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**To: Communities, Housing and Planning Policy Board**

**On: 26 October 2021**

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

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**Heading: Communities and Housing Services – Service Delivery Plan  
2021/22 Mid-Year Monitoring Report**

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## **1. Summary**

- 1.1. As a result of the pandemic and the focus on crisis response and recovery, alternative service planning arrangements are in place for 2021/22. Rather than Service Improvement Plans, each Director submitted a Service Delivery Plan covering a 12 month period. These plans set out the priorities for each service area as it continues to deliver a crisis response but ensure services and activities support the council's recovery and renewal agenda. The Communities and Housing Services Service Delivery Plan was approved by this Board on 16 March 2021.

This report contains details of Communities and Housing Services performance over the period 1 April 2021 to 30 September 2021. The main purpose of the report is to provide:

- details of the key achievements of the service over the period;
- a progress update on implementing the action plan linked to the 2021-22 Service Delivery Plan;
- an assessment of performance in relation to the service scorecard of core performance indicators; and
- an overview of priorities for the service over the next six months.

- 1.2 The action plan is the core of the Service Delivery Plan. It sets out the priorities being addressed, the key tasks to be implemented, the implementation timetable and the measures of success. The service scorecard sets out a range of key indicators against which aspects of performance of the service are measured. Despite the challenges of maintaining services throughout different stages of restrictions, Communities and Housing Services continued to deliver on its priorities and achievements over the last six months and these are detailed in section 4 of the report.

- 1.3 Appendix 1 of this report provides an updated position on all actions and performance indicators within the Service delivery Plan covering 1 April 2021 to 30 September 2021.
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## **2. Recommendations**

- 2.1 It is recommended that the Communities, Housing and Planning Policy Board note:
- (i) the contents of this report;
  - (ii) the achievements of Communities and Housing Services during the first six months of 2021/22 which fall within the remit of this Board; and
  - (iii) that a mid-year report will be presented to the Infrastructure, Land and Environment Policy Board on 3 November 2021 in respect of service areas falling within the remit of that board.
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## **3. Background**

- 3.1 Communities and Housing Services aim to create, develop, support, protect and empower Renfrewshire's communities. This includes managing and investing in our housing stock of approximately 12,000 properties and providing services to council tenants, alongside housing advice and support and ensuring people have safe and healthy places to live. This work links closely with our public protection role safeguarding public health and protecting the environment, consumers, workers and local communities.
- 3.2 The Service Delivery Plan allows elected members to scrutinise the work of Communities and Housing Services. Refreshing service plans annually and reviewing progress every six months allows each service to consider the context in which they operate and revise plans where appropriate.
- 3.3 The operating context for services continued to be challenging throughout the first half of 2021/22. Services have continued to operate throughout all periods of restriction delivering critical front-line services and adapting ways of working to support positive outcomes for service users, their families and communities.
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## **4. Service Update and Key Achievements April-September 2021**

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

## **Housing Services**

- Following approval from the Communities, Planning and Housing Policy board on 18 May 2021, consultation is progressing in the 8 phase 1 areas of the Housing Led Regeneration and Renewal programme for Renfrewshire. Consultation has been widely publicised, with an opportunity for people to take part and comment on the proposals in a variety of ways to suit their needs and preferred method of communication.
- A new build programme for 2021/22 is being delivered – with revised targets due to COVID-19 restrictions. 95 newbuild homes in Johnstone Castle were completed in April 2021. Worked commenced on site in spring 2021 on 39 new homes at Auchengreoch Road in Johnstone and on 101 new homes in Ferguslie Park.
- Renfrewshire Council was awarded £1,003,800 for qualifying projects under the Scottish Government's Home Energy Efficiency Programme Scotland: Area Based Schemes (HEEPS: ABS) for 2021/22. As in previous years, the investment will be focussed on mixed tenure blocks of solid wall construction to support social landlords in meeting the requirements of the Energy Efficiency Standard for Social Housing (EESH). However, for the first time, an application to support a pilot scheme of funding to private homeowners in houses or wholly private blocks through a Managing Agent was included within the submission and funding for this was approved.
- During 2021/22, most housing services have continued to be delivered in accordance with the latest Scottish Government guidance and restrictions. Staff quickly and positively adapted to working remotely and have continued to deliver essential services to tenants, homeless people, those threatened with homelessness, and other services users.
- Staff continue to make connections and refer Council Tenants and applicants where appropriate to relevant colleagues and partners to access support and/ or financial advice and assistance. Joint networking meetings have been held between all housing management staff, income advisors and homelessness staff to further increase awareness of respective services and assistance available to those who need it.
- Housing staff continue to make proactive contact with customers. A successful bid to Connecting Scotland has enabled the provision of devices to some customers to improve access to services and other benefits that being digitally enabled offers.
- Housing Services has been piloting a digital platform which enables face to face contact online, enabling enhanced form filling assistance, face to face interviews and meetings without the need for a customer to travel to an office.
- A review paper summarising the progress over the first 2 years of the Rapid Rehousing Transition Plan (RRTP) and challenges for the remainder of the 5-year period it covers was presented to the Communities, Planning and Housing Policy Board in August 2021.

- We have upscaled the use of a Housing First approach in supporting homeless applicants into settled tenancies. This now covers up to 44 service users at any one time, using both Council and Scottish Government RRTP funding. A Temporary Senior Housing Support Officer post has been established to ensure benefits from this approach are maximised.
- We submitted the Annual Return on the Charter (ARC) to the Scottish Housing regulator (SHR) in May 2021. The ARC tracks the quality of service provided to tenants and provides benchmarking and tenant scrutiny of the services provided. We use this to inform what areas we will focus on for improvement.

