Travellers who are staying in Transit Sites	31 March 2024		All known transit sites visited, and advice / assistance offered.
Reducing inequalities by ensuring proactive regulatory activities are targeted where they can support the wellbeing or financial security of citizens	31 March 2024		The Trading Standards Team have been working on projects throughout this financial year which will have an impact on wellbeing or financial security. These include targeted interventions to remove illicit tobacco or non-compliant “vape” products from the marketplace, a supermarket pricing project, checking the weight of pre-packed foods in stores and checking every petrol pump to ensure they are measuring correctly.
Work with partners on national Serious Organised Crime and CONTEST (Prevent) agendas	31 March 2024		Renfrewshire Community Protection PREVENT Steering Group continue to drive the CONTEST duty with active members. In 2022 Renfrewshire embedded a Prevent strategy which is part of the overall UK counter-terrorism strategy, (CONTEST). The Counter Terrorism & Security Act 2015 places a duty on local authorities to support the Prevent strategy and to take steps to reduce the threat to the UK from terrorism by having due regard to stopping people becoming terrorists or supporting terrorism – to “prevent people from being drawn into terrorism”. Work with our colleagues within Police Scotland continues to deliver the SOC agenda focusing on the SMASTA.
Deliver the Action Plan outcomes outlined in the Tenant Participation Strategy 2022-2027	31 March 2027		Officers are now implementing the action plan and reviewing its progress on a six-monthly basis.



# Delivering the Service Improvement Plan – Fair

What we will do	Due Date	Status	Progress Update
Ensure effective participation and support for all refugee programmes.	31 March 2024		Accommodation and support offered in line with Ukrainian and Afghan programmes. Housing options advice offered to former asylum seekers.
Fully implement the improvements to our Sheltered Housing and Health & Wellbeing service.	31 March 2024		New posts filled, and broader range of initiatives in place, including those for Ukrainian Displaced Persons.
Ensure proposed Protect Duty is delivered across the Council	After UK legislation has been enacted		In December 2022 the Home Secretary set out the foundational policy for the Protect Duty in Parliament, known as Martyn's Law. These proposals will place a requirement on those responsible for certain locations to consider the threat from terrorism and implement appropriate and proportionate mitigation measures. The legislation will ensure parties are prepared, ready to respond and know what to do in the event of an attack. Legislation for the proposed duty will be brought forward as soon as parliamentary time allows. Martyn's Law will extend to and apply across the whole of the United Kingdom.







# Delivering the Service Improvement Plan – Fair

Indicator	Current Status	Short term trend	Long term trend	2022/23		2023/24	Q1 2023/24		Q2 2023/24		Explanation of performance
				Value	Target	Target	Value	Target	Value	Target	
Average time from household presenting themselves as homeless to completion of duty (number of weeks)	✔	⬆️	⬆️	21.74	26	26	21.43	26	21.80	26	Performance remains very positive and compares well against other local authorities, despite the emerging housing crisis.  We anticipate this figure may increase in Q3 and Q4

# Delivering the Service Improvement Plan – Greener






What we will do	Due Date	Status	Progress Update
Supporting the local economy towards Net Zero; ensuring proper and informed consumer choice, both through effective advice and regulation.	31 March 2024		Trading Standards & Licensing have gathered information on local businesses in or linked to the green energy sector and advice visits are planned for later this year. A meeting with Communications is planned to ensure relevant messaging is included in the corporate communications calendar.
Deliver the Energy Efficiency Standard for Social Housing post-2020 (ESSH2) milestones. <i>(The Scottish Government is reviewing ESSH2 to strengthen and realign the standard with the target for net zero heat in houses from 2040, as set out in the Climate Change Update, the Heat in Buildings Strategy, and the Housing to 2040 Route Map – whilst the review is underway, the Scottish Housing Regulator will continue to gather data on ESSH1 compliance)</i>	31 March 2024		We continue to deliver energy efficient investment projects to existing standards and are ready to programme future projects in line with the outcome of the Scottish Government review. A contract is already in place for retrofit designers who are working on designs that are expected to meet the new standard, so we are ready to implement as soon as the Scottish Government give the go ahead to proceed.

