

To: Infrastructure, Land and Environment Policy Board

On: 6 November 2019

Report by: Director of Communities, Housing and Planning Services

Heading: Communities, Housing and Planning Services - Service Improvement Plan 2019/20 to 2021/22: Mid-Year Monitoring Report

1. SUMMARY

- 1.1 The Communities, Housing and Planning Services Improvement Plan 2019/20 to 2021/22 was approved by the Communities, Housing and Planning Policy Board in March 2018. It was also presented to the Infrastructure, Land and Environment Policy Board to approve elements covered within this Board's remit. The plan set out the priorities for the development of the service over a three year period and detailed the actions contributing to the priorities of both the Council and the Community Planning Partnership. It also highlighted the actions which will ensure continuous improvement across the service and performance indicators which ensure progress can be measured.
- 1.2 This report contains details of Communities, Housing and Planning Services' performance over the period 1 April 2019 to 30 September 2019. The main purpose of the report is to provide:
- Details of the key achievements of the service
 - A progress update on implementing the action plan
 - Details of how the work of the service contributes to the priorities set out in the Council Plan
 - An assessment of performance in relation to the service scorecard of core performance indicators
 - An overview of priorities for the service over the next six months
- 1.3 Over the past six months, our staff have helped deliver an wide range of projects and activities to support and improve outcomes for the residents, communities and businesses across Renfrewshire. Below are some of the key achievements during 2019/20 to date:

Cultural regeneration

- We continue to drive forward Paisley's far reach and grounding breaking cultural regeneration plans, moving forward from Bid Legacy to Future Paisley. The six step changes agreed by the Future Paisley Partnership Board continue to underpin the approach and demonstrates the collective commitment to harnessing the power of culture to lead as well as support positive social, economic and physical change. In March, the new research centre with the University of the West of Scotland (UWS), the Centre for Culture, Sport and Events (CCSE) was launched. The CCSE will establish itself as a centre of excellence for research and evaluation for a wide range of policy areas including cultural regeneration.
- Partnerships, developing networks and building cross sector alliances continue to be a focus. Projects include: developing an approach to the masterplan for the Ferguslie Park regeneration which places the creative potential and cultural assets of the area as a fundamental part of the future vision for the area; further developing the partnership between Glasgow School of Art and Castlehead High School, and working with National Theatre of Scotland and the social work and criminal justice teams to explore the potential of a long term partnership.
- The Culture, Art and Social Care Network is increasingly active, meets regularly and members are also operating to position the work within a national policy context. A core part of the approach is the GP Community Connectors that aims to work out how people can better access cultural services. Cultural Services are being encouraged to consider what can be offered to Community Connectors for cultural referral and to collectively create a database of local opportunities. The network is strategically allocating its funds to co-produced programmes between arts, health and voluntary sector delivering to the Future Paisley step changes.
- We have also continued to support the talented individuals and groups we have across Renfrewshire to develop new cultural projects through the Cultural Organisations Development Fund (CODF) and the Culture, Heritage and Events Fund (CHEF). This includes £94,732 awarded from the CHEF to 14 projects in September 2019 and the total amount awarded to our communities by these two funds stands at over £1.44 million.

Housing & Planning

- We are well on our way to deliver our ambitious commitment to build 1,000 affordable new homes for the people of Renfrewshire over the five years up to 2021. During the current year a total of 372 new affordable homes are due to be completed, including new council homes at Johnstone Castle, and Dargavel Village, Bishopton, and there are plans for 101 new council homes at Ferguslie Park.

- House completions in Renfrewshire at 783 are at the highest level in over 20 years which is down to good partnership working between various services in the Council as well as positive working relationships with Registered Social Landlords and other sectors within the house building industry.
- The Proposed Renfrewshire Local Development Plan was approved by the Communities, Housing and Planning Policy Board in March 2019. A 12-week consultation on the Proposed Plan ended on 10 June 2019 and 1,487 representations were submitted. A summary of the consultations received was presented to the Communities, Housing and Planning Policy Board in August 2019.
- The Local Development Plan provides the framework for development in Renfrewshire and the work of the planning team is crucial to the delivery of wider priorities including City Deal projects, such as the Advanced Manufacturing Innovation District, and the new Clyde Crossing and associated development in and around Renfrew. The Planning Team were awarded the RTPI UK Planning Excellence Award 2019 for Large Scale Development in recognition of the success of the Dargavel Village development.
- Our draft Strategic Housing Investment Plan has been developed after discussions with developing Housing Associations in Renfrewshire for the five-year period 2020/21 to 2024/25, and was approved for consultation at the August 2019 board. Consultation took place up to 21 September 2019 and following this, a finalised plan will be presented to this Policy Board for approval in October 2019, prior to submission to the Scottish Government.
- In partnership with four of our local Registered Social Landlords, on the 1st of May 2019 we implemented the new Common Housing Allocation Policy. The policy has been developed with a clear focus on meeting housing needs and introduces a common approach to how we allocate homes that are available to let.
- We have a strong track record in securing funding to improve housing standards across all tenures and help tackle Fuel Poverty. To date, we have managed over £14M of Scottish Government funding, which has led to improvement work to almost 6,000 homes throughout Renfrewshire. The allocation of £1,455,530 for 2019/20 will, as in previous years, support projects focussed on mixed tenure blocks to help social landlords in meeting the requirements of the Energy Efficiency Standard for Social Housing (EESH).
- Along with our partners, we presented our Rapid Rehousing Transition Plan to the Scottish Government which detailed how we will improve outcomes for homeless applicants in Renfrewshire. We have recently been allocated £186,000 from the Scottish Government for 2019/20.

Communities & Public Protection

- Phase 2 of the Renfrewshire Community Safety Hub has been completed with the Renfrewshire Wardens fully integrated into the Hub, and being based at the Hub, this has significantly improving partnership working. The Briefcam technology within the CCTV operations room is now completely operational to allow quicker analysis of CCTV footage.
- Street Stuff is now celebrating its 10th year. So far during 2019/20 we have seen 10,720 young people attend which includes 2,878 benefitting from provision of a healthy meal.
- Your Home, Your Street, Our Community campaign is striving to make Renfrewshire a safer, more attractive place to visit, live and work. This is a partnership approach led by Police Scotland, supported by Renfrewshire Council and other partners which tackles local issues that matter to residents. Four areas, Ferguslie, Gallowhill, Erskine and Shortroods have been visited so far with encouraging results showing a positive benefit for the community.
- Team Up 2 Clean Up– Community clean ups have increased by 474% and The Big Spring Clean in April 2019 saw more than 1,750 volunteers take part in 103 events across the area, with more than 1,850 bags of rubbish cleared from the streets. The recent Spotless September campaign saw every town and village in Renfrewshire challenged to host a clean-up in their area, whether that was a lone litter pick for example or every class in a school taking part.
- We also commissioned a short story, “The Clumps’ Big Mess” by award-winning author and former Renfrewshire pupil, Ross MacKenzie. This book was issued to all Renfrewshire primary and additional support needs school pupils - more than 14,000 children and the launch of this story had a media reach of over 4.5M hits.
- Community caddies were developed in April 2019 after many requests for equipment to allow communities to improve the appearance of their neighbourhoods beyond clean ups. The caddies include spades, forks and edgers for gardening work, pooper scoopers, signage to deter dog fouling and power tools.
- We continue to work with communities to enhance capacity building and resilience. We liaise closely with colleagues in the Chief Executive’s Service who are leading on the Community Empowerment Fund to ensure communities are consistently supported. Funding of over £200k has been provided to communities through the Greenspaces, Parks & Play Areas and Village Investment Fund to assist them in developing their community. Discussions are currently on-going with other groups to facilitate funding applications.

- Renfrewshire Youth Voice (RYV), supported through Youth Services have been central to the review of our Local Area Committees and on how local decision-making structures should welcome and sustain youth representation. RYV is working with the Council to engage in a participatory budgetary exercise to distribute a newly created £150,000 Local Youth Challenge fund in support of youth action projects.
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2. RECOMMENDATIONS

- 2.1 The Infrastructure, Land and Environment Policy Board is asked to note:
- i. the content of this report;
 - ii. the progress that has been made on service performance;
 - iii. the progress made on actions and performance in the action plan;
 - iv. that an out-turn report will be provided to this Board in Spring 2020; and
 - v. that this report will also be provided to the Communities, Housing and Planning Policy Board for the elements covered within that Board's remit.
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3. BACKGROUND

- 3.1 The Service Improvement Plan is a comprehensive statement of the outcomes the service aims to deliver and the actions it will take to achieve these. It fits within the wider planning framework of the Council by taking account of Community Planning themes and Council priorities. It enables elected members to have oversight of developments within the service and to consider and develop policy options which reflect customer need and resource availability.
- 3.2 The Service Improvement Plan also provides a mechanism by which elected members can evaluate the performance of the service. The 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 2019-20 plan.
- 3.3 Many actions relate to longer term projects and therefore the progress indicates the progress made to date against 2019/20's expected outcomes, not whether the project itself is complete. Essentially this shows whether the service achieved what it expected to in 2019/20 and gives an explanation and update on progress over the first half of the year.

3.4 Service improvement plans are aligned to reflect the Council Plan's five priority themes:

- Priority 1: Reshaping our place, our economy and our future
- Priority 2: Building strong, safe and resilient communities
- Priority 3: Tackling inequality, ensuring opportunities for all
- Priority 4: Creating a sustainable Renfrewshire for all to enjoy
- Priority 5: Working together to improve outcomes

3.5 Section 5 of this report provides an overview of performance with actions to be taken to address areas where performance is below target. Further detail is provided in the action plan and performance scorecard which forms appendix 1.

