

## Notice of Meeting and Agenda Housing & Community Safety Policy Board

Date	Time	Venue
Tuesday, 25 August 2015	13:00	Council Chambers (Renfrewshire), Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

KENNETH GRAHAM  
Head of Corporate Governance

### Membership

Councillor Bill Brown: Councillor Eddie Devine: Councillor Eddie Grady: Councillor Jacqueline Henry: Councillor Brian Lawson: Councillor Eileen McCartin: Councillor Cathy McEwan: Councillor Marie McGurk: Councillor Alexander Murrin: Councillor Allan Noon: Councillor Jim Sharkey:

Councillor Tommy Williams (Convener): Councillor Margaret Devine (Depute Convener)

### Further Information

This is a meeting which is open to members of the public.

A copy of the agenda and reports for this meeting will be available for inspection prior to the meeting at the Customer Service Centre, Renfrewshire House, Cotton Street, Paisley and online at [www.renfrewshire.gov.uk/agendas](http://www.renfrewshire.gov.uk/agendas).

For further information, please either email [democratic-services@renfrewshire.gov.uk](mailto:democratic-services@renfrewshire.gov.uk) or telephone 0141 618 7112.

### Members of the Press and Public

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

## Items of business

### Apologies

Apologies from members.

### Declarations of Interest

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

- |          |   |                  |
|----------|---|------------------|
| <b>1</b> | <b>Revenue Budget Monitoring Report</b>   | <b>5 - 16</b>    |
|          | Joint report by Directors of Finance & Resources and Development & Housing Services |                  |
| <b>2</b> | <b>Capital Budget Monitoring Report</b>   | <b>17 - 26</b>   |
|          | Report by the Director of Finance & Resources                                       |                  |
| <b>3</b> | <b>Scrutiny - Scottish Fire &amp; Rescue Service</b>                                | <b>27 - 106</b>  |
|          | Report by M Gordon, Local Senior Officer  |                  |
| <b>4</b> | <b>Scrutiny - Police Scotland</b>   | <b>107 - 114</b> |
|          | Report by Chief Superintendent J Downie   |                  |
| <b>5</b> | <b>HMICS Scrutiny Plan 2015/16</b>  | <b>115 - 130</b> |
|          | Report by Director of Community Resources   |                  |
| <b>6</b> | <b>Community Safety Partnership - Operational Update</b>                            | <b>131 - 148</b> |
|          | Report by Director of Community Resources   |                  |
| <b>7</b> | <b>Customer Engagement Annual Report 2014/15</b>                                    | <b>149 - 164</b> |
|          | Report by Director of Development & Housing Services                                |                  |

<b>8</b>	<b>Scottish Housing Quality Standard - Programme Completion Report</b>	<b>165 - 176</b>
	Report by Director of Development & Housing Services	
<b>9</b>	<b>Development &amp; Housing Services Annual Health and Safety Report</b>	<b>177 - 194</b>
	Report by Director of Development & Housing Services	
<b>10</b>	<b>Response to Shelter Scotland's Request for Support for their 'Make Renting Right' Campaign</b>	<b>195 - 200</b>
	Report by Director of Development & Housing Services	
<b>11</b>	<b>Rental Exchange Programme</b>	<b>201 - 204</b>
	Report by Director of Development & Housing Services	
<b>12</b>	<b>Housing Impacts of Welfare Reform - Progress Update</b>	<b>205 - 214</b>
	Report by Director of Development & Housing Services	
<b>13</b>	<b>Scottish Housing Charter Annual Return 2014/15</b>	<b>215 - 236</b>
	Report by Director of Development & Housing Services	
<b>14</b>	<b>Housing Equalities Annual Monitoring Report</b>	<b>237 - 250</b>
	Report by Director of Development & Housing Services	
<b>15</b>	<b>Allocation of Houses: Housing Rule 10.7</b>	
	Intimation by the Director of Development & Housing Services in terms of Housing Rule 10.7, which requires all housing allocations which involve either (i) Council members or their immediate families or (ii) members of staff of the Housing Division or their immediate families to be notified to the relevant Policy Board.	
	Address - 49 Spey Avenue, Foxbar	
	Size - 1 bedroom	
	Allocated to - Sister of employee	
	Address - 12 Beith Road, Howwood	
	Size - 2 bedroom	
	Allocated to - Employee	

## **EXCLUSION OF PRESS AND PUBLIC**

**The Board may by resolution exclude the press and public from the meeting during consideration of the following items of business as it is likely, in view of the nature of the business to be transacted, that if members of the press and public are present, there could be disclosure to them of exempt information as defined in paragraphs 8 and 9 of Part I of Schedule 7A of the Local Government (Scotland) Act, 1973.**

### **16 Building Services Trading Budget Monitoring Report**

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**To:** Housing and Community Safety Policy Board

**On:** 25 August 2015

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**Report by:** Director of Finance and Resources and Director of Development and Housing Services

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**Heading:** Revenue Budget Monitoring to 26 June 2015

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1. **Summary**

1.1 Gross expenditure and income are in line with the budget resulting in a **net breakeven** for the services reporting to this Policy Board:

This is summarised over the relevant services in the table below:

Division / Department	Current Reported Position	% variance	Previously Reported Position	% variance
HRA	Breakeven	-	N/A	-
Other Housing	Breakeven	-	N/A	-

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2. **Recommendations**

2.1 Members are requested to note the budget position

2.2 Members are requested to note there have been no budget realignments processed since the budget was approved.

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3.           **Housing Revenue Account**  
              **Current Position:**                               **Breakeven**  
              ***Previously Reported:***                               ***N/A***

The current breakeven position principally reflects a minor underspend within Employee costs due to part year vacancies in the service which has been offset by an increase in Capital Funded from Current Revenue (CFCR).

The additional expenditure in CFCR relates to the agreed strategy of using underspends within the HRA and Capital from Current Revenue to reduce new debt and to smooth debt repayments to support the sustainable delivery of the Business Plan.