### **Communities and Public Protection**

- Communities and public protection services have continued to be at the forefront in supporting the Council in dealing with the impact and recovery from COVID-19. During 2021/22 this has included
  - the recruitment of staff to assist with new and changing posts, for example Environmental Health Compliance Officers to deal with COVID-19 issues
  - assisting Children's Services with contact tracing in educational establishments
  - the continuation of Community Testing sites across Renfrewshire to assist with asymptomatic testing
  - working with businesses throughout the pandemic to ensure they remained compliant with all relevant Scottish Government legislation and guidance
  - assisting to help ensure safe elections for the Scottish Parliament by providing guidance and staff acting as COVID-19 Marshalls and COVID-19 Supervisors
- During 2021/22 the service continued to deliver and manage the Local Assistance Team for calls in relation to self-isolation/vaccinations. The total number of calls between November 2020 and September 2021 stands at 16,118 whilst the number of people requiring calls and assistance continues to be steady and manageable.
- Business Regulatory services have continued to work with stakeholders to understand the impacts of EU withdrawal and ensure the safety of products in Renfrewshire. Work continues with Glasgow Airport, Border Force and national bodies including Food Standards Scotland to assess the challenges and impacts of the EU withdrawal.
- A short life working group was established to review and update the Renfrewshire Anti-Social Behaviour Strategy. The draft strategy has been prepared for consultation and included on the agenda of the October 2021 meeting of Communities, Housing and Planning Policy Board.

- The roll out of further Notice-Check-Share training to support local and national Prevent training and awareness raising remains ongoing. A recent Home Office PMAP (Prevent Multi-Agency Panel) self-assessment review has been completed and evidences that Renfrewshire has established good practice in relation to compliance with the PREVENT guidance published in February 2021. Relevant mandatory training for the nominated Chair and Depute Chair of PMAP has been undertaken. In August 2021 the ACT (Action Counters Terrorism) training module was included on the Councils i-learn system with relevant officers now being encouraged to complete this training.
- Throughout the COVID-19 pandemic, Environmental Health and Trading Standards have been at the forefront of limiting the transmission of COVID-19 by ensuring business compliance with regards to COVID-19 legislation, guidance and requirements. This has included numerous e-mails and visits to different sectors to offer advice on changes to legislation and guidance.
- Work has been prioritised to ensure visits, inspections, risk assessments and sampling of highest risk private water supplies have been undertaken at the required frequency to ensure compliance with legislation. A Senior Regulatory Officer has been recruited to allow ensuring all private water supplies are safe to be a priority for the Council.
- Fly Tipping has been a priority for Communities and Housing Services working with Environment and Infrastructure over many years. In particular, it has been a focus for the Environment and Place workstream leading to historical sites at Sergeantlaw Road and Blackstoun Road being cleared and secured. This work is continuing and is linked to the Team Up to Clean Up campaign.
- Almost all funding available via the Greenspaces, Parks and Play Areas and Villages Investment fund has now been allocated (89%) funding 53 projects being taken forward by communities across Renfrewshire
- Training and development opportunities for employees have been provided including additional employees to support the Team Up to Clean Up campaign and use of Invest and Kick Start programmes to support training and employee opportunities within Community Safety.
- Significant work has been undertaken to lead on Water Safety actions for the Council with a report outlining progress to date available to be considered at the October 2021 meeting of the Communities, Housing and Planning Policy Board.
- While the focus for the Civil Contingencies team (CCS) remains very much on the COVID-19 response and recovery, to date, all commitments in relation to updating the suite of incident response documentation and moving forward with validating these arrangements by organising training and exercising events have been completed. The service has not only met all obligations on the Councils behalf under the Civil Contingencies Act but has been agile in the support of testing and vaccination programmes while also supporting preparations for the upcoming COP26 event in November.
- The Renfrewshire Community Learning and Development Strategy for 2021–24 has been developed in collaboration with a wide range of

partner organisations, third sector groups and individual service users across Renfrewshire to ensure all appropriate groups have had their voices heard. It has been informed by the insight gathered through ongoing engagement during lockdown and the results of consultation exercises carried out with service users in spring 2021.

- The resulting plan of activities and action set out in this strategy, is an ambitious plan of action over the next three years that will deliver real opportunities for individuals, families and communities across Renfrewshire to develop capacity, shape community aspirations and develop and maintain the services and facilities they want locally.
- Following the announcement of funding for the Get into Summer national summer of play programme, a multi-agency working group was established in Renfrewshire to develop a programme that would meet the needs of all children and young people in Renfrewshire. The group was led by officers from the Community Learning and Development service. The approach taken was to develop a programme that would offer a number of core activities open to all on a universal basis throughout the summer, supported by a number of targeted activities aimed at particular groups or families known to have been particularly impacted during the COVID-19 pandemic.
- A report outlining the multi-agency, universal and targeted work developed and delivered across Renfrewshire throughout the summer holidays as part of the National Get into Summer initiative was included on the agenda of the Communities, Housing and Planning Policy Board in October 2021 including the final detailed evaluation report submitted to the Scottish Government on 24 September 2021.

## **5. Service pressures and areas where actions have been delayed or cancelled**

- Due to COVID-19 restrictions only essential repairs could be completed and consequently less than half the number of non-emergency repairs were completed in 2020-21 compared to 2019-20. The impact of this is currently being assessed together with Building Services. The restrictions to safe working practice and risk assessments for the construction sector also impacted on the throughput of repairs to void properties. The service is working with Building Services to assess impact and prioritise resources. Specifically;

### **General / Specialist Repairs**

- Backlog and new requests are being processed with regular dialogue to prioritise works and assess the availability of materials / trades.
- Adaptations –Risk Assessments are being reviewed to allow more works to be carried out as restrictions ease within context of available Trades resources.
- Where specialist rot work jobs are outstanding there is ongoing discussion with external contractors to review the works in progress and to expedite implementation.

## **Empty Properties**

- The number of void properties at various stages of the repairs process is 60% higher than what would be expected normally.
- Potential impact on rental income, waiting / reletting times and provision of homeless accommodation is being monitored.
- The on-going training of staff as part of the Communities and Public Protection Review has been continued to ensure skills meet the needs of the communities. However, due to the COVID-19 pandemic, training has been a challenge as a result of physical distancing or Colleges/Universities not running appropriate courses. Some of the work also requires “on-site” training which again has been challenging.
- As restrictions are removed, Managers will prepare appropriate training for Officers. Some specific training is being undertaken e.g. Student EHO, Fair Trading Officers and this will continue.
- Across Scotland there is a common issue within business regulation relating to food safety inspections. A food inspections backlog recovery plan has been agreed covering the next few years.