3.6 An out-turn report will be brought before Board in mid-2020.

4. SERVICE UPDATE

4.1 Communities, Housing and Planning Services provides the planning, housing, community learning and development and community safety and public protection functions of the Council. This includes helping to deliver sustainable physical regeneration in Renfrewshire, managing the Council's stock of approximately 12,000 houses, providing housing advice and assistance to vulnerable people, and through our statutory enforcement role safeguarding public health, the protection of the environment, consumers, workers and local communities. The service also includes Community Learning and Development who work to build capacity in individuals, families, groups and communities. Communities, Housing and Planning Services is also responsible for overseeing the delivery of the Bid Legacy programme and contributing to the Council's new approach to community empowerment.

4.2 These services are delivered by approximately 450 employees employed on a full-time or part-time basis, with a gross expenditure budget of £18.5 million for general fund activities and just over £50 million budget for the Housing Revenue Account which is ring fenced for the provision of social housing.

4.3 On 18 September 2019 the Leadership Board approved the next phase of our ongoing change programme 'Right for Renfrewshire'. Work will now continue on reviewing groups of services that share similar processes and systems and contribute to shared outcomes to inform future designs. Right for Renfrewshire will deliver a leaner and more efficient organisation that is right for people and right for communities, where resource is focused on where it can make the biggest impact. It will also ensure communities are empowered to do more for themselves, provide greater collaboration with partners and give us the right culture to unlock and develop the skills and potential of our workforce.

- 4.4 The UK's exit from the European Union (Brexit) is also a consideration for the service, beyond the potential financial uncertainty, we also anticipate implications for a number of areas of our work which are governed by European legislative frameworks around our environmental, health, safety and technical policies and standards, for example, air quality, food regulation and product safety via Glasgow Airport. Work has been undertaken to ensure the Council will be as prepared as can be possible for Brexit when it occurs and Communities, Housing and Planning Services have been involved in these activities.
- 4.5 The people who work for Communities, Housing and Planning Services are responsible for the successful delivery of the aims and ambitions of the service and as such, employee involvement remains a priority. In terms of this Service Improvement Plan, we engaged with around half of our workforce to help shape its content. Our staff panel is now well established and comprises employees from each service area. Through their quarterly meetings Panel members are encouraged to highlight challenges and opportunities from their perspective as frontline staff. Within the last year each member of the Senior Management Team has attended a staff panel meeting, where they discussed their role and responsibilities and answered questions from the members.
- 4.6 Earlier in the summer, many of Communities, Housing and Planning Services staff took part in the Council's 'Our Values' staff survey and engagement sessions which were held in Paisley, Linwood and Johnstone. This important conversation engaged staff about their thoughts on working for Renfrewshire Council, defining our culture and identifying the values that are most important to the organisation. The next step is to translate these values into meaningful statements that will be shared across the Council.
- 4.7 Since the introduction of the Council's management development programmes, 33 members of staff in Communities, Housing and Planning Services have completed the ASPIRE course and 13 staff members have completed the Leaders of the Future course.
- 4.8 During the first quarter of 2019/20 the number of days lost per full time equivalent (FTE) employee within Communities, Housing and Planning Services due to sickness absence was 2.55. This figure was slightly higher than the overall Council target of 2.40 but was better than the average for the Council as a whole which was 2.97 days lost per FTE.

5 PROGRESS AGAINST SERVICE SCORECARD

5.1 Arrangements for performance reporting/monitoring/review

The service scorecard (attached as appendix 1) contains 36 indicators including the 5 CMT scorecard indicators for Communities, Housing and Planning. In terms of when data is available for these indicators, 12 are annual and 24 are quarterly. The scorecard is reported to the Communities, Housing and Planning Policy Board on a six-monthly basis, and within the service, to the SMT and 3rd Tier Managers on a quarterly basis to scrutinise performance.

5.2 Overview of performance (red/amber/green)

Of the 36 indicators, 2 are data only and have no target set. Of the indicators with targets, 25 are performing well, 5 require monitoring and 4 are below target.

5.3 Areas of strong performance

- 5.3.1 Private housing completions remain high with 783 private homes completed in 2018/19. Private sector completions have now reached a level that we have not seen in Renfrewshire in over 20 years. This is down to good partnership working between various services in the Council as well as positive working relationships across other sectors within the house building industry.
- 5.3.2 Air quality in Renfrewshire is closely monitored by the service and for the level of particulate matter which are 10 micro-meters or less in diameter (PM10) across Renfrewshire's 4 automatic monitoring sites it has shown a figure of 13.75 which is well within the nationally based target of 18. Paisley Air Quality Management Area (AQMA) has had no exceedances for 4 years therefore Communities, Housing and Planning Services will review the data in 2020 with a view to possibly revoking or amending the AQMA.
- 5.3.3 Renfrewshire Council's food hygiene information scheme continues to perform consistently well. At the end of the quarter there were 1,233 premises within the Food Hygiene Information Scheme, of which 98% have a Pass or Pass with Eatsafe. This is an excellent level of performance and represents the good working relationships between officers and business owners, with the team working proactively and adopting a risk-based approach to inspections.
- 5.3.4 The average length of time taken to complete a non-emergency repair (in days) has steadily improved from an already strong position of 7.1 days in 2017/18, to 6.9 days in 2018/19 to 6.8 days for the first quarter of this year. It represents consistent performance significantly within the target of 15 days.
- 5.3.5 Online engagements in local youth information platform – There has been exceptionally strong performance, driven by MSYP election turnout where the number of votes recorded in Renfrewshire was the second highest of all local authorities. In addition, background online engagement is 50% greater than other local authorities with comparable youth population. The recent Participatory Budgeting exercise will further strengthen our performance in this area.

5.4 Areas requiring improvement and/or review

- 5.4.1 *No. of opportunities for young people to achieve through accredited awards –* As reported last year, the service area has undergone significant change over the past year and a review of the delivery, focus and capacity of the service area has begun and is being implemented. The service performance is recovering as expected in 2019/20 and the figure for quarter 1 of 2019/20 of 433 shows the service is back on track to meet the annual target.

- 5.4.2 *Average time to relet properties in the last year* – Performance on this this indicator can appear to be adversely affected by letting properties that have been empty a long time. In quarter 1 there were 6 properties let that had been empty between 17 and 32 weeks. This has a negative impact on the average days to let but, positively, brings properties back into use. To put in context the effect such a low number of properties can have, if those 6 properties were removed from the overall numbers, the figure for Quarter 1 would stand at 37.2 days. The sign-up process has been reviewed to help reduce the number of days properties are considered empty and officers are working with colleagues from other local authorities to share good practice.
- 5.4.3 There are three indicators relating to Building Standards and all three are red for quarter 1 – *time to issue a building warrant or amendment to warrant from receipt of application; time to issue a first report; and time to issue a building warrant or amendment from receipt of satisfactory information*. As part of our performance scrutiny, the quarter 1 figure was examined further, particularly as this measure calculates the combined response times of both the local authority verifier and the agent/architect. Investigation has shown that within that average 85 days in Q1, building warrants spent on average 48 days with Building Standards and 37 days with agents/architects.

Performance is also affected by external factors – economic activity has been more buoyant in 2019, particularly in terms of house building, the realisation of City Deal and the Council's own capital investment projects. This has led to an increased number and complexity of building warrant applications being received since 1st April 2019. Three staff members with a combined experience of 40 years have left in the past 12 months and posts requiring experienced building standards officers have been very difficult to fill. To address this – adjustments have been made to the structure of the Building Standards service and job roles have been revised to attract staff and two assistant building standards surveyor posts have recently been filled. It is expected that this will assist an improvement in performance over the coming months, and performance will continue to be closely monitored.

5.5 Changes to measures or targets since last report

One target has been changed following review:

- **Number of incidents of anti-social behaviour reported to Renfrewshire Council Community Safety Service** - After carrying out a review of previous years, we have adjusted the quarterly targets to take in to account seasonal fluctuations and warden working patterns. We have calculated the new targets on the basis of Q1 tending to have more incidents of anti-social behaviour reported than the rest of the year. This is improving the quality of our ongoing monitoring, however the overall target for the year has not been adjusted.

- 5.6 Development work continues to ensure all the activity of the service is captured in the scorecard and best reflects our vision and purpose of the service. A refreshed scorecard will be presented in the new service improvement plan for 2020/21.

6. WHAT WE WILL DO OVER THE NEXT SIX MONTHS

- 6.1 Following the Council's declaration of a climate emergency, we will support the Cross-Party Working Group on Climate Change, including the preparation of a progress report for elected members by the end of the financial year. We already deliver a number of programmes to help improve the energy efficiency of Renfrewshire homes, such as those highlighted in sections 6.2, 6.3 and 6.4 below.
- 6.2 By the end of March 2020 we will have delivered the £1,455,530 worth of improvements in the Home Energy Efficiency Programme for Scotland: Area Based Schemes (HEEPS:ABS). The key objectives are to address fuel poverty, reduce carbon emissions and demonstrate an appropriate strategic fit and approach to improving energy efficiency. The funding will be used for a range of external wall insulation programmes across Renfrewshire.
- 6.3 The Council has recently secured funding of £1.8M from The Department for Business, Energy and Industrial Strategy, which is the subject of a separate agenda item. 75 council properties will benefit from a retrofit salutation which will greatly improve energy efficiency and significantly reduce heating bills for the tenants.
- 6.4 The Council recently appointed a contractor to provide sensor equipment within our domestic properties and provide a local network that will allow the council to communicate with these sensors. The equipment will monitor the internal environmental conditions, including temperature, humidity and Co2 in order to provide data that identifies potential issues and or damage within our housing stock and proposes when to take appropriate action.
- 6.5 As detailed in paragraph 4.3 above, all areas of Communities, Housing and Planning Services are in scope for the first tranche of the Right for Renfrewshire transformation programme, which is expected be completed in early 2020. We will be asking staff to help design future services based on their knowledge and experience.
- 6.6. It is anticipated that the Alcohol and Drugs commission will present its recommendations in early 2020 to Renfrewshire Community Planning Partnership. Communities, Housing and Planning Services will continue to support the work of the commission throughout this time.
- 6.7 Future Paisley continues to build on the collective ambition galvanised by the UK City of Culture bid. We continue to deliver the Future Paisley Action Plan including:
 - Establishing Future Paisley as a new, visible identity that acts as an emblem for Paisley's ambitions.