3.1           **Projected Year End Position**

At this stage in the financial year, it is projected that the HRA will achieve a breakeven position at the year end. Projected underspends will be offset by a corresponding increase in the planned CFCR contribution.

4.           **Other Housing**  
              **Current Position:**                               **Breakeven**  
              ***Previously Reported:***                               ***N/A***

At this stage in the financial year the Other Housing account reflects a breakeven position with no significant variances to report on any of the budget categories.

4.1           **Projected Year End Position**

It is anticipated that Other Housing will achieve a breakeven position at the year end.

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## **Implications of the Report**

1.           **Financial** – Net revenue expenditure will be contained within available resources.
2.           **HR & Organisational Development** - none
3.           **Community Planning** – none

4. **Legal** - none
  5. **Property/Assets** - none
  6. **Information Technology** - none.
  7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
  8. **Health & Safety** – none
  9. **Procurement** – none
  10. **Risk** – none
  11. **Privacy Impact** - none
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**Author:** David Forbes, Ext 6424





**POLICY BOARD : HOUSING AND COMMUNITY SAFETY**

Bottom Line Position to 26 June 2015 is breakeven of	0
Anticipated Year End Budget Position is breakeven of	(0)
	£000's



**POLICY BOARD : HOUSING AND COMMUNITY SAFETY**

Bottom Line Position to 26 June 2015 is breakeven of	0	0.0%
Anticipated Year End Budget Position is breakeven of	(0)	0.0%



**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2015/2016**  
**1st April 2015 to 26 June 2015**

**POLICY BOARD : HOUSING AND COMMUNITY SAFETY : HOUSING REVENUE ACCOUNT**

Description (1)	Revised Annual Budget (2)	Revised Period Budget (3)	Actual (4)	Adjustments (5)	Revised Actual (6) = (4 + 5)	Budget Variance (7)	
	£000's	£000's	£000's	£000's	£000's	£000's	%
Employee Costs	7,714	1,356	680	646	1,326	30	2.2%
Property Costs	16,033	2,612	1,962	675	2,637	(25)	-1.0%
Supplies & Services	330	86	85	1	86	0	0.0%
Contractors and Others	23	0	5	0	5	(5)	0.0%
Transport & Plant Costs	17	3	4	(1)	3	0	0.0%
Administration Costs	3,124	65	65	0	65	0	0.0%
Payments to Other Bodies	4,033	451	446	5	451	0	0.0%
CFCR	0	0	0	0	0	0	0.0%
Capital Charges	20,956	5	5	0	5	0	0.0%
<b>GROSS EXPENDITURE</b>	<b>52,230</b>	<b>4,578</b>	<b>3,252</b>	<b>1,326</b>	<b>4,578</b>	<b>0</b>	<b>0.0%</b>
Income	(52,230)	(11,389)	(11,410)	21	(11,389)	0	0.0%
<b>NET EXPENDITURE</b>	<b>0</b>	<b>(6,811)</b>	<b>(8,158)</b>	<b>1,347</b>	<b>(6,811)</b>	<b>0</b>	<b>0.0%</b>

£000's

0.0%

0.0%

Bottom Line Position to 26 June 2015 is breakeven of

Anticipated Year End Budget Position is breakeven of



**RENFREWSHIRE COUNCIL**  
**REVENUE BUDGET MONITORING STATEMENT 2015/2016**  
**1st April 2015 to 26 June 2015**

**POLICY BOARD : HOUSING AND COMMUNITY SAFETY : OTHER HOUSING**

Description (1)	£000's	Revised Annual Budget (2)	Revised Period Budget (3)	Actual (4)	Adjustments (5)	Revised Actual (6) = (4 + 5)	Budget Variance (7)		
		£000's	£000's	£000's	£000's	£000's	£000's	%	
Employee Costs		1,736	311	311	0	311	0	0.0%	breakeven
Property Costs		64,572	15,432	15,436	(4)	15,432	0	0.0%	breakeven
Supplies & Services		58	7	6	1	7	0	0.0%	breakeven
Contractors and Others		43	13	13	0	13	0	0.0%	breakeven
Transport & Plant Costs		18	3	3	0	3	0	0.0%	breakeven
Administration Costs		3,195	3	1	2	3	0	0.0%	breakeven
Payments to Other Bodies		2,040	194	188	6	194	0	0.0%	breakeven
CFCR		0	0	0	0	0	0	0.0%	breakeven
Capital Charges		0	0	0	0	0	0	0.0%	breakeven
<b>GROSS EXPENDITURE</b>		<b>71,662</b>	<b>15,963</b>	<b>15,958</b>	<b>5</b>	<b>15,963</b>	<b>0</b>	<b>0.0%</b>	<b>breakeven</b>
<b>Income</b>		<b>(67,141)</b>	<b>(9,783)</b>	<b>(10,006)</b>	<b>223</b>	<b>(9,783)</b>	<b>0</b>	<b>0.0%</b>	<b>breakeven</b>
<b>NET EXPENDITURE</b>		<b>4,521</b>	<b>6,180</b>	<b>5,952</b>	<b>228</b>	<b>6,180</b>	<b>0</b>	<b>0.0%</b>	<b>breakeven</b>

Bottom Line Position to 26 June 2015 is breakeven of 0.0%

Anticipated Year End Budget Position is breakeven of 0.0%





**To: HOUSING & COMMUNITY SAFETY POLICY BOARD**

**On: 25 AUGUST 2015**

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

**Heading: Capital Budget Monitoring Report**

**1. Summary**

1.1 Capital expenditure to 26<sup>th</sup> June totals £2.585m compared to anticipated expenditure of £2.535m for this time of year. This results in an over-spend position of £0.050m for those services reporting to this board, and is summarised in the table below:

<b>Division</b>	<b>Current Reported Position</b>	<b>% Variance</b>	<b>Previously Reported Position</b>	<b>% Variance</b>
Housing (HRA)	£0.039m o/spend	2% o/spend	<i>n/a</i>	<i>n/a</i>
Housing (PSHG)	£0.011m o/spend	6% o/spend	<i>n/a</i>	<i>n/a</i>
<b>Total</b>	<b>£0.050m o/spend</b>	<b>2% o/spend</b>	<b><i>n/a</i></b>	<b><i>n/a</i></b>

1.2 The 6% over-spend in PSHG relates to a number of rolling programmes and reflects a timing issue, with the programme still expected to remain within budget.