## **6. Progress against performance measures**

- 6.1 A full report on Housing Services performance during 2021/22 to date is included on the agenda of the October 2021 meeting of Communities, Housing and Planning Policy Board in the Housing Charter Performance 2021/22 – Half Year Update.
- 6.2 As anticipated, overall performance in the first 6 months of 2021/22 continued to be impacted by the COVID-19 Pandemic although there are signs of a return to regular practice in service delivery.
- 6.3 Communities and Public Protection have a range of new performance indicators which were introduced in April 2021. Analysis of performance for quarter 1 and quarter 2 will help inform the setting of meaningful targets moving forward to help drive improvement.

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

- 7.1 Communities and Housing Services will continue to support the strategic objectives and key priorities of the Council, including;
  - The service will continue to support the council’s recovery and renewal plans and workstreams. Council services continue to operate flexibly to respond to whatever challenges the ongoing pandemic brings for local communities but there is an increasing focus on recovery.
  - The service will also continue to support the Right for Renfrewshire transformation programme and the tranche 1 service redesigns and the revised implementation timelines in the context of the disruption caused by the COVID-19 pandemic to the programme delivery.

- Communities and Housing Services will also play a key role in supporting the Renfrewshire Economic Recovery Plan and the Renfrewshire Social Renewal Plan which will set a clear strategic direction for the organisation in these unprecedented and rapidly changing times.
- The service will continue to support the Leadership Board sub-committee on Climate Change to develop a range of actions through its plan for net zero to reduce the Council's own carbon emissions and support partners, businesses and citizens in Renfrewshire to reduce theirs.
- Communities and Housing Services activities will make a critical contribution towards Renfrewshire achieving the target of net zero carbon emissions by 2030. The Housing-led Regeneration and Renewal Programme for Renfrewshire will contribute to achieving this through retrofit of existing stock, including through the (RenZEB) programme and energy efficient construction methods for new build properties.

7.2 Within the service the priorities for the next six months up to March 2022 include:

### **Housing Services**

- A report will be presented to the Communities, Housing and Planning Policy Board on the consultation feedback for each area in phase 1 of the Housing Led Regeneration and Renewal programme for Renfrewshire. Detailed proposals for each area, taking account of consultation feedback, will be presented to the Board for approval.
- As part of the new build programme for 2021/22, it is anticipated that the 39 new homes at Auchengreoch Road, Johnstone will be completed by summer 2022.
- The comprehensive review of all statutory landlord compliance activities was completed and the Compliance Strategy and policies are now all in place. A new Compliance Manager post has recently been appointed and a further review of resource requirements has also been undertaken. Once all resources are in place, policies will be fully implemented.
- Processes will be developed to maximise the use of the funding allocated to the Council from the Tenant Hardship Grant. The grant is the newest intervention available to Councils to prevent evictions as a result of COVID-19 related rent arrears for tenants in both the social and private rented sectors. We will also continue to use all tools at our disposal to support people facing housing problems to sustain tenancies and prevent homelessness.
- Housing Services will continue the early intervention approach for Council tenants offering all supports available from the Council and relevant agencies to minimise the number of tenants who may find themselves in circumstances that could result in eviction from a Council house. Eviction will remain the last resort in the Council's housing service.
- The benefits of the new ways of working which have evolved, for example reduced travel for officers and benefits to customers such as making services more accessible through increased use of the digital platforms available will be continued and developed.



- As a consequence of uncertainty in the local employment market and wider economic implications, including the ending of furlough it is anticipated that there will be an increase in rent arrears as a result of new Universal Credit claims and changes in payment methods. This situation will be closely monitored and officers will continue to carry out detailed analysis and monitoring on rent account management as well as providing detailed welfare contacts to support our tenants where there is an indication of financial pressure / distress.
- The Housing First approach will be used to increase the number of homeless applicants supported into settled tenancies to 50 by March 2022, using both Council and Scottish Government RRTP funding.
- In September 2021 proposals were presented to the Alcohol & Drug Commission Programme Board in line with the Alcohol & Drug Commission final report recommendations. The initiatives developed will better meet the needs of those homeless applicants and tenants with alcohol and drug issues.
- Three additional officers will be recruited to provide direct support, advocacy and representation for private tenants and private landlord enforcement activities, recognising the very challenging time that will be experienced by some households as temporary legal protections for tenants that have operated during COVID-19 transition away.
- The Annual Return on the Charter data for 2020-21 reflects the challenges faced by the Council in continuing to provide core essential housing services during the COVID-19 pandemic. Taking into account key areas of service performance most significantly impacted by the pandemic, and as part of the Council's recovery planning activity, the housing service will prioritise work to reduce the time taken to re-let empty properties and the time taken to complete adaptations. It will also continue to work to tackle cases of serious rent arrears and to prioritise lets to people who are homeless and those with the highest level of need.
- The Tenants Information Service, which is an organisation set up to promote and inspire innovative tenant participation have been commissioned to review the current approach to customer engagement and produce a new Tenant Participation Strategy. It is anticipated that their recommendations will be reported to the Communities, Housing and Planning Policy Board in early 2022.

### **Communities and Public Protection**

- Work will continue with stakeholders to understand the impact of EU withdrawal and ensure the safety of products in Renfrewshire. This will increase over the coming year as import/exports pick up following COVID-19 and when the EU withdrawal is implemented fully.
- The Local Assistance Team will continue to support calls in relation to self-isolation/vaccinations and provide essential support to communities. the Scottish Government has extended self-isolation support until 31 December 2021 and the number of people requiring calls and assistance continues to be steady and manageable.