- Embarking on engagement programmes, hosting conversations across Paisley and Renfrewshire that build anticipation about current plans and inform future aspirations. This will include the development of a high profile town centre exhibition that positions Paisley's regeneration as nationally and internationally significant and that attracts visitors from near and far
 - Developing a high-level evaluation framework for Future Paisley activity that demonstrates impact and reviews the step changes with the Centre for Culture, Sport & events, UWS and partners.
 - Working to support the development of a community led vision for Ferguslie Park that brings the expertise and ideas of residents and communities to the fore and holistically and creatively considers the long-term potential of the area.
 - Evaluating the impact of the Culture, Heritage and Events Fund and develop proposals for its future.
 - Establishing Castlehead High School as a centre for creativity.
 - Supporting the Culture, Arts and Social Care Network to embed culture across health and social care including social prescribing and art in hospitals.
- 6.8 The Proposed Local Development Plan is currently being prepared for submission to the Scottish Ministers for a detailed Examination of the Proposed Plan. Following the submission, the Ministers will appoint a Reporter to examine the Proposed Plan and the submitted representations. The Reporter will then make recommendations to the Council, which may or may not include modifications to the Proposed Plan. It is estimated that the Examination process could take 6-9 months.
- 6.9 The completion of 175 new council homes at Johnstone Castle and Dargavel village, and progressing the delivery of new affordable homes on vacant sites in Glenburn, Millarston and Ferguslie Park. The first tenants of the new Council housing in Johnstone Castle will receive their keys and move in to their new homes in December 2019.
- 6.10 It is expected that construction work will start on site in Spring 2020 of new council homes in the Tannahill area of Ferguslie Park. The housing mix (type and size) for the newbuild housing is based on an assessment of the needs of current tenants and residents who wish to remain in the area as well as future need and demand. Around 64 properties will be houses (terraced/ semi-detached/ bungalows) and 36 will be four-in-a-block own door flats.
- 6.11 Work is continuing on the West End Regeneration, and this is subject of a separate agenda item to this board. A revised masterplan will be consulted on over the period from October to March and a further progress report provided in Spring 2020.
- 6.12 Work continues to progress on the Orchard Street Housing Renewal Area in close partnership with Paisley Housing Association. Paisley Housing Association aim to start the housing acquisition process in early 2020.

- 6.13 Having secured funding for 2019/20 of £186,000 from the Scottish Government for our Rapid Rehousing Transition Plan. We are currently introducing several measures to improve the resettlement assistance provided to homeless applicants and funding will be used to increase the number of homeless applicants who are supported through the 'wraparound' support, a key element of the Housing First approach delivered by Turning Point Scotland for people with complex needs. The funding will also allow the further development of the Shared Living Pilot Project for 16-25-year olds alongside a Third Sector organisation, to help prevent feelings of social isolation in young people. It aims to help decrease the amount of time spent in temporary accommodation.
- 6.14 We work with communities across Renfrewshire to ensure their specific needs are recognised and supported. We will continue to work with COSLA and members of the Gypsy/Traveller community to support the delivery of the Gypsy/ Traveller action plan.
- 6.15 Funding has been obtained from the Scottish Council for Voluntary Organisation's (SCVO) 'Investing in Success' in partnership with Renfrewshire Libraries and Engage Renfrewshire to purchase equipment for lending - in particular a set of tablets with internet access to loan out to housing support tenants who are experiencing homelessness and economic deprivation. This is due to launch in November 2019 and reports should be available in February 2020 on outcomes.
- 6.16 Work continues with partners regarding the provision of housing for people with particular needs, including exploring options for the reprovisioning of sheltered housing in Erskine in partnership with Bridgewater Housing Association and to provide a new Extra Care Housing development in Paisley. The Strategic Housing Investment Plan includes projects to provide amenity housing at Westerfield House, Paisley and the Council are building nine amenity flats as part of their development at Dargavel Village, Bishopton.
- 6.17 It is the intention to move on to Phase 3 of the Renfrewshire Community Safety Partnership hub. This will include reviewing and implementing outcomes from the Collaborative Leadership Programme led by Police Scotland and Scottish Fire and Rescue Service. Phase 3 will also include the Community Safety Hub expanding the public space CCTV network to include Paisley Town Hall, Paisley Museum (whilst under refurbishment) and Robertson Park. To assist the Joint Agency Command Centre (JACC) a direct link between CCTV and the Conference Room will be integrated to allow real time images to be displayed to partners.
- 6.18 Work continues with the review of Communities and Public Protection with discussions with Trade Unions having taken place. A VR/VER exercise has been undertaken and roles reviewed. Additional staff will be recruited for busier periods (Thu/Fri/Sat) including taxi marshals to maximise resilience. It is anticipated that the restructure will be completed by January 2020. The review will now 'dovetail' with the Right for Renfrewshire programme (see 6.5 above).

- 6.19 The Civil Contingencies Team organise an annual programme of training and exercising events. These events have included training sessions for all of the directorate looking at strategic management. This was followed up by a table top exercise to validate the training. More recently another group of Council Incident Officers (CIO) have been trained in front line incident response with a specific focus on situational management. This will be followed by a live play exercise to allow the newly trained CIOs to test what they have learnt in a challenging but safe environment. The team will also be carrying out a Corporate Communications and an Events exercise during the next few months.
- 6.20 Continue to work with and empower communities through appropriate funding streams to build community capacity and support them in delivering their aspirations, including the Greenspaces, Play Parks and Villages Investment Fund, As part of the allocated funding, Officers will continue to devise business cases with communities to allow them to access funding and support to improve their local environment.
- 6.21 Continuing to work with communities and partners to build community capacity through the Team Up 2 Clean Up campaign across Renfrewshire. – The Team Up 2 Clean Up campaign will continue and expand to ensure it remains a key priority in 2019/20. Community Clean Ups will remain a focus, however, community capacity building will become more important as the programme progresses. In October 2019, the TU2CU team won the ‘Strong and sustainable communities’ award at the COSLA excellence awards 2019.
- 6.22 Leading the “Your Home, Your Street, Your Community” campaign, achieving outcomes in areas of need identified by the Renfrewshire Community Safety Partnership and working alongside Police Scotland. The Tasking and Deployment Coordinator – Analyst has undertaken a review of data and the next targeted area will be Paisley Town Centre. The partners launched a survey questionnaire on 11 September 2019 with the interventions taking place throughout October and November 2019. This is first Town Centre to be targeted rather than residential area therefore the questions and issues raised will be different.

Implications of the Report

1. **Financial** - The report highlights resourcing pressures arising from increasing demand for services and the current financial environment.
2. **HR & Organisational Development** - The Service Improvement Plan links closely with the Workforce Plan for Communities, Housing and Planning Services, ensuring that the workforce is in a strong position to deliver key priorities now and in the future.
3. **Community/ Council Planning** – the report details a range of activities which reflect local community planning themes.
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 result of the assessment will be published on the Council's website. The SIP also links with the Council's Equality Outcomes and Mainstreaming Equality Report and includes actions to ensure the Service contributes positively to reducing inequality.
8. **Health & Safety** – none
9. **Procurement** – none
10. **Risk** – The Service Improvement Plan links closely with Communities, Housing and Planning's Risk Register and key actions are shared across both plans.
11. **Privacy Impact** – none
12. **COSLA Policy Position** – none
13. **Climate Risk** – Section 6.1 highlights supporting the work of the Cross-Party Working Group on Climate Change as a key priority of the service


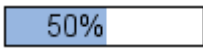

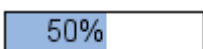
List of Background Papers: Communities, Housing and Planning Services,
Service Improvement Plan 2019-22




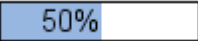


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APPENDIX 1



Communities, Housing and Planning Service Improvement Plan – progress on actions and performance indicators

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




Action Code	Action	Status	Progress	Update	Due Date
CHAPS19 - 1.01	To develop Paisley's ongoing plans for cultural regeneration			<p>A broad range of cultural regeneration plans and activities are underway, working towards achieving the strategic outcomes under each step change in the Future Paisley action plan by 2027 and 2035. A further sixth step change has been added: 'To establish Paisley as a centre of excellence for cultural regeneration through leadership, partnership, participation and collaboration.'</p> <p>The new research centre with UWS, The Centre for Culture, Sport and Events (CCSE), has been successfully launched. 3 PhD students have been recruited to undertake research and evaluation of progress in achieving step change targets.</p> <p>Progress has been made in identifying cross-Council opportunities to embed creativity in other areas of service delivery via cross-departmental strategic leads and project leads groups, the cross-departmental Future Paisley Steering Group, and through a broad range of steering groups, working groups and networks (e.g. the Tourism Working Group; Culture, Arts and Social Care Network; Community Regeneration Engagement Workstream, amongst others). Connections to national and international networks have been developed through the recruitment of representatives of a broad range of regional and national organisations with international reach to the CCSE steering group.</p>	31-Mar-2021
CHAPS19 - 1.02	Deliver the Economic Strategy within the current Local Development Plan (LDP)			<p>The adopted Renfrewshire Local Development Plan (2014) continues to support sustainable and inclusive economic growth, aiming to strike a good balance between investment, a healthy and green environment along with delivering great places.</p>	31-Mar-2022