1.3 The expenditure total of £2.585m represents 12% of the resources available to fund the projects being reported to this board. Appendix 2 provides further information on the budget monitoring position of the projects within the remit of this board.

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2.           **Recommendations**

- 2.1           It is recommended that Members note this report.
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3.           **Background**

- 3.1           This report has been prepared by the Director of Finance and Resources in conjunction with the Chief Executive and the Director of Development & Housing Services.
- 3.2           This is the first capital budget monitoring to members in 2015/16 and it details the performance of the Capital Programme to 26<sup>th</sup> June 2015, and is based on the Housing Capital Investment Plan which was approved by council on 12th February 2015 and the Private Sector Housing Investment Programme approved by the board on 10th March 2015, adjusted for movements since its approval.
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4.           **Budget Changes**

- 4.1           Since the capital budget was approved, budget changes totalling £4.002m have arisen which primarily relate to projects brought forward from 2014/15:-
- **HRA:**  
A summary of the budget changes totalling £3.859m for HRA can be found in Appendix 3.
  - **PSHG:**  
Net budget changes of £0.143m reflecting re-profiling of expenditure between 2014/15 and 2015/16.

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## **Implications of the Report**

1. **Financial** – The programme will be continually monitored, in conjunction with other programmes, to ensure that the available resources are fully utilised and that approved limits are achieved.
2. **HR & Organisational Development** – none.
3. **Community Planning** –  
**Greener** - Capital investment will make property assets more energy efficient.
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** – none.
9. **Procurement** – none.
10. **Risk** – none.
11. **Privacy Impact** – none.

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### **List of Background Papers**

- (a). Capital Investment Programme 2015/16 & 2016/17 – Council, 12<sup>th</sup> February 2015.
- (b). Housing Revenue Account Budget and Rent Levels 2015/16 and Housing Capital Investment Plan 2015/16 to 2017/18 – Council, 12<sup>th</sup> February 2015.

The contact officers within the service are:

- Paul Davies (Finance & Resources)
- Louise Feely (Housing)
- Ian MacKinnon (Housing)

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**Author:** *Paul Davies, Principal Accountant, 0141 618 7211,  
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## Housing(HRA) - Appendix 1(a)

RENFREWSHIRE COUNCIL

CAPITAL INVESTMENT STRATEGY - HOUSING SERVICES

BUDGET MONITORING REPORT

BOARD: HOUSING & COMMUNITY SAFETY

Project Title	Approved Programme @12/02/15	Current Programme MR 3
<b>Department: Housing(HRA)</b>		
Kitchens, Bathrooms, Rewiring	1,900	1,689
Heating	2,030	1,782
External Improvements	4,073	6,994
Energy Programme	10	10
Multi Storey Flats	425	1,287
Common & Environmental Works	25	217
Demolition	780	809
Other Council Priorities	730	728
Other Assets	259	392
Initiatives	516	548
Non Property Expenditure	75	88
Non Physical Investment	10	10
Professional Fees	2,065	2,085
Council House New Build	1,525	1,705
Future Years Allowances	0	-60
<b>TOTAL HOUSING PROGRAMME</b>	<b>14,423</b>	<b>18,282</b>

## Housing(PSHG) - Appendix 1(b)

RENFREWSHIRE COUNCIL

CAPITAL INVESTMENT STRATEGY - HOUSING SERVICES

BUDGET MONITORING REPORT

BOARD: HOUSING & COMMUNITY SAFETY

Project Title	Approved Programme @12/02/15	Current Programme MR 3
<b>Department: Housing(PSHG)</b>		
General PSHG Programme	741	7
Orchard Street HAA	45	0
Owners in Council House Schemes (From HRA Hses)	0	162
Owners In Council House Schemes	1,980	2,029
Salaries	0	106
Care & Repair - Revenue Support	0	155
Disabled Adaptations	0	400
Fees/consultancy/Title Clearance	0	25
Private Rented Sector	0	25
<b>TOTAL HOUSING PROGRAMME</b>	<b>2,766</b>	<b>2,909</b>

## Appendix 2

### CAPITAL PROGRAMME 2015/16 - BUDGET MONITORING REPORT TO 26 JUNE 2015 (£000s)

POLICY BOARD Department	Council Approved Programme	Current Programme	Share of Available Resources	Year to Date Budget to 26-Jun-15	Spent to 26-Jun-15	Variance to 26-Jun-15	% variance	Unspent Cash Flow For Year	% Cash Spent
<b>Housing &amp; Community Safety</b>									
Housing & Property (Housing - HRA)	14,423	18,282	18,282	2,372	2,411	-39	-2%	15,871	13%
Housing & Property (Housing - non HRA)	2,766	2,909	2,909	163	174	-11	-6%	2,736	6%
<b>TOTAL</b>	<b>17,189</b>	<b>21,191</b>	<b>21,191</b>	<b>2,535</b>	<b>2,585</b>	<b>-50</b>	<b>-2%</b>	<b>18,607</b>	<b>12%</b>





## Housing(HRA) - Appendix 3

RENFREWSHIRE COUNCIL

CAPITAL INVESTMENT STRATEGY - HOUSING SERVICES

BUDGET MONITORING REPORT

BOARD: HOUSING & COMMUNITY SAFETY

Project Title	Projects Brought Forward from 2014/15:	Projects Accelerated from 2015/16 to 2014/15:	Transferred in 2015/16:	Total Impact in 2015/16:
Department: Housing(HRA)	£000	£000	£000	£000
Kitchens, Bathrooms, Rewiring	0	211	0	-211
Heating	0	226	-22	-248
External Improvements	3,072	0	-151	2,921
Energy Programme	0	0	0	0
Multi Storey Flats	862	0	0	862
Common & Environmental Works	192	0	0	192
Demolition	19	0	10	29
Other Council Priorities	0	2	0	-2
Other Assets	133	0	0	133
Initiatives	32	0	0	32
Non Property Expenditure	13	0	0	13
Non Physical Investment	0	0	0	0
Professional Fees	180	0	0	180
Council House New Build	20	0	0	20
Future Years Allowances	0	223	163	-60
<b>Total</b>	<b>4,523</b>	<b>663</b>	<b>0</b>	<b>3,859</b>