- Business compliance with regard to COVID-19 legislation and guidance continues and 2 Environmental Health Compliance Officers have been recruited to continue to prioritise COVID-19 related issues in the coming months/year.
- Renfrewshire Council has been part of the Scottish Food Enforcement Liaison Committee (SFELC) Recovery Group and presented the Business Regulation Service Plan to the Infrastructure, Land and Environment Policy Board on 25 August 2021. This plan detailed the recovery of the Food Law inspection programme over the next 18 months. This has also detailed the time and resource that will be required to ensure full compliance with the Food Law Code of Practice for Scotland.
- A draft voluntary professional dog walking scheme in Renfrewshire has been devised, however, to date it has not been consulted on or launched. This is currently being reviewed to ensure it remains up to date and a plan developed to work with professional dog walkers in the coming year.
- A desk-top study is currently being undertaken of the litter control areas that remain in place after being issued under the Environmental Protection Act 1990. This is a large piece of historical work being carried out in conjunction with Legal and Democratic Services and will take time to review to ensure a better understanding of areas of concern and provide a focus on relevant engagement and enforcement.
- The Civil Contingencies Service's priorities for the rest of 2021-22 include:
  - Continued support to each Council's pandemic response and recovery activities
  - Maintaining oversight of EU Exit and transitional impacts to ensure contingency plans reflect ongoing uncertainty in specific sectoral areas
  - Ongoing planning to establish robust arrangements for continued delivery of essential services in a widespread power outage
  - Continual review and update of each Council's suite of Incident Response Plans
  - Scoping opportunities for training and exercising as a key validator of planning arrangements
  - Ensuring lessons learned from the pandemic, and all incidents are identified and adopted into incident response plans.
- Delivery of year 1 of the Community Learning and Development Strategy plan of activities and action will deliver real opportunities for individuals, families and communities across Renfrewshire to develop capacity, shape community aspirations and develop and maintain the services and facilities they want locally.
- Work is also currently being undertaken to produce a summary and user-friendly version of the CLD strategy to be shared through partner networks

- Efforts will continue to re-connect children, young people and families to communities. Targeted work will continue through the Community Learning and Development partnership to recover education and promote learning opportunities in the autumn and winter community-based programmes, delivering the legacy of the Get Into Summer programme.
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## **Implications of the Report**

1. **Financial** – This report highlights resourcing pressures arising from increasing demand for services and the current financial environment.
2. **HR & Organisational Development** – none
3. **Community/Council Planning** – the report details a range of activities which reflect local council and community planning themes.
4. **Legal** – none
5. **Property/Assets** – none
6. **Information Technology** – none.
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – Communities and Housing Services continues to follow current public health guidance in relation to the safe operation of care establishments and other working environments.
9. **Procurement** – none.
10. **Risk** – Risks related to the delivery and management of services are regularly monitored and included in Renfrewshire Council's Corporate and Strategic Risk Registers.
11. **Privacy Impact** - none
12. **COSLA Policy Position** – none.
13. **Climate Risk** - The Service Delivery Plan contains a range of actions which will help Renfrewshire achieve its plan to be net zero by 2030.




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**List of Background Papers:**

- Communities, Housing & Planning Policy Board – 16 March 2021, Agenda item 5(a) Service Delivery Plan 2021/22: Communities and Housing Services
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## Strategic Outcome 1: Reshaping our place, our economy and our future

<u>What will we do?</u>	<u>What difference will this make?</u>	<u>Who is leading on this?</u>	<u>When will it be completed?</u>	<u>Update on progress from April 2021 to September 2021</u>	<u>Percentage complete</u>	<u>Status</u>
Continue to work with stakeholders to understand the impacts of EU withdrawal and ensure safety of products in Renfrewshire	Safer communities by ensuring products etc are safe. It will also assist economy by ensuring businesses to import/export and that anything placed on the market is safe	Communities and Public Protection – Environmental Health – Business Regulation Manager and Serious Organised Crime and Trading Standards Manager	March 2022	Work continues with Glasgow Airport, Border Force and national bodies including Food Standards Scotland to assess the challenges and impacts of the EU withdrawal.  This work will continue and will increase over the coming year as import/exports pick up following Covid-19 but also when the EU withdrawal is implemented fully.	50%	
Deliver the first year actions of Housing-led Regeneration and Renewal Programme for Renfrewshire?	The programme which is part of our economic recovery plan to help Renfrewshire thrive after COVID-19 and will create around 300 newbuild homes and deliver improvements to existing housing in eight areas in Johnstone, Paisley and Renfrew in its first phase in the first phase of this 10 year programme.  Creating modern, affordable, safe and warm homes which are designed to reduce fuel poverty and carbon emissions	Housing Regeneration and Service Improvement Team	March 2022	Following approval to consult granted on 18 <sup>th</sup> May 2021, consultation is progressing well in the 8 phase 1 areas of the Housing Led Regeneration and Renewal programme for Renfrewshire.	50%	
Improve Tenant Participation by delivering the Customer Engagement Action Plan.	The Action Plan outlines how we will strengthen and increase tenant participation and support engagement, to help inform ongoing service development and continuous improvement.	Housing Regeneration and Service Improvement Team	March 2022	Consultants have been commissioned to review the current approach to customer engagement and produce a new Tenant Participation Strategy. This is expected to be reported to the CHAPs Board in early 2022.	50%	





	<p>During 2021, we have been reviewing our Customer Engagement Strategy, including:</p> <ul style="list-style-type: none"><li>• Review of consultative processes</li><li>• Review of the Neighbourhood Housing Forums</li><li>• Examining ways to enhance digital methods to consult and engage with our tenants and tenant representatives</li></ul>					
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## Strategic Outcome 2: Building strong, safe and resilient communities



What will we do?	What difference will this make?	Who is leading on this?	When will it be completed?	Update on progress from April 2021 to September 2021	Percentage complete	Status
We will deliver new build programme for 2021/22 – with revised targets due to COVID-19 restrictions.	<p>Johnstone Castle phase 1 – 95 new homes now scheduled to complete in April 2021</p> <p>Auchengreoch Road, Johnstone – 39 new homes in South West Johnstone anticipated to complete Summer 2022</p> <p>Ferguslie Park – 101 new homes due to complete Spring 2023</p>	Housing Regeneration and Service Improvement Team	March 2022	<p>95 newbuild homes in Johnstone Castle completed April 2021.</p> <p>Auchengreoch Road, Johnstone – Commenced on site in Spring 21. On programme to complete Summer 2022.</p> <p>Ferguslie Park – commenced on site in Spring 21. On programme to complete Spring 2023.</p>	<p>100%</p> <p>20%</p> <p>15%</p>	<p></p> <p></p> <p></p>
Sustained increase in the number and proportion of lets from Council and RSL partners	<p>Reduce the time homeless applicants spend in temporary accommodation, in line with national homeless policy.</p> <p>Positive effect on tenancy sustainment level and reduction in temporary accommodation costs.</p>	Homeless and Housing Support Services/ Housing Services	March 2022	<p>Target of 49% of group lets to homeless applicants now been set for 2021/22, from 37% target in 2020/21.</p> <p>Increase in number and proportion of lets from RSL's in 2020/21 is being built upon</p>	50%	
Upscale the use of a Housing First approach in supporting homeless applicants into settled tenancies	Increase in number of homeless applicants being provided with wraparound support. Improved tenancy sustainment levels	Homeless and Housing Support Services	March 2022	<p>Now upscaled to 44 service users at any one time, using both Council and Scottish Government RRTP funding, and plan to increase to 50 by March 2022.</p> <p>Positive impact on tenancy sustainment levels</p> <p>Temporary Senior Housing Support Officer post established to ensure benefits from this approach are maximised.</p>	50%	