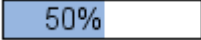
Action Code	Action	Status	Progress	Update	Due Date
				Through implementation of the Local Development Plan strategy and objectives, Planning continue to work as an integral part of the City Deal team assisting in delivering high quality developments in the Advanced Manufacturing Innovation District. Planning is also actively assisting in the delivery of key sites in other business and industrial areas in Renfrewshire such as The Phoenix and Hillington Business Park as well investment in and around Renfrewshire's centres and places.	
CHAPS19 – 1.03	Deliver the Centres Strategy within the current Local Development Plan (LDP)			<p>Planning continues to play an important role is assisting in delivering social, cultural, regenerative and economic benefits to communities through the hierarchy of centres in Renfrewshire, from town centres, strategic centres to village and local centres.</p> <p>The Renfrewshire Local Development Plan and associated Supplementary Guidance has provided a strong policy framework and guidance which assists in identifying to developers/investors the most important considerations early on in the process which shapes high quality development, good design and a positive outcome for Renfrewshire Centres.</p> <p>This approach is demonstrated through Planning's contribution to the implementation of the development of Paisley Learning and Cultural Hub, Paisley Town Hall along with new homes also being delivered in Renfrewshire's centres.</p>	31-Mar-2022
CHAPS19 – 1.04	Deliver the Infrastructure Strategy within the current Local Development Plan (LDP)			<p>The Renfrewshire Local Development Plan has been facilitating the joining of communities by infrastructure, development and investment in the right locations.</p> <p>Planning again continues to work alongside the City Deal team and all other stakeholders in implementing the new Clyde Crossing and associated development in and around Renfrew as part of the City Deal projects.</p> <p>The Local Development Plan also ensures that through a strong policy framework, that development is encouraged in areas where there is infrastructure capacity or that there are solutions to implementing infrastructure to support the right development in the right places.</p>	31-Mar-2022
CHAPS19 – 1.05	Develop and adopt new LDP 2			<p>Good progress continues to be made on the steps to adopting a new Renfrewshire Local Development Plan.</p> <p>The Proposed Renfrewshire Local Development Plan was agreed at the Communities, Housing and Planning Board in March 2019 and a 12-week consultation period was undertaken, during which time comments</p>	31-Mar-2022


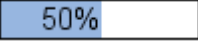

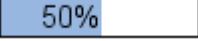
Action Code	Action	Status	Progress	Update	Due Date
				<p>and representations from the public, key agencies and private organisations were sought.</p> <p>Following the close of the consultation around 1500 representations were received with the majority of comments coming from Renfrewshire's communities, having their say in shaping their area.</p> <p>The outcome of the consultation was reported back to the Communities, Housing and Planning Board in August 2019.</p> <p>The Plan, along with the supporting documentation and all representations, will now be submitted to the Scottish Government who will identify an independent reporter to carry out an examination of the Plan with the Plan expected to be adopted early in 2020.</p>	


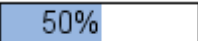

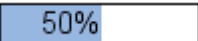
Performance Indicator	Current Status	Trend	2017/18		2018/19		Q1 2019/20		2019/20	Comments
			Value	Target	Value	Target	Value	Target	Target	
Amount of vacant and derelict land brought back in to use (hectares)			65	20	20.4	20	Not measured for Quarters		20	<p>The Vacant and Derelict Land Audit is undertaken annually - the 2018/19 audit saw 20.4 hectares brought back into use, and good progress continues to be made with over a 70% reduction in the level of vacant and derelict land in the last ten years</p> <p>The amount of vacant land that has been brought back into use in recent years has been strongly influenced by new housing development and over 85 hectares of vacant land has been brought back into use in the last two years and housing completions have reached their highest level in Renfrewshire in over 20 years.</p> <p>Actions within the Renfrewshire Vacant and Derelict Land Strategy are closely monitored by officers from Planning and Housing to monitor progress and to establish any requirement for updated or revised actions.</p> <p>Renfrewshire's Vacant and Derelict Land Strategy is currently being refreshed and will be reported to the Communities, Housing and Planning Policy Board next year.</p> <p>The Local Development Plan Proposed Plan includes a new policy which will support the temporary enhancement of vacant sites that are currently awaiting development. Officers will continue to work with partners to consider potential innovative delivery mechanisms that can bring stalled sites back into productive use.</p>


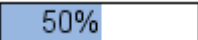


Strategic Outcome 2: Building strong, safe and resilient communities


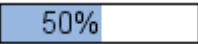

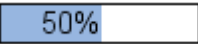
Action Code	Action	Status	Progress	Update	Due Date
CHAPS19 – 2.01	Implement revised Housing Asset Management Strategy		<div><div>50%</div></div>	We are on target for completion of the revised Housing Asset Management Strategy within the due date of March 2021. The Strategic Asset Management System (SAMS) outputs are currently being reviewed and these will contribute to the development of the revised strategy.	31-Mar-2022
CHAPS19 – 2.02	Along with our key partners, we will monitor and review the impact of the range of services provided to homeless people, and those threatened with homelessness		<div><div>50%</div></div>	<p>We submitted a draft Rapid Rehousing Transition Plan, which had been agreed with our partners, to the Scottish Government which detailed how we would improve the outcomes for homeless applicants between 2019 and 2024. We have been reviewing and revising this draft Plan following feedback from the Scottish Government.</p> <p>£186k was allocated from Scottish Government for 2019/20 and we are currently introducing several measures to improve the resettlement assistance provided to homeless applicants, as well as a Shared Living Initiative with a 3rd sector organisations which will develop flat-sharing as an option for those in housing need. Progress was reported to the CHAPS Policy Board in August 2019.</p> <p>The Renfrewshire Homelessness Partnership continue to meet quarterly to monitor and review the measures in place to support those who are homeless</p>	31-Mar-2022
CHAPS19 – 2.03	We will deliver key outcome 1 from the Local Housing Strategy (LHS) - The supply of homes is increased.		<div><div>50%</div></div>	<p>Consultation of the Local Development Plan Proposed Plan ended 10th June 2019. The Proposed Plan provides a range and choice of housing sites to support the delivery of the Strategic Housing Investment Plan as well as meet housing need and demand across Renfrewshire</p> <p>During the period of the current LHS (2016-2021), a total of 312 affordable homes and 2028 private sector homes have been completed to date.</p> <p>Completions for 2018/19 are the highest in over 20 years which is down to good partnership working between various Services in the Council as well as positive working relationships with Housing Associations and various other sectors of the house building industry:</p> <p>2018/19 completions: 127 affordable and 783 private sector.</p>	31-Mar-2022


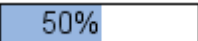

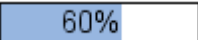
Action Code	Action	Status	Progress	Update	Due Date
				<p>A further 372 affordable homes are due to complete in 2019/20.</p> <p>Approximately 90% of completions in the last year has been on brownfield land.</p> <p>The refresh of the Strategic Housing Investment Plan was approved for consultation by the Communities, Housing and Planning Policy Board on 20 August 2019.</p> <p>Work has started on site to deliver 175 new Council homes at Johnstone Castle and Dargavel Village and work is progressing to deliver new affordable homes on vacant sites in Glenburn, Millarston and Ferguslie Park.</p> <p>The Local Development Plan Proposed Plan includes a new Housing Mix and Affordable Housing Policy which will support the delivery of sustainable mixed communities across Renfrewshire. Other innovative mechanisms for delivering different types of new housing are being considered such as Self Build, Shared Equity and other new rental schemes.</p>	
CHAPS19 – 2.04	We will deliver key outcome 2 from the Local Housing Strategy (LHS) - Through targeted investment and regeneration activity, Renfrewshire has attractive and sustainable neighbourhoods and well-functioning town centres.			<p>Council Newbuild Developments in Johnstone Castle and Bishopton are progressing well and will see the first set of handovers in the coming months.</p> <p>101 new homes have been approved for Ferguslie Park and 39 approved for construction in South West Johnstone.</p> <p>We continue to monitor our stock profile and develop area-based strategies for areas identified as low demand.</p> <p>CHAPS 20/08/19 approved an acquisition policy to allow a small number of acquisitions of properties that meet a defined criteria and are within neighbourhoods with current Council stock.</p>	31-Mar-2022
CHAPS19 – 2.05	We will deliver key outcome 3 from the Local Housing Strategy (LHS) - People live in high quality, well managed homes.			<p>The Service is contacting over 2,000 pre1919 tenement owners through its "Missing Shares" pilot scheme to assist and offer support to home owners of older tenement property who want to undertake essential repairs and maintenance of their property.</p>	31-Mar-2022







Action Code	Action	Status	Progress	Update	Due Date
				<p>During the last year fifteen applications for landlord registration were referred to the Regulatory Functions Board, for consideration. Referrals were made for various reasons, including complaints by tenants, criminal convictions and repairing standards issues.</p> <p>Of these applications, five were refused and one was withdrawn prior to the board meeting. In the same time period, four landlords have been removed from the register following a hearing, due to repairing standards issues.</p> <p>Work continues to progress the Orchard Street Housing Renewal Area in close partnership with Paisley Housing Association to engage with owners regarding the potential sale of their property or participation in the improvement scheme</p>	
CHAPS19 – 2.06	We will deliver key outcome 5 from the Local Housing Strategy (LHS) - Homelessness is prevented and vulnerable people get the advice and support they need			<p>Renfrewshire was awarded £186,000 by the Scottish Government for the implementation of rapid rehousing related initiatives during 2019/20.</p> <p>Funding will be used to increase the number of homeless applicants who are supported through the 'wraparound' support, a key element of the Housing First approach delivered by Turning Point Scotland for people with complex needs.</p> <p>The funding will also allow the further development of the Shared Living Pilot Project for 16-25 year olds alongside a Third Sector organisation, to help prevent feelings of social isolation in young people. It aims to help decrease the amount of time spent in temporary accommodation.</p> <p>A range of advice and support services continues to be provided through the George Street Prevention Service to young people aged 16-25 years who have been homeless or threatened by homelessness.</p> <p>Following the delivery of the Refugee Resettlement Programme, 28 Syrian families are being provided with ongoing support to integrate into the wider Renfrewshire community and access employment opportunities.</p>	31-Mar-2022
CHAPS19 – 2.07	We will deliver key outcome 6 from the Local Housing Strategy (LHS) - People are able to live independently for as long as possible in their			<p>Work continues with partners regarding the provision of housing for people with particular needs, including exploring options for the reprovisioning of sheltered housing in Erskine in partnership with Bridgewater Housing Association and to provide a new Extra Care</p>	31-Mar-2022