Report to:	<b>Renfrewshire Council Housing and Community Safety Policy Board</b>
Date of Meeting:	<b>25th August 2015</b>
Report by:	<b>Martin Gordon, Local Senior Officer ( LSO)</b> <b>Scottish Fire and Rescue Service</b>

Subject:	<b>Scottish Fire and Rescue (SFRS) Report</b>
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## **PURPOSE OF THIS REPORT**

The purpose of this report is to inform the scrutiny board of Fire and Rescue performance and activities during the 1<sup>st</sup> Quarter (April - May) 2015/16 Reporting period.

## **PERFORMANCE**

2. A SFRS performance report is attached (Appendix A & B) to provide Elected Members with a Ward analysis performance report which relates to a range of Fire & Rescue operational activities within Renfrewshire during the April - May 2015/16 reporting period.

The information provided in this report and attached appendices continues to show reductions across a range of fire related performance indicators; however it also identifies those areas where further interventions are required for the remainder of this financial year in order to tackle those areas where operational demand is highest.

The SFRS Local Senior Officer will be happy to meet with any Elected Members who wish to discuss specific ward issues.

A summary of the report is detailed below:

- a. Across the reporting period the numbers of All Non-Fatal Fire Casualties remained static at a total of 5.
- b. There was a slight increase in the number of incidents involving Deliberate Fire Raising within the reporting period from 99 to 116.
- c. There is a reduction of Accidental Primary Fires recorded from 52 to 39 over the reporting period. This includes a reduction in Accidental Dwelling Fires from 40 to 28.
- d. There was a slight increase in Non Domestic Fires from 9 to 11 over the reporting period.
- e. The total number of Automatic False Alarms decreased slightly from 222 to 216. There was a reduction in Malicious False Alarms from 10 to 4 over the reporting period.
- f. Road Traffic Collisions reduced by 50% from 10 to 5.

## **PRIORITIES & INTERVENTIONS (2015/16)**

3. SFRS is committed to working in partnership with Community Planning partners in the public, private, and voluntary sectors in order to work together for a safer Scotland. Strengthening our relationship with and working in partnership to add value to our communities is critical to the success of our strategy.

The following activities are illustrative of SFRS arrangements in terms of educational activities and interventions:

- a. Home Fire Safety Visits were delivered to 235 properties during the April-May period.
- b. A review was undertaken of the 2014/15 Annual Operating Plan for SFRS within Renfrewshire and the 2015/2016 Plan has been issued.
- c. Fire Safety talks were delivered to all Renfrewshire Primary Schools for their respective Health Weeks, and Home Safety Talks delivered to all S2 classes in Renfrewshire High Schools.
- d. SFRS Community Action Team participated in various 1 Day Fire Reach Courses aimed at 15year old pupils on the Extended New Horizon Program. The CAT Team also delivered Fire Safety Awareness training to groups of Renfrewshire Foster Carers, and delivered joint Home Fire Safety Visits with Social Services.
- e. Partnership work continues with a range of organisations targeting fire safety advice at individuals and groups. This includes Dykebar Hospital, YMCA, Housing Associations, women's guilds and day-care centres.
- f. Following a pilot initiative delivered through the Renfrewshire Children's Champions Board, a series of Fire Reach courses have been delivered to young persons who are members of this board. Further courses are scheduled during the coming months.
- g. SFRS Community Action Team continue to deliver safety advice for the following initiatives; Cut it Out Road Safety Events, CookSafe initiative and Fire Setter intervention conducted on a referral basis.

## **RECOMMENDATIONS**

Housing and Community Safety Board members are asked to note the contents of this report and its appendices.

Appendix A - Performance Report Q1 April 2015/16

Appendix B - Performance Report Q1 May 2015/16

**| Date of Report: 15 July 2015**

**|**



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**  
 Working together for a safer Scotland

## Renfrewshire

W6 - Renfrewshire / & East / Inverclyde

Wards	
	11
Population*	
	174,310
Dwellings*	
	83,166
Hectares	
	26,969

\* Source: GROS - General Register Office for Scotland  
 (Mid yr est 2012)

## Ward performance report

Report Period
Month
Apr
Report Type
Incidents/Casualties

### DISCLAIMER

The figures included in this report are provisional and subject to change as a result of quality assurance and review. The statistics quoted are internal management information published in the interests of transparency and openness.

The Scottish government publishes Official Statistics each year which allow for comparisons to be made over longer periods of time.

Please ensure any external partners in receipt of these reports are aware of this.

Current month vs target\* OR previous 3 yr rolling ave\*\* (for period)