What will we do?	What difference will this make?	Who is leading on this?	When will it be completed?	Update on progress from April 2021 to September 2021	Percentage complete	Status
Review the provision of temporary accommodation light of the impact of R RTP and Council Regeneration programme	Rationalise the provision and cost of temp accommodation.	Homeless and Housing Support Services	March 2022	Review completed.  Stock of temporary accommodation is currently having to be sustained at previous level due to demand from impacts of COVID and recovery. Planned decommission of staffed accommodation site in 2022/23	50%	
Implement new management structure for sheltered housing service.	Service modernised, improved resilience, meet Care Inspectorate requirements. Alternative arrangements in place for liaison with Gypsy / Travellers	Homeless and Housing Support Services	March 2022	Proposals developed and costed.	50%	
Review service delivery arrangements for Concierge/ Caretaking service	Improved links with enhanced estate management service.	Homeless and Housing Support Services/ Housing Services	March 2022	Proposals developed	50%	
Continue to work with relevant colleagues and partners such as Advice Works, Invest in Renfrewshire, Energy Advisors and other support services to help council tenants to access any source of funding or benefit entitlement available.	Tenants income is maximised	Housing Services	March 2022	Staff continue to make connections and refer Council Tenants and applicants where appropriate to relevant colleagues and partners to access support and / or financial advice and assistance. Joint networking meetings have been held between all housing management staff, income advisors and homelessness staff to further increase awareness of respective services and assistance available to those who need it.	50%	
Maximising contact with customers to understand their needs and offer support through proactive contact.	Allow us to understand their needs to help inform what actions we take next.	Housing Services	March 2022	Housing staff continue to make proactive contact with customers. A successful bid to Connecting Scotland has enabled the provision of devices to some customers to improve access to services and other benefits that being digitally enabled offers.	50%	









What will we do?	What difference will this make?	Who is leading on this?	When will it be completed?	Update on progress from April 2021 to September 2021	Percentage complete	Status
Implement revised Housing Asset Management Strategy	A revised strategy will set out proposals to deal with abeyances and exemptions which have arisen from the Scottish Housing Quality Standard (SHQS) and programmes to maintain delivery of the standard in coming years.	Housing Asset and Investment Team	March 2022	Work is ongoing led by Officers within the Asset and Energy Team and will be reported to the Communities, Housing & Planning Board early in 2022.	50%	
Deliver HEEPS:ABS programme subject to COVID-19 restrictions	The HEEPS:ABS programme will help to ensure council properties in mixed tenure blocks meet EESSH, reducing fuel poverty and ensuring warm, energy efficient homes.	Housing Asset and Investment Team	March 2022	The successful delivery of the Home Energy Efficiency Programme Scotland : Area Based Schemes continues to be rolled out across Renfrewshire with works currently on site in Gallowhill and the Renfrewshire Villages.	50%	
Deliver yearly programme towards ensuring houses meet EESSH standard subject to COVID-19 restrictions	EESSH aims to improve the energy efficiency of social housing in Scotland. This will help reduce fuel poverty and ensure warm, high quality, affordable, low carbon homes and a housing sector that helps to establish a successful low carbon economy across Scotland.	Housing Asset and Investment Team	March 2022	Connected to the implementation of the HEEPS / ABS programme the requirement of the Council to meet the Energy Efficiency Standard for Social Housing continues to be progressed in line with regulatory targets.	50%	
Complete smoke and heat detector upgrade programme.	This will ensure our housing stock meets the revised regulations on smoke, heat and carbon monoxide detectors introduced by the Scottish Government. The date for compliance with the new standards has been extended from February 2021 to February 2022, due to the practical difficulties caused by COVID-19.	Housing Asset and Investment Team	February 2022	Work is underway across the Council's Housing Stock to meet the statutory obligation to provide smoke, heat and carbon monoxide sensors by February 2022.	50%	



What will we do?	What difference will this make?	Who is leading on this?	When will it be completed?	Update on progress from April 2021 to September 2021	Percentage complete	Status
Review the Renfrewshire Council Anti-Social Behaviour Strategy and associated procedures	A fit for purpose strategy to work alongside partners to tackle persistent anti-social behaviour	Communities and Public Protection – Lead Officer, Tasking and Deployment	October 2021	A short life working group was established to review and update the Renfrewshire Anti-Social Behaviour Strategy. The draft has been prepared for consultation with a report has been prepared to be presented to the Communities, Housing and Planning Policy Board in October 2021.	75%	
Continue to deliver and manage the Local Assistance Team wherever required for calls in relation to self-isolation/vaccinations to ensure support to the communities	Assistance for communities throughout the pandemic to ensure support in isolation	Communities and Public Protection – Resilience and Deployment Manager	March 2022	Total calls since 12/10/2020: 16,118  The number of people requiring calls and assistance continue to be steady and manageable. The Scottish Government has increased the self-isolation support until 31 December 2021. Still a proportion of self-isolation grants being generated through Council database (Firmstep), however only 511 require further support from the Community Hubs. General uptake of follow-up calls are reducing due to the restrictions being lifted.	50%	
Roll out of further Notice-Check-Share training as part of the local and national Prevent training	Safer communities and to allow people to share concerns safely	Communities and Public Protection – Resilience and Deployment Manager	March 2022	The training remains ongoing. A recent PMAP (Prevent Multi-Agency Panel) self-assessment has been completed with the Home Office and Renfrewshire has set a good practice in relation to compliance with the PREVENT guidance published in February 2021. The Lead and Depute have undergone mandatory training. In August 2021 Renfrewshire published the ACT (Action Counters Terrorism) training through the councils iLearn on line training system.	50%	
Ensure business compliance with regards to COVID-19 legislation, guidance and requirements	This will reduce transmission of COVID-19 and ensure safety for everyone working, visiting or staying in Renfrewshire.	Communities and Public Protection – Environmental Health and Trading Standards Managers	March 2022	Throughout the Covid-19 pandemic, Environmental Health and Trading Standards have been at the forefront of limiting the transmission of Covid-19. This has included numerous e-mails and visits to different sectors to offer advice on changes to legislation and guidance.	50%	