Action Code	Action	Status	Progress	Update	Due Date
	own home.			<p>Housing development in Paisley.</p> <p>The Strategic Housing Investment Plan includes projects to provide amenity housing at Westerfield House, Paisley and the Council are building 9 amenity flats as part of their development at Dargavel Village, Bishopton.</p> <p>Digital participation classes are offered across Renfrewshire Council's sheltered and amenity housing developments, housing support services and homeless complexes to help participants learn digital skills.</p> <p>The Renfrewshire Local Development Plan Proposed Plan includes a policy which supports the identification of new Gypsy /Travellers and Travelling Show People sites, whether transit or permanent, should a need be established.</p> <p>Work continues with our regional local authority colleagues to identify cross boundary considerations and to establish whether a new site is required within Renfrewshire.</p>	
CHAPS19 – 2.08	Deliver the Places Strategy within the current Local Development Plan (LDP)			<p>Dargavel Village is a development where policies and strategies are central to delivering the vision of the place.</p> <p>The project has been led by Planning from an early stage in partnership with a range of stakeholders. The success of Dargavel Village demonstrates how a clear framework and detailed guidance set out in the Local Development Plan can be central to the implementation of successful places.</p> <p>The impact of the redevelopment of the site has been transformational, returning over 200 hectares of vacant brownfield land back into use, taking pressure off Renfrewshire's Green Belt, with a plan-led system through the Local Development Plan which controls where development should and should not occur.</p>	31-Mar-2022
CHAPS19 – 2.09	Lead on the development of an Empowering Communities model for the Council			<p>Communities and Public Protection continues to work with communities to enhance capacity building and resilience.</p> <p>Funding of over £200k has been provided to communities through the Greenspaces, Parks & Play Areas and Village Investment Fund to assist them in developing their community. Discussions are currently on-going</p>	31-Mar-2022

Action Code	Action	Status	Progress	Update	Due Date
				<p>with many other groups to facilitate funding applications.</p> <p>Close working relationships are essential with Chief Executive's service who are leading on the Community Empowerment Fund to ensure communities are consistently supported.</p>	
CHAPS19 – 2.10	Lead on the public protection agenda incorporating requirements from national legislation			<p>Communities and Public Protection continue to lead on the Public Protection agenda in Renfrewshire, whilst taking cognisance of national legislation and guidance.</p> <p>In this year to date, consultations and input has been delivered on:</p> <ul style="list-style-type: none"> Control of Dogs Human Trafficking Cyber Crime Pandemic Influenza EU withdrawal <p>Communities and Public Protection also leads to on the Prevent agenda to stop people from being radicalised or targeted for criminal behaviour due to their vulnerabilities.</p>	31-Mar-2022
CHAPS19 – 2.11	Continue to develop phase 2 of the Renfrewshire Community Safety Partnership hub			<p>Phase 2 of the Renfrewshire Community Safety Hub has been completed with the Renfrewshire Wardens fully integrated into the Hub. The proposal is to move on Phase 3 to continue to expand the hub. This will include reviewing and implementing outcomes from the Collaborative Leadership Programme led by Police Scotland and Scottish Fire and Rescue Service.</p> <p>Phase 3 will also include the Community Safety Hub assisting regeneration projects by expanding the public space CCTV network to include Paisley Town Hall, Paisley Museum (whilst under refurbishment) and Robertson Park.</p> <p>To assist the Joint Agency Command Centre (JACC) a direct link between CCTV and the Conference Room will be integrated to allow real time images to be displayed to partners.</p>	31-Mar-2021

Action Code	Action	Status	Progress	Update	Due Date
CHAPS19 – 2.12	Develop community interventions that build community resilience, improve safety and security and reduce victims of harm through improved intelligence sharing, partnership working and diversionary activities			<p>The programme has completed the work in Shortroods with positive results across every survey question. Feedback from local residents and Elected Members has also been positive. An exit plan has been developed to ensure continued support, where possible to the community.</p> <p>The Tasking and Deployment Coordinator – Analyst has undertaken a review of data and the next targeted area will be Paisley Town Centre. The partners launched the survey questionnaire on 11 September 2019 with the interventions taking place throughout October and November 2019. This is first Town Centre to be targeted rather than residential area therefore the questions and issues raised will be different.</p>	31-Mar-2022
CHAPS19 – 2.13	Develop and deliver strategies for how the Council will respond locally to the risks posed by serious organised crime and terrorism			<p>The multi-agency Community Protection (Prevent) Steering Group has been established with key partners across Renfrewshire and Inverclyde. Partners include:</p> <ul style="list-style-type: none"> • Renfrewshire Council • Police Scotland • Scottish Fire and Rescue Service • Scottish Ambulance Service • Scottish Prison Service • West College Scotland • University of the West of Scotland • Good Shepherd • Kibble • Spark of Genius <p>The Operational Working Group has also been established in Renfrewshire to lead on the agenda and feed into the wider multi-agency divisional meeting.</p>	31-Mar-2022


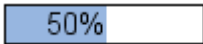

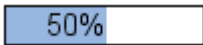
Action Code	Action	Status	Progress	Update	Due Date
				The Group will look at both Counter Terrorism and Serious and Organised Crime.	
CHAPS19 – 2.14	Work with key partners to develop a multi-agency counter terrorism strategy			<p>The Community Protection (Prevent) Steering Group has been established with key partners across Renfrewshire and Inverclyde. Partners include:</p> <ul style="list-style-type: none"> • Renfrewshire Council • Police Scotland • Scottish Fire and Rescue Service • Scottish Ambulance Service • Scottish Prison Service • West College Scotland • University of the West of Scotland • Good Shepherd • Kibble • Spark of Genius <p>The Operational Working Group has also been established in Renfrewshire to lead on the agenda and feed into the wider multi-agency divisional meeting.</p> <p>The Group will look at both Counter Terrorism and Serious and Organised Crime.</p>	31-Mar-2022
CHAPS19 – 2.15	Redesign of Renfrewshire Community Safety Partnership to deliver the needs of Renfrewshire's communities, where required			<p>Work continues to review Communities and Public Protection with discussions with Trade Unions having taken place. A VR/VER exercise has been undertaken and roles reviewed. Additional staff will be recruited for busier periods (Thu/Fri/Sat) including taxi marshals to maximise resilience.</p> <p>It is anticipated that the restructure will be completed by January 2020.</p>	31-Mar-2022



Performance Indicator	Current Status	Trend	2017/18		2018/19		Q1 2019/20		2019/20	Comments
			Value	Target	Value	Target	Value	Target	Target	
Number of incidents of anti-social behaviour reported to Renfrewshire Council Community Safety Service			1,939	1,750	1,711	1,800	525	540	1,800	After carrying out a review of previous years, we have adjusted the quarterly targets to take in to account seasonal fluctuations and warden working patterns. We have calculated the new targets on the basis of Q1 tending to have more incidents of anti-social behaviour reported than the rest of the year.
Percentage of adults who agree that Renfrewshire is a safe place to live.			84.6%	84%	Not available	85%	Not measured for Quarters		85%	<p>This is an annual indicator from the Council's Public Services Panel survey. This is a snapshot survey which takes place once a year. In the most recent survey there were 839 respondents (43% response rate).</p> <p>The percentage of adults who agree that Renfrewshire is a safe place to live has increased from 82% in 2016/17 to 84.6% in 2017/18 meeting the annual target of 84%.</p> <p>Over the last five years performance for this indicator has fluctuated but overall performance has improved for this indicator since 2014/15.</p>
% of adults who agree with the statement "I am satisfied with my neighbourhood as a place to live".			83.5%	87%	Not available	88%	Not measured for Quarters		88%	<p>As with above, this is an annual indicator from the Council's Public Services Panel survey.</p> <p>The percentage of adults who agree with the statement "I am satisfied with my neighbourhood as a place to live" has increased from 81% in 2016/17 to 83.5% in 2017/18 but was below the target of 87%.</p> <p>Over the last five years performance for this indicator has also fluctuated but overall performance has improved since 2014/15.</p> <p>Within Housing Services, a biennial tenants survey is conducted using telephone interviews by a research consultancy. Over 1,300 council tenants participated in the 2018 survey. They were also asked this question - 91% of tenants said they were very satisfied or satisfied compared to 7% who were</p>


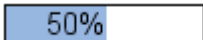

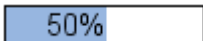

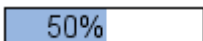
Performance Indicator	Current Status	Trend	2017/18		2018/19		Q1 2019/20		2019/20	Comments
			Value	Target	Value	Target	Value	Target	Target	
										very dissatisfied or dissatisfied. This is a marginal increase compared to 2015 when 88% stated that they were satisfied with their neighbourhood as a place to live.
Number of complaints regarding youth disorder			358	740	284	740	132	185	650	The figure for quarter 1 can be attributed in part to a small number of high-tariff repeat locations, and an increase in the number of reported off-road/quad biking incidents. These areas have been targeted for intensive Youth Team interventions including leaflet drops which in turn may also have contributed to the increase in reported incidents.
% of Council housing stock which meets the Scottish Housing Quality Standard			93.51 %	100%	94.49 %	100%	Not measured for Quarters		100%	Last year the service brought a further 128 properties up to SHQS. At the end of 2018/19, 11,341 of the Council's stock of 12,002 properties met the SHQS. The Council has 661 properties in abeyance where the current tenant has refused internal works/ the Council has been unable to secure owner participation to allow external works to be carried out to comply with SHQS. After applying allowable exclusions and abeyances, the Council remains 100% compliant with the SHQS target.
Average time from household presenting themselves as homeless to completion of duty (number of weeks)			23.78	23	23.97	23	24.92	24	24	We continue to be considerably below the Scottish average of 36 weeks. Our draft Rapid Rehousing Transition Plan, which has resulted in funding awarded to Renfrewshire of £186k for 2019/20 will result in this figure reducing further. The proposed increase in lets from all housing providers will also have a positive impact.
Affordable housing completions			77	144	127	127	Not measured for Quarters		413	The Local Housing Strategy sets out Renfrewshire's Housing Supply Target for 1,000 new affordable homes over the five-year period 2016-2021. This target equates to an annual indicative target of 200 completions. However, we would not expect to see completions evenly distributed across the 5-year period in practice and targets are set based on our