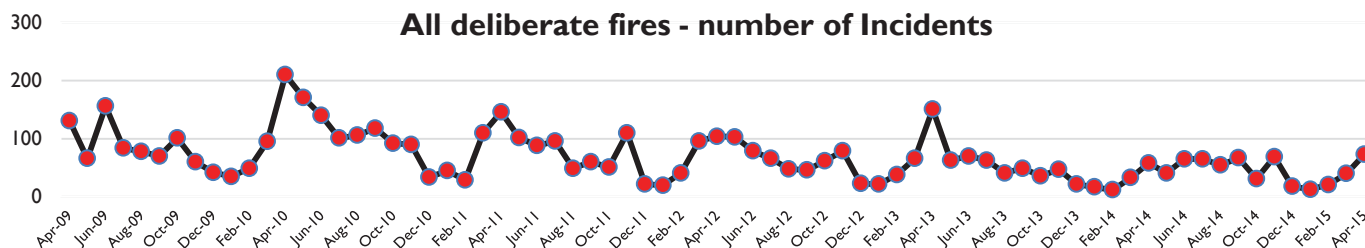
ID	Key Performance Indicators	Page	Target	Perf.%(+/-)	% Targets
01a	All deliberate fires	3	AVE.	-30%	
01b	All deliberate primary fires	4	AVE.	0%	
01bi	All deliberate dwelling fires	5	AVE.	163%	
01bii	All deliberate other building fires	6	AVE.	20%	
01biii	All deliberate vehicle fires	7	AVE.	-100%	
01biv	All deliberate 'other' primary fires	8	AVE.	-70%	
01c	All deliberate secondary fires	9	AVE.	-33%	
01ci	All deliberate secondary refuse fires	10	AVE.	-47%	
01cii	All deliberate secondary 'other' fires	11	AVE.	-25%	
02a	All accidental fires	12	AVE.	-17%	
02b	All accidental primary fires	13	AVE.	-14%	
02bi	All accidental dwelling fires	14	DWELLING	-8%	-10%
02bii	All accidental other building fires	15	AVE.	-18%	
02biii	All accidental vehicle fires	16	AVE.	-54%	
02biv	All accidental 'other' primary fires	17	AVE.	200%	
02c	All accidental secondary fires	18	AVE.	-25%	
02ci	All accidental secondary refuse fires	19	AVE.	-40%	
02cii	All accidental secondary 'other' fires	20	AVE.	-14%	
03a	All fire casualties (fatal & non-fatal (incl. p/c's))	21	AVE.	125%	
03ai	All fatal fire casualties	22	CASUALTY		-5%
03aii	Non-fatal fire casualties (excl. p/c's)	23	CASUALTY	0%	-5%
03aiii	Non-fatal fire casualties (incl. p/c's)	24	AVE.	125%	
03b	All accidental dwelling fire casualties (fatal & non-fatal (incl. p/c's))	25	AVE.	100%	
03bi	All fatal accidental dwell. fire casualties	26	CASUALTY		-5%
03bii	Non-fatal accidental dwell. fire casualties (excl. p/c's)	27	CASUALTY	50%	-5%
03biii	Non-fatal accidental dwell. fire casualties (incl. p/c's)	28	AVE.	100%	
04a	Non domestic fires	29	NON DOM	25%	prev yr
5	Special Service - All	30	AVE.	-43%	
05a	Special Service - RTCs	31	AVE.	-45%	
05b	Special Service - Flooding	32	AVE.	-100%	
05c	Special Service - Extrication	33	AVE.	-100%	
05d	Special Service - Others	34	AVE.	-23%	
06a	Non-fatal casualties - RTCs	35	AVE.	29%	
06b	Fatal casualties - RTCs	36	AVE.		
10a	False Alarms - All	37	AVE.	-9%	
10c	False Alarm - Malicious	38	AVE.	-57%	
10d	False Alarm - Equipment failure	39	AVE.	8%	

## All deliberate fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	13	7	8	3	0	
Renfrew South & Gallowhill	15	11	13	2	4	
Paisley East & Ralston	7	7	5	6	4	
Paisley North West	41	19	20	8	24	
Paisley South	18	7	4	3	5	
Paisley South West	11	14	5	3	3	
Johnstone South, Elderslie & Howwood	18	12	43	17	13	
Johnstone North, Kilbarchan & Lochwinnoch	7	14	16	7	8	
Houston, Crosslee & Linwood	3	6	22	5	4	
Bishopton, Bridge of Weir & Langbank	6	1	2	1	1	
Erskine & Inchinnan	7	6	13	3	7	

Council area totals within LSO	146	104	151	58	73	
Renfrewshire	146	104	151	58	73	
East Renfrewshire	34	24	36	10	19	
Inverclyde	131	109	136	73	71	
Renfrewshire % of LSO Total	46.9%	43.9%	46.7%	41.1%	44.8%	

## All deliberate fires - number of Incidents



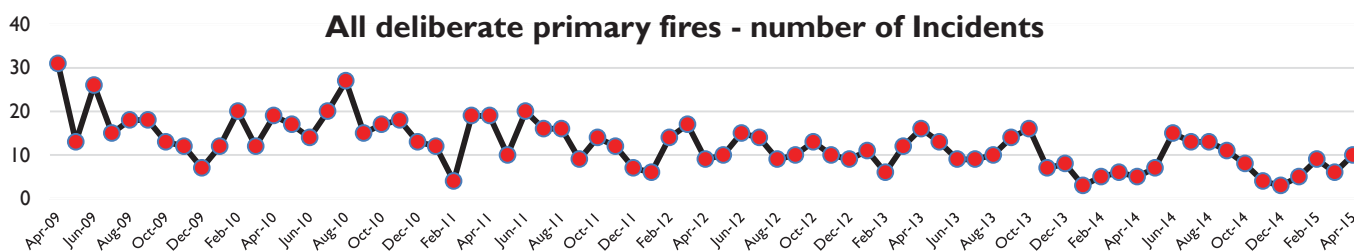
LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	170	106	213	81	90	
W2 - Glasgow City	429	303	556	267	262	
W3 - South Lanarkshire	243	177	252	151	135	
W4 - North Lanarkshire	341	227	524	210	320	
W5 - Ayrshire East / North / South	264	208	472	153	141	
W6 - Renfrewshire / & East / Inverclyde	311	237	323	141	163	
W7 - Dumfries & Galloway	18	15	19	7	9	
W6 % of SDA Total	18%	19%	14%	14%	15%	
Scotland	2862	1778	3067	1512	1952	

### All deliberate primary fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	1	2	0	1	0	
Renfrew South & Gallowhill	4	1	2	0	0	
Paisley East & Ralston	4	0	1	0	1	
Paisley North West	5	0	0	1	4	
Paisley South	2	1	1	1	1	
Paisley South West	0	1	3	0	0	
Johnstone South, Elderslie & Howwood	0	1	8	0	1	
Johnstone North, Kilbarchan & Lochwinnoch	2	1	1	1	2	
Houston, Crosslee & Linwood	0	0	0	1	1	
Bishopton, Bridge of Weir & Langbank	1	1	0	0	0	
Erskine & Inchinnan	0	1	0	0	0	