What will we do?	What difference will this make?	Who is leading on this?	When will it be completed?	Update on progress from April 2021 to September 2021	Percentage complete	Status
				2 Environmental Health Compliance Officers have been recruited to continue to work on Covid related issues in the coming months/year.		
Enhanced inspection of private water supplies (including risk assessments and sampling) in Renfrewshire to ensure compliance with legislation	Safe water supplies for the consumption of residents	Communities and Public Protection – Environmental Health – Public Health Manager	March 2022	Work is being prioritised to ensure visits, inspections, risk assessments and sampling of highest risk private water supplies are undertaken at the required frequency. A Senior Regulatory Officer has been recruited to allow this to be a priority for the Council to ensure all private water supplies are safe.	50%	
Recovery of Food Law inspections in line with the Code of Practice	This will allow businesses to re-open and serve food safely to residents in Renfrewshire	Communities and Public Protection – Environmental Health – Business Regulation Manager	September 2021 (Subject to change due to COVID-19 restrictions)	Renfrewshire Council has been part of the Scottish Food Enforcement Liaison Committee (SFELC) Recovery Group and presented the Business Regulation Service Plan to the Infrastructure, Land and Environment Policy Board on 25 August 2021. This plan detailed the recovery of the Food Law inspection programme over the next 18 months. This has also detailed the time and resource that this will be required to ensure full compliance with the Food Law Code of Practice for Scotland.	50%	

Performance Indicator	Current Status	2018/19		2019/20		2020/21		2021/22 Q1	2021/22	Comment
		Value	Target	Value	Target	Value	Target	Value	Target	
Percentage of Council housing stock which meets the Scottish Housing Quality Standard  (After applying allowable exclusions and abeyances, the Council remains 100% compliant with the SHQS target.)		94.49%	100%	94.6%	100%	91.65%	100%	Not measured for quarters	100%	Last year the service saw a small number of properties not meeting the SHQS standard (89) due to work being required which was unable to be carried out to COVID restrictions. At the end of 2020/21, 11,192 of the stock of 12,212 met the standard SHQS standard. There are 290 properties not in scope as they are part of approved demolition programmes and currently void and 730 properties currently in abeyance due to tenant refusal of works. After applying allowable exemptions and abeyances, the council is 99.3% compliant with the SHQS target




Performance Indicator	Current Status	2018/19		2019/20		2020/21		2021/22 Q1	2021/22	Comment
		Value	Target	Value	Target	Value	Target	Value	Target	
Average time from household presenting themselves as homeless to completion of duty (number of weeks)		23.97	23	23.27	24	25	23	25.73	26	<p>Despite the challenges of providing accommodation during COVID-19 restrictions, this indicator only saw a marginal increase, and it is anticipated that performance will have continued to be better than the national average.</p> <p>It is likely that 2021/22 will present further challenges in meeting the needs of those who are homeless during the COVID-19 recovery, and the target is being reviewed.</p>
Percentage of homes meeting the EESSH 2020 standard		New indicator for 2021/22						Not measured for quarters	95%	This is a new performance indicator which will be reported on an annual basis.
Percentage of adults who agree that Renfrewshire is a safe place to live.		84.6%	84%	84.6%	85%	75%	85%	Not measured for quarters	85%	This comes from the Renfrewshire Public Services Panel which was carried out in December 2020.
Percentage of adults who agree with the statement "I am satisfied with my neighbourhood as a place to live".		83.5%	87%	83.5%	88%	82%	85%	Not measured for quarters	85%	This comes from the Renfrewshire Public Services Panel which was carried out in December 2020.
Private Water Supplies – 100% of type A supplies risk assessed and sampled		New indicator for 2021/22						Not measured for quarters	100%	This is a new performance indicator which will be reported on an annual basis.
Enhanced Enforcement of Private Rented Sector - no. of investigations, reports to First Tier Tribunal and RPNs issued		New indicator for 2021/22						<p>No. of investigations – 13</p> <p>First Tier Tribunal Referrals – 1</p> <p>RPNs issued – 160</p>	Data Only	As this activity is compliant driven, it is not appropriate to set any target for performance. The Q1 data includes all enforcement activity relating to private rented sector. Rent penalty notices issued will include landlords who are unregistered as well as landlords whose registration has expired.



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

What will we do?	What difference will this make?	Who is leading on this?	When will it be completed?	Update on progress from April 2021 to September 2021	Percentage complete	Status
Develop Alcohol & Drug Commission related initiatives in line with Final Report recommendations.	Initiatives being delivered to better meet the needs of those homeless applicants and tenants with alcohol and drug issues.	Homeless and Housing Support Services	March 2022	Proposal developed and presented to Alcohol & Drug Commission Programme Board in September 2022	50%	
Develop new 3 year Community Learning and Development Plan	<p>The plan will be developed in partnership with learners and communities. The needs of learners and communities should clearly inform priorities.</p> <p>This will help to ensure CLD provision is adequate and efficient and meets the needs of young people, adults, families and communities.</p>	Community Learning and Development Team	September 2021	<p>The Renfrewshire Community Learning and Development Strategy for 2021–24 has been developed in collaboration with a wide range of partner organisations, third sector groups and individual service users across Renfrewshire to ensure all appropriate groups have had their voices heard.</p> <p>It has been informed by the insight gathered through ongoing engagement during lockdown and the results of consultation exercises carried out with service users in spring 2021.</p> <p>The strategy has a focus on delivery and reflects key priorities set out in relevant local and national plans and strategies:</p> <ul style="list-style-type: none"> <li>• Developing Individual and Family Capacity with a key focus on young people and vulnerable adults and families</li> <li>• Building Community Capacity</li> <li>• Digital Enabling</li> <li>• Participatory Budgeting</li> <li>• Community Asset Transfer/Ownership</li> <li>• Delivering both Universal and Targeted provision</li> </ul>	100%	



What will we do?	What difference will this make?	Who is leading on this?	When will it be completed?	<u>Update on progress from April 2021 to September 2021</u>	<u>Percentage complete</u>	<u>Status</u>
				The resulting plan of activities and action set out in this strategy, is an ambitious plan of action over the next three years that will deliver real opportunities for individuals, families and communities across Renfrewshire to develop capacity, shape community aspirations and develop and maintain the services and facilities they want locally.		