# Delivering the Service Improvement Plan – Greener

Indicator	Current Status	Short term trend	Long term trend	2022/23		2023/24	Q1 2023/24		Q2 2023/24		Explanation of performance
				Value	Target	Target	Value	Target	Value	Target	
Percentage of Council housing stock which meets the Scottish Housing Quality Standard				68.31%	100%	100%	Not measured for quarters		Not measured for quarters		In 2021/22 two new elements were included in the calculation of this PI for the first time and since then compliance with 5 yearly EICR checks, and the new smoke and heat detector standard are included in the calculation of SHQS compliance. The council's programme of EICR checks and smoke detector upgrades has been significantly affected by difficulties facing the construction industry. Work is ongoing to achieve full compliance with EICR and detectors, including a programme of forced access visits. EESSH failures are also part of the SHQS score which also impacts the overall SHQS pass rate. Landlords have until December 2025 to comply with EESSH1.
Percentage of homes meeting the EESSH 2020 standard				85.07%	95%	95%	Not measured for quarters		Not measured for quarters		Whilst below target, performance has improved. Ongoing difficulties within the construction industry have caused some delays in works being completed. Landlords have until December 2025 to comply with EESSH1.






# Delivering the Service Improvement Plan – Living Our Values










What we will do	Due Date	Status	Progress Update
Embed new approaches to staff communication and engagement across all areas of the service	31 March 2024		Staff Away Days conducted in June and October have established new approaches to communicating and engaging with all managers across E,H&I. Feedback from these Away Days has been used to progress and resolve some of the issues that managers face in delivering services. Links with Corporate Services like Communications, Marketing and HR will be invaluable to the continues success.
Ensure robust and up to date business continuity arrangements are in place	31 March 2024		Work has been ongoing with service managers to develop refreshed Business Continuity Plans. These plans are currently undergoing testing and validation to ensure they are robust.
Embed the enquiry systems for public and elected members across Environment, Housing & Infrastructure services	31 March 2024		There has been progress made in terms of being able to report on the performance of Elected Member enquiries for EHI and this can now be done in a more joined up way. The recording and monitoring of these enquiries are continuing as they were and progress on a more joined up approach has been held up due to delays in introduction of new structure for Service Development.
Review Health & Safety and Risk Assessments	31 March 2024		An ongoing review and revision of the risk assessments across services is underway. Risk Assessments are being reviewed in line with an overarching approach to ensure staff have access to one source for the majority of tasks undertaken in specific job roles.
Ensure robust financial monitoring	31 March 2024		The Senior Leadership Team and service managers continue to meet on a period by period basis with finance colleagues to monitor budgets and to ensure the service is provided with the most up to date information to ensure robust financial systems are in place to support the service.



# Delivering the Service Improvement Plan – Living Our Values










What we will do	Due Date	Status	Progress Update
Review and maintain continuous improvement frameworks	31 March 2024		Infrastructure & Service Development services have been successfully re-accredited through strategic review for the next three years of accreditation to the ISO9001 Quality Management Systems standard.
Support the Council in developing New Ways of Working (Council Plan)	31 March 2024		<p>A lot of work and preparation on the New Ways of Working has been undertaken with an initial focus on Renfrewshire House as the Council headquarters.</p> <p>This has included setting up cross service Operational and Strategic Groups.</p> <p>Officers procured a space planner to assist with the design of offices and work will be undertaken in the final 6 months of 23/24 to relocate and join teams, add meeting/collaboration space and look to relocate staff from Abbey House into Renfrewshire House.</p> <p>Pilots of sound proof pods, new ICT meeting equipment, head phones and break out areas have been undertaken and reviewed.</p> <p>The work has been undertaken to give the flexibility for staff to continue to work in a hybrid model (wherever possible) and therefore rationalise the number of desks for each team. Work has also been undertaken to understand leases and assess if other organisations e.g. RVJB could be located in Renfrewshire House.</p>
EH&I will work towards keeping The Promise	31 March 2024		Service Areas have been liaising with the Council's Promise lead officer to ensure the service is supporting The Promise.