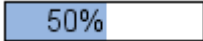
Performance Indicator	Current Status	Trend	2017/18		2018/19		Q1 2019/20		2019/20	Comments
			Value	Target	Value	Target	Value	Target	Target	
										<p>programme.</p> <p>The affordable newbuild housing programme involves both Council and housing association developments across a range of sites in Renfrewshire. By the end of March 2019, 312 new affordable homes were completed in the first three years of the five-year programme (108 in 2016/17, 77 in 2017/18 and 127 in 2018/19). Five sites across Renfrewshire are currently under construction, providing over 370 completed units by the end of 2019/20. This will be further complimented by another two sites that are due to start on site in the near future, providing 43 new affordable homes. This takes the anticipated affordable housing completions to over 400 for 2019/20. In addition, preliminary work has commenced on several other sites which are expected to complete in 2020/21, providing approximately 300 new affordable homes.</p>
Private housing completions	✅	⬆️	601	500	783	500	Not measured for Quarters		500	<p>Private completions remain high with 783 private homes completed in the last year. Private sector completions have now reached a level that we have not seen in Renfrewshire in over 20 years.</p>


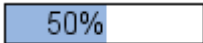
Strategic Outcome 3: Tackling inequality, ensuring opportunities for all



Action Code	Action	Status	Progress	Update	Due Date
CHAPS19 – 3.01	Monitor the impact of our Refugee resettlement programme			<p>33 families (132 people) have now been resettled into Renfrewshire communities, and the Resettlement Team continue to work closely with a number of housing providers across Renfrewshire.</p> <p>Families have settled in a wide range of properties and are generally integrating well with their local communities. Accessing suitable employment continues to be a challenge, and there is close working with Invest – currently looking to develop a pilot project similar to the one in Dundee. This will include an 8 week programme of intense English learning, focussing on assisting those looking to gain employment, the confidence and skills required to successfully apply for jobs which meet their individual skillset.</p>	31-Mar-2022
CHAPS19 – 3.02	We will deliver key outcome 7 from the Local Housing Strategy (LHS) - Affordable housing is accessible to people who need it.			<p>Officers are contributing to the development of a new Housing Options Toolkit to strengthen the Housing Options Approach.</p> <p>The Council and several local RSL's have implemented the new Common Housing Allocation Policy from 1st May 2019.</p> <p>Officers continue to attend meetings at local and national level to share/inform current and future challenges relating to Universal Credit.</p> <p>Initial discussions have commenced on the benefits achievable from a Common Housing Register with local and National Registered Social Landlords who operate in Renfrewshire.</p> <p>Our newbuild programme and the implementation of the new acquisition policy will assist us to deliver a range of property types and sizes in areas of housing demand.</p> <p>Officers work with new and existing tenants to identify support needs at an early stage to ensure the necessary support is provided to sustain and maintain their tenancies.</p>	31-Mar-2021







Action Code	Action	Status	Progress	Update	Due Date
CHAPS19 – 3.03	Establish and deliver a digital participation programme for tenants		<div><div>50%</div></div>	<p>Housing Support Services Classes were completed at The Russell Institute for service users referred from the Housing Support team.</p> <p>Digital support sessions now advertised at temporary accommodation units for homeless with the aim of group training sessions taking place in the second half of 2019.</p> <p>Funding has been obtained from SCVO's 'Investing in Success' in partnership with Renfrewshire Libraries and Engage Renfrewshire to purchase equipment for lending - in particular a set of tablets with internet access to loan out to housing support tenants who are experiencing homelessness and economic deprivation. This is due to launch in November 2019 and reports should be available in February 2020 on outcomes.</p> <p>Sheltered Housing complexes have digital training ongoing (both 1-1's and group classes) and most recently, the Springbank Complex is trialling a new WIFI connection that has been provided in its lounge, and tenants have been making good use of this resource.</p> <p>From July 2019 there is a drive to offer classes to Tenants and Residents Associations across Renfrewshire, following successful classes with the Tenants Scrutiny Panel in the Spring. Open days and classes are based at Maxwellton Court and Rowan Court, taking in the surrounding high rise blocks. Further digital classes are planned at Provost Close and the flats at Glenburn.</p>	31-Mar-2020
CHAPS19 – 3.04	Deliver the Street Stuff programme including activities and meals		<div><div>50%</div></div>	<p>The Street Stuff programme continues to deliver in communities across Renfrewshire six days a week.</p> <p>A successful summer programme was undertaken with over 3,700 attendances during the 7-week period.</p> <p>Data continues to be analysed to ensure the programme is in the areas that require diversionary activities to minimise anti-social behaviour.</p>	31-Mar-2021









Action Code	Action	Status	Progress	Update	Due Date
CHAPS19 – 3.05	Provide employment and training opportunities for identified groups of young people in Renfrewshire			<p>Employment and training opportunities continue to be offered within Communities and Public Protection, primarily within the Renfrewshire Community Safety Partnership.</p> <p>Work continues with Invest in Renfrewshire with 5 staff being trained in all aspects of Community Safety (Wardens and CCTV). This training will allow career progression either within or outside of the Council, with the hope that they will remain within Council employment.</p>	31-Mar-2021
CHAPS19 – 3.06	Deliver enhanced enforcement activity in the private rented sector			<p>Officers continue to work with private landlords to improve the standard of housing across Renfrewshire. To date, 284 unregistered landlords have been identified during this financial year. Of these, 212 have applied to be entered onto the Register of Private Landlords and the remaining landlords are at various stages of enforcement action for failing to register. 28 Repairing Standards visits have been undertaken within this timescale to enforce remedial works to address various areas of disrepair within these properties.</p>	31-Mar-2021
CHAPS19 – 3.07	Take forward a 'Celebrating Youth' programme, offering young people the chance to get involved and participate in various social, cultural, digital and sport activities			<ul style="list-style-type: none"> • Youth Services and Renfrewshire Youth Voice planned the "Celebrating Youth" programme during the Youth Voice Residential which focusses on the 2019 theme of "Participation": • Support for young people to attend youth voice groups and events through the Scottish Attainment Challenge and Young Scot partnership project; including smart travel and rewards and discounts • Youth Voice Residential involving young people from youth voice groups, young carers, volunteers to plan year programme and events • Participation Roadshow running over the summer school holidays to community venues across Renfrewshire: Youth-led "Escape Rooms events focussing on problem-solving and team working, Young Scot information, Youth Voice and Participation workshop, promotion of the Celebrating Youth Participatory 	31-Mar-2021



Action Code	Action	Status	Progress	Update	Due Date
				<p>Budgeting programme .</p> <ul style="list-style-type: none"> • Planning and organising an issue-based Climate Change event for encouraging youth action on environmental issues. • Outdoor Learning Programmes during holidays for young people to get outdoors; identifying focus of future community based environmental projects and after school clubs. • Youth Events Panel continue beyond Year of Young People, to work with RC Events Team to engage young people in cultural events; the Spree, Youth Arts Festival, Halloween Festival, etc. • Community youth clubs participating in workshops with artists to participate in the Halloween parade and aerial displays. • Planning for Positive About Youth Awards, 9th year celebration of youth achievement; nominations open with venue, media company and event management progressing. • Digital Academy due to start involving young people in creating content for Young Scot portal/council website; covering youth activity. 	
CHAPS19 – 3.08	Develop youth and equalities voice initiatives which ensure youth issues are a key element of local engagement.			<ul style="list-style-type: none"> • Youth Services support Youth Voice Residential, focussing on “Celebrating Youth”, PSHE review in Renfrewshire, RYV development, leadership skills. • Partnership working with Schools and Education Scotland to involve young people in the Renfrewshire PSHE review; Presentation to Head teachers to gain support for the recruitment, training of peer led workshops between Aug-Nov on youth consultation on the future delivery of PSHE offer in Schools. • Facilitated youth consultation and input into the recent “Core Values” exercise, encouraging young people to consider what a 	31-Mar-2021

Action Code	Action	Status	Progress	Update	Due Date
				<p>youth friendly council might look like, and to measure future service users on their expectations and needs of the council.</p> <ul style="list-style-type: none"> • Working with Community planning partners to increase youth representation on LAP's. • MSYPs attending first national sitting to decide national campaign; will be planning a series of democracy days/events/surgeries for dialogue with young people. • Autumn/winter programme of youth voice workshops to be delivered to community-based youth provision with RYV. • Youth Services carrying out local area profiles and youth input to Youth Action Plans to help inform future targets, and leading into Youth Assembly Thematic working. <p>Working towards LGBT+ charter and equalities agenda for young people.</p>	
CHAPS19 – 3.09	Provide children and young people with opportunities to participate in activities which provide a vehicle for wider achievement.			<ul style="list-style-type: none"> • All youth provision offers young people opportunities to work towards Saltire, and Youth Achievement Awards. • Young people participating in awards, are in progress of building portfolios and evidence towards moderation for awards. • Advice and training given to partners who wish to offer awards. • Awards include, Hi5, Dynamic Youth Awards, John Muir awards, Duke of Edinburgh's Award Programme, and Certificate in Participative Democracy • Providing support for youth volunteering, developing information for linking young people to opportunities 	31-Mar-2021