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





What will we do?	What difference will this make?	Who is leading on this?	When will it be completed?	Update on progress from April 2021 to September 2021	Percentage complete	Status
Implement the voluntary professional dog walking scheme in Renfrewshire	Communities feeling safer, less dog fouling and a more controlled sector that is currently not engaged	Communities and Public Protection – Lead Officer, Environmental Initiatives	October 2021	A draft scheme has been devised, however, to date it has not been consulted on or launched. This is currently being reviewed to ensure it remains up to date and a plan developed to work with professional dog walkers in the coming year.	50%	
Review of Litter Control Areas with Legal and Democratic Services across Renfrewshire	A better understanding of areas of concern and a focus on engagement and enforcement	Communities and Public Protection and Legal & Democratic Services	March 2022	A desk-top study is currently being undertake of any litter control areas that remain in place after being issued under the Environmental Protection Act 1990. This is a large piece of historical work and will take time to review and ensure correct.	25%	
Continue to focus on fly tipping hot spots to both remove, secure and tackle the perpetrators	Cleaner communities with less fly tipping and a clear understanding that this will not be tolerated	Communities and Public Protection, Environment and Infrastructure Services and SEPA	March 2022	Fly Tipping has been a priority for Communities and Housing alongside Environment and Infrastructure over many years. In particular, it has been a focus for the Environment and Place workstream leading to historical sites at Sergeantlaw Road and Blackstoun Road being cleared and secured. This work is continuing and this is linked to the Team Up to Clean Up campaign.	50%	


Performance Indicator	Current Status	2018/19		2019/20		2020/21		2021/22 Q1	2021/22	Comment
		Value	Target	Value	Target	Value	Target	Value	Target	
Air Quality - Annual average PM10 value across all continuous monitoring sites		13.75 ug/m3	18 ug/m3	14.3 ug/m3	18 ug/m3	10.2ug/m <sup>3</sup>	18 ug/m3	Not measured for quarters	18ug/m3	Annual results for the reporting year 2021, based on 2020 data is below the target level.
Air Quality - average nitrogen dioxide value of monitoring sites, within AQMA(s) exceeding limits		40.8 ug/m3	43 ug/m3	41.1 ug/m3	42 ug/m3	<40ug/m <sup>3</sup>	41 ug/m3	Not measured for quarters	40 ug/m3	Annual result for the reporting year 2021, based on 2020 data demonstrated there were no monitoring locations within AQMA where the statutory objective limit of 40ug/m <sup>3</sup> was exceeded


## Strategic Outcome 5: Working together to improve outcomes





<u>What will we do?</u>	<u>What difference will this make?</u>	<u>Who is leading on this?</u>	<u>When will it be completed?</u>	<u>Update on progress from April 2021 to September 2021</u>	<u>Percentage complete</u>	<u>Status</u>
We will use the Annual Return on the Charter (ARC) to Scottish Housing regulator (SHR) process to drive improvements across Housing Services.	The ARC tracks the quality of service provided to tenants and provides benchmarking and tenant scrutiny of the services provided. We use this to inform what areas we will focus on for improvement.	Housing Regeneration and Service Improvement Team	March 2022	<p>As anticipated, overall performance during 2020/21 has been significantly impacted by the Covid-19 Pandemic, including:</p> <ul style="list-style-type: none"> <li>• Gas servicing.</li> <li>• Routine repairs,</li> <li>• emergency repairs have continued to be completed throughout the pandemic period.</li> <li>• Void repair work was undertaken where possible in order to maintain a supply of available housing that could be utilised as additional temporary accommodation.</li> <li>• Letting activity initially focussed on homeless applicants and those with highest level of housing needs.</li> <li>• Adaptations work has been affected by pandemic restrictions</li> </ul> <p>Rent arrears has increased slightly but compared to other local authorities, the Service is performing well.</p>	50%	
The service will continue with a flexible approach to service delivery in order to meet any emerging needs or changes to COVID-19 guidance and restrictions.	The service will be agile enough to continue to deliver services as effectively as possible.	Housing Services	March 2022	The housing team is piloting a digital platform which enables face to face contact online, enabling enhanced form filling assistance, face to face interviews and meetings without the need for a customer to travel to an office.	50%	











Housing Services will continue to contribute to the Right for Renfrewshire workstream – ‘Community Development’ whose remit includes housing management services and is looking at opportunities to integrate advice services.	The aim is to create more integrated joined up services at a local level, which are responsive to local needs, and are simpler to navigate from the perspective of the service user/ customer or citizen	Housing Services/ Homeless & Housing Support Services	March 2022	The networking sessions have contributed to collaboration of staff at a local level to improve the customer experience and outcomes. Work will continue to scale up the use of digital platforms to further improve access to services and collaborative working.	50%	
Implement compliance strategy and compliance policies.	This will ensure our housing stock complies with all statutory and regulatory requirements in relation to Gas, Electric, Asbestos, Water, Lifts & Fire Safety	Housing Asset and Investment Team	May 2021	The Strategy and policies are all in place. A new Compliance Manager post has been filled and awaiting a start date. A further review of resource requirements has been undertaken. Policies will be fully implemented when required resources are in place.	50%	
Working with HR and OD, to develop relevant actions in line with the Council’s new People Strategy.	Actions will focus on supporting staff through service transformation, changing culture norms, embedding our values within decision making and improving staff and service user experiences of the council	Senior Management Team	March 2022	Meetings have taken place between Communities and Public Protection & HR and OD to discuss improving staff and service. This has included the provision of “growing your own” staff and how staff can continue to be developed. This is highlighted by Renfrewshire Council working with UWS and taking on an Environmental Health student for the first time in many years.	50%	
We will work with HR & OD colleagues to ensure that our managers have timely, and tailored information and the support they need to proactively manage staff absence.	We will ensure our employees are provided with the appropriate support to manage their attendance, to minimise sickness absence levels and help support staff health and wellbeing.	Senior Management Team	March 2022	Managing absence has been and continues to be a challenge due to the Covid-19 pandemic. However, Managers are trained in the managing attendance policy and this has been used throughout the last year where the illness has not been Covid-19 related.	50%	