# Delivering the Service Improvement Plan – Living Our Values




Indicator	Current Status	Short term trend	Long term trend	2022/23		2023/24	Q1 2023/24		Q2 2023/24		Explanation of performance
				Value	Target	Target	Value	Target	Value	Target	
Training – Percentage of staff training undertaken in relation to qualifications				100%	100%	100%	100%	100%	100%	100%	One Officer undertaking the training has now left Renfrewshire Council. The remaining two Officers have been undertaking licensing enforcement duties. This is a new function for the Team so the focus is on training Officers for this new activity. The Trading Standards qualification element will be revisited in the next financial year.
Total Percentage of frontline (stage 1) complaints responded to within 5 days*				59%	85%	85%	88%	85%	89%	85%	In Q2, 2700 complaints were received with 2409 responded too within timescales.
Total Percentage of investigation (stage 2) complaints responded to within 20 days*				78%	85%	85%	95%	85%	94.8%	85%	In Q2, 116 complaints were received with 114 responded too within timescales.

\*Complaint indicators are service wide indicators. Figures for 2022/23 relate to Communities and Housing Services. Figures for Q1 and Q2 of 2023/24 relate to E,H&I as a whole and are also reported within the SIP reports being presented to the Infrastructure, Land and Environment Policy Board and the Finance, Resources and Customer Services Policy Board at their respective November meetings.










# Delivering the Service Improvement Plan – Living Our Values

Indicator	Current Status	Short term trend	Long term trend	2022/23		2023/24	Q1 2023/24		Q2 2023/24		Explanation of performance
				Value	Target	Target	Value	Target	Value	Target	
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.				9.28%	7.5%	7.5%	8.52%	7.5%	9.19%	7.5%	Rent arrears have reduced in quarter 1 compared to the year-end outcome, however, remains above target. Performance continues to improve in both current and former tenant rent collection in line with collection rates at this point in the financial year – Q2 position in 22/23 was 10.07%. Supporting tenants experiencing difficulty paying rent due, continues to be a priority. The process developed alongside rent collection activity to implement the Tenant’s Support Fund and maximise Income Advice for Council Tenants; approved as part of the budget process this year will commence in quarter 3 and target those in need of assistance. Recovery action will continue for those who are able to pay and do not, with eviction remaining the ultimate sanction only after all other routes of recovery have been exhausted.
Rent collected as percentage of total rent due in the reporting year.				100%	98%	98%	96.2%	98%	98.45%	98%	Performance is consistent in line with collection rate in previous years – Q2 position in 22/23 was 96.36%.
Average length of time taken to re-let properties in the last year (in days)				60.59	53	53	43.12	53	49	53	Average days to let have increased this quarter, however, remain below target. On a positive – there has been an increase in the number of properties let in this quarter when compared to Q1.

# Delivering the Service Improvement Plan – Living Our Values

Indicator	Current Status	Short term trend	Long term trend	2022/23		2023/24	Q1 2023/24		Q2 2023/24		Explanation of performance
				Value	Target	Target	Value	Target	Value	Target	
Percentage of rent loss due to voids				1.86%	1.8%	1.8%	1.47%	1.8%	1.47%	1.8%	Performance in this area is consistent with Q1 and demonstrates improvement when compared to Q2 last year where figure was 1.95%.
Number of workdays lost through sickness absence per full time equivalent (FTE) employee (cumulative)				This is a new service with no previous data*.		TBC	3.5	TBC	TBC	TBC	* As reported to the Audit, Risk and Scrutiny Board in August 2023 (Agenda item 5)

# Delivering the Service Improvement Plan – Data Only Indicators

Indicator	Current Status	Short term trend	Long term trend	2022/23	Q1 2023/24	Q2 2023/24	Explanation of performance
				Value	Value	Value	
Enhanced Enforcement of Private Rented Sector - no. of investigations				62	18	16	Investigation numbers are complaint led and appear consistent with last year's details, in terms of projected numbers for the year.
Enhanced Enforcement of Private Rented Sector - no. of reports to First Tier Tribunal				3	2	0	Referrals to the First Tier Tribunal are undertaken at a point when a landlord either fails to engage or undertake repairs and can often be several months after opening an investigation. Cases are currently at various stages of investigation, and some may progress to a referral to the First Tier Tribunal.
Enhanced Enforcement of Private Rented Sector - no. of RPNs issued				268	12	58	The number of Rent Penalty Notices issued relate to landlords who have not made an application to renew their registration as a private landlord and the numbers will vary on a month by month/annual basis.



# EHI Service Improvement Plan

Six monthly progress update  
October 2023

For more information, please contact:  
[douglas.morrison@renfrewshire.gov.uk](mailto:douglas.morrison@renfrewshire.gov.uk)

We are **fair**, We are **helpful**, We are great **collaborators**, We value **learning**