Council area totals within LSO	19	9	16	5	10	
Renfrewshire	19	9	16	5	10	
East Renfrewshire	10	4	1	0	1	
Inverclyde	9	4	5	5	4	
Renfrewshire % of LSO Total	50.0%	52.9%	72.7%	50.0%	66.7%	

### All deliberate primary fires - number of Incidents



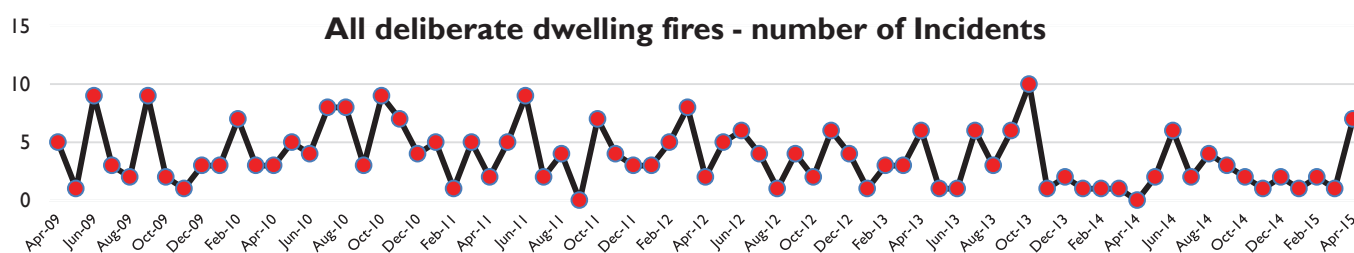
LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	19	29	10	10	10	
W2 - Glasgow City	62	65	36	34	24	
W3 - South Lanarkshire	27	18	8	15	7	
W4 - North Lanarkshire	44	30	23	15	16	
W5 - Ayrshire East / North / South	23	11	16	14	7	
W6 - Renfrewshire / & East / Inverclyde	38	17	22	10	15	
W7 - Dumfries & Galloway	6	4	5	4	4	
W6 % of SDA Total	17%	10%	18%	10%	18%	
Scotland	391	262	214	203	206	



### All deliberate dwelling fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	0	0	0	
Renfrew South & Gallowhill	1	0	1	0	0	
Paisley East & Ralston	0	0	1	0	0	
Paisley North West	1	0	0	0	4	
Paisley South	0	0	0	0	1	
Paisley South West	0	0	1	0	0	
Johnstone South, Elderslie & Howwood	0	1	3	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	1	0	0	2	
Houston, Crosslee & Linwood	0	0	0	0	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	0	
Erskine & Inchinnan	0	0	0	0	0	

Council area totals within LSO	2	2	6	0	7	
Renfrewshire	2	2	6	0	7	
East Renfrewshire	1	2	1	0	1	
Inverclyde	1	3	0	1	3	
Renfrewshire % of LSO Total	50.0%	28.6%	85.7%	0.0%	63.6%	

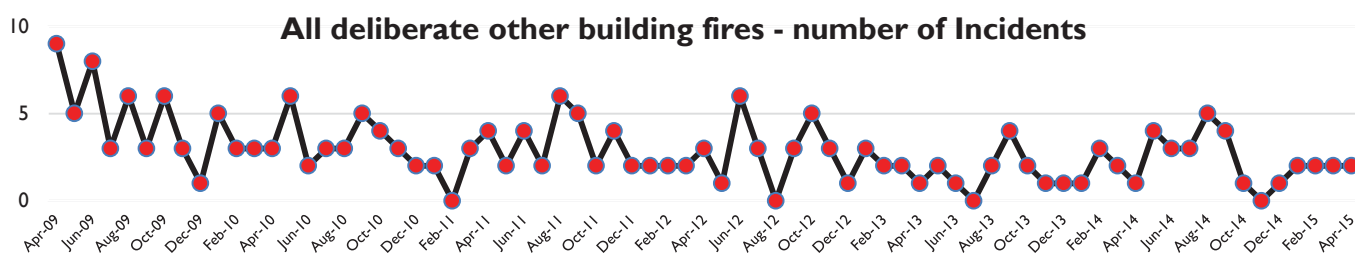


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	1	7	2	3	5	
W2 - Glasgow City	17	25	7	12	9	
W3 - South Lanarkshire	3	4	1	6	3	
W4 - North Lanarkshire	9	7	5	4	3	
W5 - Ayrshire East / North / South	4	2	5	4	2	
W6 - Renfrewshire / & East / Inverclyde	4	7	7	1	11	
W7 - Dumfries & Galloway	0	1	0	1	1	
W6 % of SDA Total	11%	13%	26%	3%	32%	
Scotland	71	80	49	53	58	

### All deliberate other building fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	0	0	0	
Renfrew South & Gallowhill	1	0	1	0	0	
Paisley East & Ralston	1	0	0	0	1	
Paisley North West	0	0	0	0	0	
Paisley South	2	0	0	1	0	
Paisley South West	0	1	0	0	0	
Johnstone South, Elderslie & Howwood	0	0	0	0	1	
Johnstone North, Kilbarchan & Lochwinnoch	0	0	0	0	0	
Houston, Crosslee & Linwood	0	0	0	0	0	
Bishopton, Bridge of Weir & Langbank	0	1	0	0	0	
Erskin & Inchinnan	0	1	0	0	0	

Council area totals within LSO	4	3	1	1	2	
Renfrewshire	4	3	1	1	2	
East Renfrewshire	3	1	0	0	0	
Inverclyde	3	0	0	0	0	
Renfrewshire % of LSO Total	40.0%	75.0%	100.0%	100.0%	100.0%	