Action Code	Action	Status	Progress	Update	Due Date
CHAPS19 – 3.10	Incorporate current CLAD performance measures reported annually through service reports into the new SIP			<p>Chaps SIP 2019/20: Performance indicators now part of SIP scorecard</p> <ul style="list-style-type: none"> • Young people in Renfrewshire participate in wider achievement in accredited and non-accredited awards and recognised as reaching positive outcomes • Young people have a voice, taking active part in decision making and make a positive contribution to the community. • Continued development of Young Scot NEC card, and rewards and discounts, and use of on-line voting and access to youth information <p>No of Reward users 4,072 (25% SIMD)</p>	31-Mar-2021


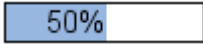

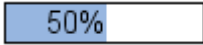
Performance Indicator	Current Status	Trend	2017/18		2018/19		Q1 2019/20		2019/20	Comments
			Value	Target	Value	Target	Value	Target	Target	
Number of recorded attendances at Street Stuff activities			31,278	32,000	27,767	25,000	6,179	6,250	25,000	Activities continue to be deployed to ASB and deprived areas as part of the Tackling Poverty Commission via analytical data and linking in with Families First. Despite being slightly below the quarterly target, we are on track to meet our annual target.
No. of opportunities for young people to achieve through accredited awards			1,193	1,130	899	1,130	433	282	1,130	<p>This service area has undergone significant change over the past year and there was an impact on capacity to deliver to the same level as previously during 2018/19.</p> <p>A review of the delivery, focus and capacity of the service area has begun and the service performance is now back on track in 2019/20.</p> <p>The opportunities for recognising achievement through accredited and non-accredited awards come through Youth Services offer: Family Learning Programmes, Community based Clubs, Holiday programmes, Outdoor learning activities, Youth Voice programme, Young Scot groups and one-off events and trips and visits.</p> <p>Young people are offered the opportunity to work towards awards including Saltire, Hi5, Youth Achievement Awards, Dynamic Youth Awards, Certificate in Participative Democracy, DofE Awards, and the Community Achievement Awards.</p>
Number of adults participating in Adult Learning and Literacy courses within			New Indicator				459	400	1,200	This is a new indicator and we expect to meet our target for 2019/20.









Performance Indicator	Current Status	Trend	2017/18		2018/19		Q1 2019/20		2019/20	Comments
			Value	Target	Value	Target	Value	Target	Target	
our local communities										
Number of learners in accredited and non-accredited digital learning and work clubs			New Indicator				80	50	200	This is a new indicator and we expect to meet, possibly exceed, the 200 target set by end of March 2020
Number of young people taking part in Youth Voice events			New Indicator				72	70	350	This is a new indicator. This figure will increase over the year with planned events including: Summer Participation Roadshow in July-Aug, PB youth event and voting in September, "Participation" workshops in community youth clubs and the Renfrewshire Youth Work Network meeting in October, the PSHE peer led review across all secondary schools, Positive About Youth Awards in November and the Youth Assembly in January 2020.
Number of young people in receipt of Young Scot National Entitlement Card			New Indicator				16,042	16,647 (+/-3%)	16,647 (+/-3%)	<p>This figure is reported from our annual PI Report from Young Scot (April 2018-March 2019). This figure is our starting figure for the year and will likely increase by 1,100 following the P7 Bulk process which took place in May 2019.</p> <p>The target represents 55% of the estimated 11-25-year olds population in Renfrewshire; 27% of cardholders are from SIMD Quintile 1.</p> <p>The figure for Quarter 1 represents 53% of the estimated 11-25-year olds population in Renfrewshire</p>
Number of Young Scot reward users			New Indicator				4,072	4,162 (+/-3%)	4,162 (+/-3%)	This figure shows that 25% of card holders are Reward users, and there has been a 14% increase in reward redemptions compared to

Performance Indicator	Current Status	Trend	2017/18		2018/19		Q1 2019/20		2019/20	Comments
			Value	Target	Value	Target	Value	Target	Target	
								3%)		previous year. This figure can fluctuate as activity on the Rewards platform can reduce and increase according to off-line and on-line activity of young people, and additional funding for rewards to be claimed
Number of online engagements in local youth information platform			New Indicator				12,903	4,825	19,300	This figure is a combination of the following: MSYP Elections at end of March 2019: Renfrewshire results published in April showed voter % turnout was the 3rd highest in Scotland, and with 6,484 votes cast, was the 2nd highest local authority for number of votes recorded. On- line Engagement: 6,419-page views to the Young Scot Renfrewshire portal; this is 50% more than any other Local Authority with comparable youth population.




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




Action Code	Action	Status	Progress	Update	Due Date
CHAPS19 – 4.01	Deliver the Environment Strategy within the current Local Development Plan (LDP)		<div><div>50%</div></div>	<p>The policies, strategy and objectives set out in the Renfrewshire Local Development Plan recognises the importance of Renfrewshire's rich built heritage and varied natural environment as a key resource for local communities.</p> <p>The framework in the Local Development Plan has influenced strategies at the regional as well as the local level, including the Glasgow and the Clyde Valley Green Network Partnership Blueprint which covers the Renfrewshire area as well as surrounding local authority areas. The Blueprint provides a connected access and habitat network which identifies opportunities for future enhancements. This Blueprint was influenced by the spatial strategy as well as outcomes from the Renfrewshire Local Development Plan.</p>	31-Mar-2022
CHAPS19 – 4.02	We will deliver key outcome 4 from the Local Housing Strategy (LHS) - Homes are Energy Efficient and Fuel Poverty is minimised.		<div><div>50%</div></div>	<p>Renfrewshire Council secured a funding award of £1.455M from the Scottish Government's Home Energy Efficiency Initiative for Scotland: Area Based Schemes (HEEPS:ABS) programme on the 7th June 2019. These funds will be used for external wall insulation projects across Renfrewshire including Whitehaugh, Blackstoun Oval, Gallowhill, Bridge of Weir, Howood, Kilbarchan and Inchinnan.</p> <p>Following a series of pilot projects, photovoltaic [PV] panels and mechanical ventilation in now being provided as standard within new build Council homes.</p> <p>Also, fully owned council flatted blocks, terraced or semi-detached properties that are part of the improvement programme will have a photovoltaic array installed.</p> <p>Work continues on the development of an Energy Efficiency Standard for Renfrewshire which will support the reduction of Fuel Poverty.</p>	31-Mar-2022


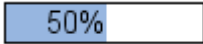



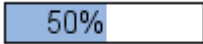
Action Code	Action	Status	Progress	Update	Due Date
CHAPS19 – 4.03	Deliver the Team Up to Clean Up campaign throughout Renfrewshire, involving local communities			<p>The Team Up to Clean Up campaign continues to grow with over 715 members of the Facebook page. The Big Spring Clean was a massive success which saw 1,750 volunteers turn out for over 103 events/clean ups.</p> <p>Communities also continue to grow with groups that started as part of Team Up to Clean Up building their capacity and being successful in receiving £50k from the Greenspaces, Parks & Play Areas and Village Investment Fund.</p> <p>In October 2019, the TU2CU team won the 'Strong and sustainable communities' award at the COSLA excellence awards 2019.</p>	31-Mar-2022
CHAPS19 – 4.04	Ensure that the Council's integrated enforcement policy is adhered to, ensuring businesses and communities are treated fairly and consistently			<p>Enforcement staff across the Council continue to work with businesses to ensure they can flourish and grow without an overpowering burden of enforcement.</p> <p>Advice can be provided by staff with compliance visits undertaken to ensure compliance with the appropriate legislation.</p>	31-Mar-2022







Performance Indicator	Current Status	Trend	2017/18		2018/19		Q1 2019/20		2019/20	Comments
			Value	Target	Value	Target	Value	Target	Target	
Air Quality - Annual average PM10 value across all continuous monitoring sites			13.1	18	13.75	18	Not measured for Quarters		18	Paisley Air Quality Management Area has had no exceedances for 4 years therefore Communities, Housing and Planning Services will review the data in 2020 with a view to possibly revoking or amending the AQMA.
Air quality - average nitrogen dioxide value of monitoring sites, within AQMA(s) exceeding limits			41.6	44	40.8	43	Not measured for Quarters		42	Good performance, however, 1 failure located at Renfrew Cross within the Renfrew AQMA, related to traffic emissions.
Food Hygiene Information Scheme - % of premises which currently achieve a Pass rating			98%	97%	98%	97%	98%	95% (+/- 3%)	95% (+/- 3%)	At the end of the quarter there were 1,233 premises within the Food Hygiene Information Scheme, of which 98% have a Pass or Pass with Eatsafe. This reflects a very high level of performance where food premises meet or exceed compliance standards at any given inspection. All premises are ultimately required to make the improvements necessary to achieve the Pass rating.
Percentage of council dwellings that are energy efficient			100.0 %	100.0 %	99.8%	100.0 %	Not measured for Quarters		100.0%	23 Council properties did not meet the appropriate NHER or SAP rating at the end of March 2019. It is projected to be 100% next year.