				Support is offered to staff members who are not attending work (Occupational Health referral/Time for Talking) and conversations take place between Managers and HR at all interventions to ensure a bespoke approach for each member of staff.		
On-going training of staff as part of the Communities and Public Protection Review to ensure skills meet the needs of the communities	Workforce planning is a key priority to ensure that the workforce is trained and can undertake all roles appropriately	Communities and Public Protection	March 2022	Due to the Covid-19 pandemic, training has been a challenge as a result of physical distancing or Colleges/Universities not running appropriate courses. Some of the work also requires "on-site" training which again has been challenging. As restrictions are removed, Managers will prepare appropriate training for Officers. Some specific training is being undertaken e.g. Student EHO, Fair Trading Officers and this will continue.	50%	

Performance Indicator	Current Status	2018/19		2019/20		2020/21		2021/22 Q1	2021/22	Comment
		Value	Target	Value	Target	Value	Target	Value	Target	
Number of proactive e-mails to businesses in relation to COVID-19 compliance		New indicator for 2021/22						20	TBC	Proactive emails are only sent out to relevant business sectors, when relevant changes are made to Coronavirus controls imposed by Regulations under the Coronavirus Act. In Q1, there were 20 emails issued to a total of 941 businesses in sectors such as dog grooming, home improvements, gyms, personal trainers, close contact services, retail and hospitality. This dropped to 5 in Q2 due to the removal of controls, and is expected to drop further in future. Emails have covered subjects including movement down the Levels Framework (including the removal of physical distancing, household limits and trading times), baseline controls, cleaning, The Euros, Test & Protect, face coverings, counter terrorism, customer management and Coronavirus testing.

Performance Indicator	Current Status	2018/19		2019/20		2020/21		2021/22 Q1	2021/22	Comment
		Value	Target	Value	Target	Value	Target	Value	Target	
Number of or percentage of businesses brought into compliance with applicable legislation within 30 days		New indicator for 2021/22						100%	100%	Compliance is sought by a number of means through the cross-organisational Coronavirus enforcement policy to “engage, explain, encourage then enforce” the controls. Most businesses do in fact want to comply with the controls but have found the vast amount of information online to be overwhelming. Proactive emails have secured compliance in the majority of cases, leaving enforcement officers available to target activities towards areas of higher risk or repeated non-compliance.
Training – Percentage of staff training undertaken in relation to qualifications		New indicator for 2021/22						100%	100%	<p>Three Fair Trading Officers have completed 100% of the training they are required to do, relative to the overall qualification to become a Trading Standards Officer. There are a minimum of 2 years left for each before they will become fully qualified Officers under this new framework, which is still in its early adoption period. At present, the Trainees are working on a portfolio of casework to illustrate their development against defined competencies, which is proving challenging in a post-Covid environment. The Team will continue to support them as fully as possible for the duration of their training.</p> <p>In addition, a trainee Environmental Health Officer has started with Renfrewshire Council as part of their 3rd year Environmental Health Degree (with professional practice). This is a new post and one that the University West of Scotland wish to grow to allow a throughput of Environmental Health Officers in the near future. The training will cover all Environmental Health aspects over a 48 week period between 2021/2022 before they return to University to complete their course.</p>
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.		5.76%	5.70%	5.70%	5.70%	6.42%	8.00%	6.94%	8.00%	Although rent arrears have increased over the course of the current pandemic, the increases have been marginal. This figure remains better than the Scottish average.
Rent collected as percentage of total rent due in the reporting year.		100%	98%	99.5%	98%	98.98%	98%	97.19%	97%	Arrears escalation activity has been suspended, officers are making contact with tenants to check on health and well-being and offering advice, support and signposting to relevant services where required.

Performance Indicator	Current Status	2018/19		2019/20		2020/21		2021/22 Q1	2021/22	Comment
		Value	Target	Value	Target	Value	Target	Value	Target	
Average length of time taken to re-let properties in the last year		38 days	38 days	45 days	37 days	86 days	37 days	81 days	60 days	Re-letting activity has been severely affected since March 2020, with the number of properties re-let over the year by around two-thirds compared to last year. Additionally due to the pandemic there have been restrictions in bringing void properties back into the letting pool.
Percentage of rent loss due to voids		1.40%	1.40%	1.52%	1.40%	1.6%	1.6%	2.4%	1.6%	Re-letting activity has been severely affected since March 2020, with the number of properties re-let over the year by around two-thirds compared to last year. Additionally due to the pandemic there have been restrictions in bringing void properties back into the letting pool. This has affected the percentage of rent loss due to voids.
Percentage of reactive repairs carried out in the last year completed right first time		88.1%	93%	82.6%	93%	85.1%	93%	Not measured for quarters	93%	From the total number of reactive repairs completed (14150) a total of 12,037 repairs were completed right first time during the reporting year.
Percentage of Overall Repairs Completed Within Target		95.9%	94%	94.3%	94%	95.94%	94%	95.6%	95%	Repairs completed within target continues to be above target.
Average length of time taken to complete non-emergency repairs (days)		6.9 days	15 days	7.8 days	15 days	10.7 days	15 days	9.9 days	15 days	Average length of time to complete non-emergency repairs remains within target.
Total Percentage of frontline (stage 1) complaints responded to within 5 days		90.1%	95%	92%	95%	86%	95%	85%	95%	138 frontline complaints were received and 117 answered within timescale.
Total Percentage of investigation (stage 2) complaints responded to within 20 days		82.4%	95%	96%	95%	96%	95%	90%	95%	10 investigation complaints were received and 9 answered within timescale.
Average number of work days lost per full time equivalent (FTE) employee. (cumulative)		9.73	8.5	11.75	8.5	9.61	8.5	2.45*	8.5	The number of days lost in 2020/21 was lower than in both 2018/19 and in 2019/20.

\*Excluding COVID