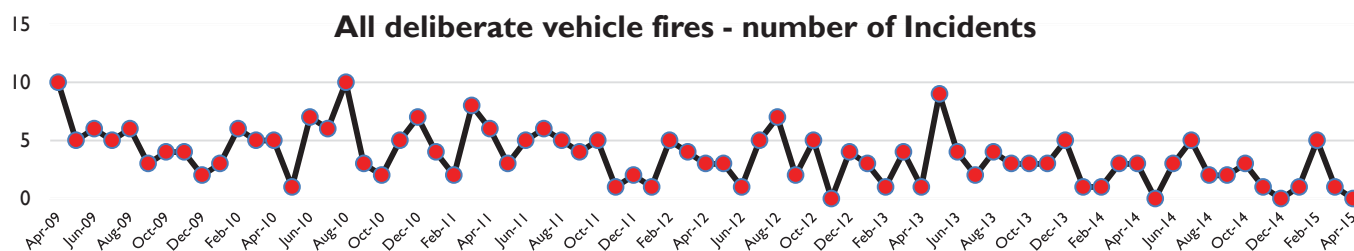


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	4	4	3	4	1	
W2 - Glasgow City	10	12	13	7	6	
W3 - South Lanarkshire	8	4	2	4	3	
W4 - North Lanarkshire	9	10	8	3	1	
W5 - Ayrshire East / North / South	6	3	3	8	3	
W6 - Renfrewshire / & East / Inverclyde	10	4	1	1	2	
W7 - Dumfries & Galloway	2	3	1	1	0	
W6 % of SDA Total	20%	10%	3%	4%	13%	
Scotland	94	62	61	49	39	

### All deliberate vehicle fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	1	1	0	1	0	
Renfrew South & Gallowhill	0	1	0	0	0	
Paisley East & Ralston	0	0	0	0	0	
Paisley North West	4	0	0	1	0	
Paisley South	0	1	0	0	0	
Paisley South West	0	0	0	0	0	
Johnstone South, Elderslie & Howwood	0	0	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	1	0	1	0	0	
Houston, Crosslee & Linwood	0	0	0	1	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	0	
Erskine & Inchinnan	0	0	0	0	0	

Council area totals within LSO	6	3	1	3	0	
Renfrewshire	6	3	1	3	0	
East Renfrewshire	3	1	0	0	0	
Inverclyde	2	1	4	3	0	
Renfrewshire % of LSO Total	54.5%	60.0%	20.0%	50.0%	#DIV/0!	

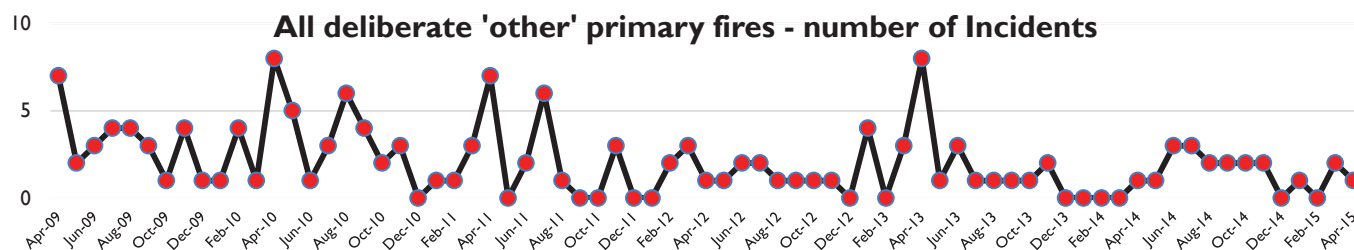


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	8	15	3	2	2	
W2 - Glasgow City	23	13	9	10	6	
W3 - South Lanarkshire	10	8	1	2	1	
W4 - North Lanarkshire	13	8	4	5	11	
W5 - Ayrshire East / North / South	9	5	3	1	1	
W6 - Renfrewshire / & East / Inverclyde	11	5	5	6	0	
W7 - Dumfries & Galloway	4	0	4	2	1	
W6 % of SDA Total	14%	9%	17%	21%	0%	
Scotland	124	74	43	56	55	

### All deliberate 'other' primary fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	1	0	0	0	
Renfrew South & Gallowhill	2	0	0	0	0	
Paisley East & Ralston	3	0	0	0	0	
Paisley North West	0	0	0	0	0	
Paisley South	0	0	1	0	0	
Paisley South West	0	0	2	0	0	
Johnstone South, Elderslie & Howwood	0	0	5	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	1	0	0	1	0	
Houston, Crosslee & Linwood	0	0	0	0	1	
Bishopton, Bridge of Weir & Langbank	1	0	0	0	0	
Erskine & Inchinnan	0	0	0	0	0	

Council area totals within LSO	7	1	8	1	1	
Renfrewshire	7	1	8	1	1	
East Renfrewshire	3	0	0	0	0	
Inverclyde	3	0	1	1	1	
Renfrewshire % of LSO Total	53.8%	100.0%	88.9%	50.0%	50.0%	

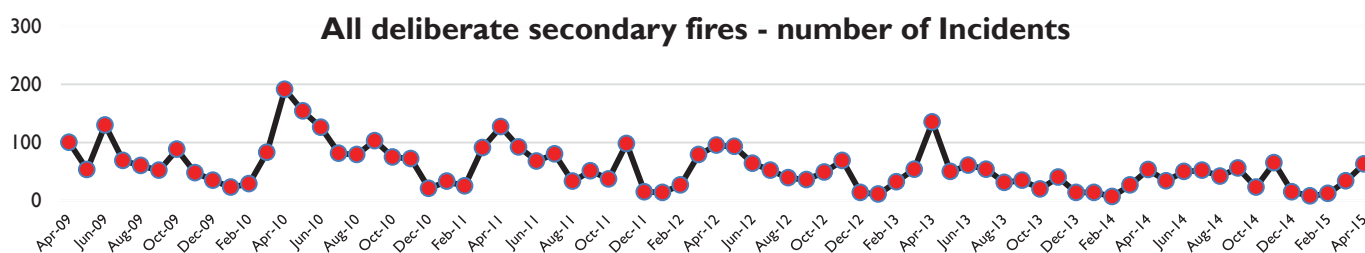


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	6	3	2	1	2	
W2 - Glasgow City	12	15	7	5	3	
W3 - South Lanarkshire	6	2	4	3	0	
W4 - North Lanarkshire	13	5	6	3	1	
W5 - Ayrshire East / North / South	4	1	5	1	1	
W6 - Renfrewshire / & East / Inverclyde	13	1	9	2	2	
W7 - Dumfries & Galloway	0	0	0	0	2	
W6 % of SDA Total	24%	4%	27%	13%	18%	
Scotland	102	46	61	45	54	