Strategic Outcome 5: Working together to improve outcomes










Action Code	Action	Status	Progress	Update	Due Date
CHAPS19 – 5.01	We will use the Annual Return on the Charter (ARC) to Scottish Housing regulator (SHR) process to drive improvements across housing services.		<div><div>50%</div></div>	Following a review of our submission on the Annual Return on the Charter, work is progressing to identify areas for improvement on the reasons tenancy offers are refused and the average days to complete adaptations to ensure performance levels increase in these fields going forward.	31-Mar-2021
CHAPS19 – 5.02	We will use the Planning Performance Framework (PPF) process to drive improvements in the planning services we provide.		<div><div>100%</div></div>	<p>The eighth Renfrewshire Planning Performance Framework was reported to the Communities, Housing and Planning Policy Board in August 2019.</p> <p>The Planning Performance Framework demonstrated the improvement activity and actions which have been delivered throughout 2017/2018, outlining case studies, highlighting progress, celebrating the success that Planning had in both the Scottish and UK Planning Awards as well as reporting on the progress made on commitments to service improvements.</p> <p>Through Planning delivering on the idea of 'Place, Work, Folk, this has seen the collaborative production of Renfrewshire's first Local Place Plan in Foxbar which along with the accompanying 'How to Guide' is aimed at people truly being empowered to deliver great places in their local community.</p>	31-Mar-2021
CHAPS19 – 5.03	Promote development and safeguards through the delivery of regulatory services (within Development Standards).		<div><div>50%</div></div>	<p>In relation to the good work undertaken through Development Management, there has been significant progress in achieving targets set by the Scottish Government in relation to added value in the Planning System.</p> <p>The percentage of applications subject to pre-application advice has increased from 31% to 38%. The planning application approval rate has increased from 97.2% to 97.7%. All developments apart from Major Developments were decided timeously and well within the targets set by the Scottish Government.</p> <p>The reason why there was an increase in the timescales for</p>	31-Mar-2020





Action Code	Action	Status	Progress	Update	Due Date
				determining Major Developments was due to the complexity of the applications given that two of these were applications related to national infrastructure for the City Deal projects. Getting these applications right with all details considered was more important than the speed in which these applications were determined.	
CHAPS19 – 5.04	Implement Communities, Housing and Planning Services' workforce plan		<div><div>50%</div></div>	<p>The Community Safety Review is nearing completion. This has been carried out with regular dialogue from trade unions and staff which has helped inform the outcomes of the review.</p> <p>Since they commenced, 33 members of staff in Communities, Housing and Planning Services have completed the ASPIRE course and 13 have completed the Leaders of the Future course.</p> <p>A range of methods continue to be deployed to engage with our workforce including our staff magazine, staff panel the annual tour by the director to staff across all locations and regular workshops.</p> <p>Actions arising from the first CHAPS staff conference are being progressed, including an upcoming networking event for all CHAPS Staff based on the 4th floor of Renfrewshire House.</p>	31-Mar-2020
CHAPS19 – 5.05	Develop and implement a programme of self-assessment		On Hold	<p>A new Council self-assessment model has been developed and was approved by the Corporate Management Team in 2018. The roll out of the programme is currently on hold as the corporate focus is on engaging with staff through the Council's Values project and there are many areas of crossover which could potentially confuse or dilute the programmes and the messages. We continue to engage at a national level with other local authorities and the Improvement Service to support, learn from and help influence the national direction for self-assessment.</p>	31-Mar-2022
CHAPS19 – 5.06	Improve Tenant Participation by delivering the Customer Engagement Action Plan 2018/19.		<div><div>50%</div></div>	<p>Officers continue to work with a wide range of tenant groups including local Tenant and Resident Associations, repairs development group, tenant scrutiny panel and the quality circle representatives to inform the development of the new customer engagement strategy. The digital inclusion officer has also been working with Council tenants to deliver a training programme to</p>	31-Mar-2020

Action Code	Action	Status	Progress	Update	Due Date
				assist tenant groups to get online and encourage capacity building and networking opportunities	
CHAPS19 – 5.07	Ensure robust and up to date business continuity arrangements are in place			All services have current up to date business continuity plans in place. These documents/arrangements are regarded as live, with the responsibility for their updating falling under the remit of the Resilience Management Team. This group meets quarterly with members confirming the status of their arrangements. Along with the normal updating cycle the Civil Contingencies Service will also ensure that any best practice and learning from any exercises and events etc is also incorporated.	31-Mar-2022
CHAPS19 – 5.08	Ensure robust communications procedures are in place to allow the Council to respond effectively to disruptive events			The Council maintains a live Incident management Contacts Directory that ensures that the most up to date contact information on all of the Councils key responders is available. This document has been reviewed and updated and a validation Call cascade exercise took place in September.	31-Mar-2022
CHAPS19 – 5.09	Ensure Council Officers with incident response duties are suitably trained to carry out this role			<p>The Civil Contingencies Team organise an annual programme of training and exercising events. These events have included training sessions for all of the directorate looking at strategic management. This was followed up by a table top exercise to validate the training. More recently another group of Council Incident Officers (CIO) have been trained in front line incident response with a specific focus on situational management. This will be followed by a live play exercise to allow the newly trained CIOs to test what they have learnt in a challenging but safe environment.</p> <p>The team will also be carrying out a Corporate Communications and an Events exercise during the next few months.</p>	31-Mar-2022

Performance Indicator	Current Status	Trend	2017/18		2018/19		Q1 2019/20		2019/20	Comments
			Value	Target	Value	Target	Value	Target	Target	
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.			4.90%	6.00%	5.76%	5.70%	5.70%	5.70%	5.70%	Rent arrears have reduced from the previous quarter and are on target.
Rent collected as percentage of total rent due in the reporting year.			100.1 %	95.0%	100.0 %	98.0%	97.3%	98.0%	98.0%	By the end of Q1 there were an extra 1,200 customers in receipt of UC compared to the same time last year. Historically, the figure collected reported in quarter 1 is lower than the year end figure.
Average length of time taken to re-let properties in the last year			38 days	38 days	38 days	38 days	40 days	37 days	37 days	<p>What is going wrong or impacting on performance?</p> <p>Performance on this indicator can appear to be adversely affected by letting properties that have been empty a long time. In Quarter 1, 6 properties were let that had been empty between 17 and 32 weeks. This has a negative impact on the average days to let but, positively, brings properties back into use. To put in context the effect such a low number of properties can have, if those 6 properties were removed from the overall numbers, the figure for Quarter 1 would stand at 37.2 days.</p> <p>Has any corrective action already been undertaken?</p> <p>The sign-up process has been reviewed to help reduce the number of days properties are considered empty and officers are working with colleagues from other local authorities to share good practice.</p>

Performance Indicator	Current Status	Trend	2017/18		2018/19		Q1 2019/20		2019/20	Comments
			Value	Target	Value	Target	Value	Target	Target	
										<p>When does the service expect to be back on track?</p> <p>Lets and voids performance are monitored monthly to track performance.</p>
% of reactive repairs carried out in the last year completed right first time			90.2%	92.0%	88.1%	93.0%	Not measured for Quarters		93.0%	Just under 33,000 reactive repairs were completed 'right first time' last year. Although down from the previous year it remains that almost 9 out of 10 repairs are completed on the first visit.
% Overall Repairs Completed Within Target			95.43 %	91.5%	95.92 %	94.42 %	95.33 %	94%	94%	Performance remains better than target.
Average length of time taken to complete non emergency repairs (days)			7.1 days	15.0 days	6.9 days	15.0 days	6.8 days	15.0 days	15.0 days	Performance remains better than target.
% of rent loss due to voids			1.31%	1.80%	1.40%	1.40%	1.53%	1.40 %	1.40%	Performance in this indicator is linked to performance for the average days to let PI above.
Average Time for processing Planning Applications (Householder) - weeks			7.6	Data only	6.9	8	7*	8	8	<p>*The Scottish Government have taken a decision to now publish these statistics bi-annually. We will submit our first half year's data at the end of October 2018, and expect the final figures to be published by the Scottish Government in January 2019, according to the provisional timetable. The figure of 7 weeks for quarter 1 therefore, is still subject to validation by the Scottish Government.</p>

Performance Indicator	Current Status	Trend	2017/18		2018/19		Q1 2019/20		2019/20	Comments
			Value	Target	Value	Target	Value	Target	Target	
Application Approval Rate			97.2%	Data only	97.7%	Data only	95%*	Data only	Data only	*The Scottish Government have taken a decision to now publish these statistics bi-annually. We will submit our first half year's data at the end of October 2019, and expect the final figures to be published by the Scottish Government in January 2020, according to the provisional timetable. The figure of 95% for quarter 1 therefore, is still subject to validation by the Scottish Government.
Percentage of applications dealt with under delegated authority			98.1%	Data only	97.5%	Data only	96.6%*	Data only	Data only	*The Scottish Government have taken a decision to now publish these statistics bi-annually. We will submit our first half year's data at the end of October 2018, and expect the final figures to be published by the Scottish Government in January 2019, according to the provisional timetable. The figure of 96.6% for quarter 1 therefore, is still subject to validation by the Scottish Government.
Time to issue a building warrant or amendment to warrant from receipt of application (days)			87.4 days	60.0 days	83.9 days	60.0 days	85.6 days	60.0 days	60.0 days	What is going wrong or impacting on performance? As part of our performance scrutiny, the quarter 1 figure was examined further, particularly as this measure calculates the combined response times of both the local authority verifier and the agent/architect. Investigation has shown that within that average 85 days in Q1, building warrants spent on average 48 days with Building Standards and 37 days with agents/architects. Has any corrective action already been undertaken? At our midterm scrutiny meeting last year, the
Time to issue a first report (95% issued within 20 days)			29.6%	95.0%	61.2%	95.0%	59.2%	95.0 %	95.0%	
Percentage of building warrants or amendments issued within 10 days of receipt of all satisfactory information			48.1%	90.0%	61.2%	90.0%	53.0%	90.0 %	90.0%	

Performance Indicator	Current Status	Trend	2017/18		2018/19		Q1 2019/20		2019/20	Comments
			Value	Target	Value	Target	Value	Target	Target	
										<p>performance of the three building standards indicators was discussed. Since then, following discussions with the Director of Communities, Housing and Planning Services, a programme of performance management has been put in place to scrutinise performance and discuss any trends or issues. The wording of these indicators has been changed to make it clearer what they mean and what they are measuring.</p> <p>When does the service expect to be back on track?</p> <p>Within the team, 2 new appointments have been made and a further graduate level post will be advertised shortly; it is hoped these appointments will result in further improvements. We hope the performance will also be aided by an ICT investment funded from existing Communities, Housing and Planning Services budgets.</p>
Total Percentage of frontline (stage 1) complaints responded to within 5 days by DHS			88.6%	95%	90.1%	95%	91%	95%	95%	176 received and 160 answered within timescale.
Total Percentage of investigation (stage 2) complaints responded to within 20 days by DHS			85.7%	95%	82.4%	95%	100%	95%	95%	4 received and 4 answered within timescale.