### All deliberate secondary fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	12	5	8	2	0	
Renfrew South & Gallowhill	11	10	11	2	4	
Paisley East & Ralston	3	7	4	6	3	
Paisley North West	36	19	20	7	20	
Paisley South	16	6	3	2	4	
Paisley South West	11	13	2	3	3	
Johnstone South, Elderslie & Howwood	18	11	35	17	12	
Johnstone North, Kilbarchan & Lochwinnoch	5	13	15	6	6	
Houston, Crosslee & Linwood	3	6	22	4	3	
Bishopton, Bridge of Weir & Langbank	5	0	2	1	1	
Erskine & Inchinnan	7	5	13	3	7	

Council area totals within LSO	127	95	135	53	63	
Renfrewshire	127	95	135	53	63	
East Renfrewshire	24	20	35	10	18	
Inverclyde	122	105	131	68	67	
Renfrewshire % of LSO Total	46.5%	43.2%	44.9%	40.5%	42.6%	

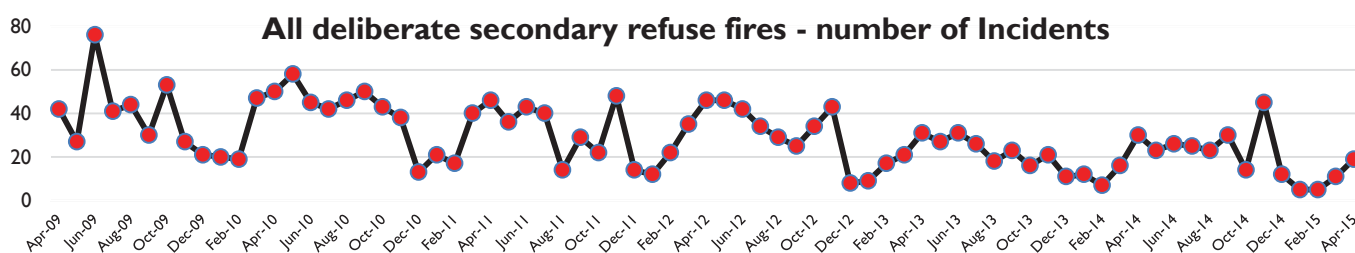


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	151	77	202	71	80	
W2 - Glasgow City	367	238	520	233	238	
W3 - South Lanarkshire	216	159	244	136	128	
W4 - North Lanarkshire	297	197	501	195	304	
W5 - Ayrshire East / North / South	241	197	456	139	134	
W6 - Renfrewshire / & East / Inverclyde	273	220	301	131	148	
W7 - Dumfries & Galloway	12	11	14	3	5	
W6 % of SDA Total	18%	20%	13%	14%	14%	
Scotland	2471	1516	2852	1309	1746	

### All deliberate secondary refuse fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	4	4	2	2	0	
Renfrew South & Gallowhill	9	3	3	1	1	
Paisley East & Ralston	1	4	2	4	2	
Paisley North West	13	13	8	5	8	
Paisley South	3	3	0	1	2	
Paisley South West	2	2	0	1	0	
Johnstone South, Elderslie & Howwood	7	6	4	9	3	
Johnstone North, Kilbarchan & Lochwinnoch	2	8	9	4	2	
Houston, Crosslee & Linwood	1	2	3	2	0	
Bishopton, Bridge of Weir & Langbank	1	0	0	0	0	
Erskine & Inchinnan	3	1	0	1	1	

Council area totals within LSO	46	46	31	30	19	
Renfrewshire	46	46	31	30	19	
East Renfrewshire	9	9	5	3	1	
Inverclyde	44	37	24	11	16	
Renfrewshire % of LSO Total	46.5%	50.0%	51.7%	68.2%	52.8%	

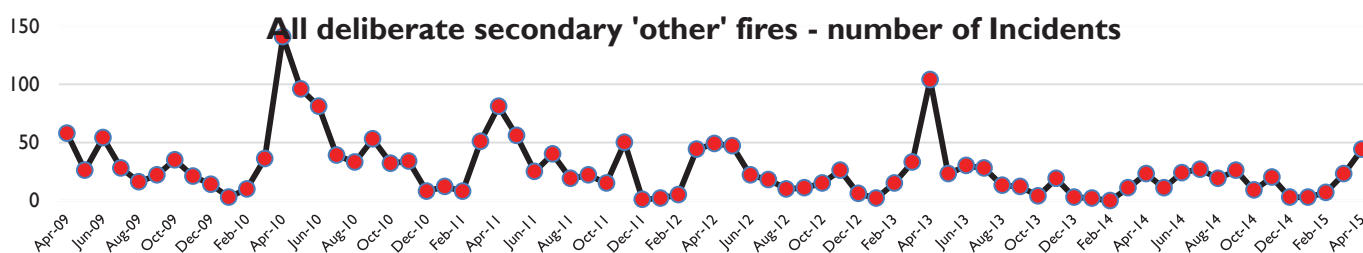


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	42	34	29	28	18	
W2 - Glasgow City	202	132	145	122	76	
W3 - South Lanarkshire	108	90	50	61	60	
W4 - North Lanarkshire	141	101	82	74	60	
W5 - Ayrshire East / North / South	102	89	68	49	36	
W6 - Renfrewshire / & East / Inverclyde	99	92	60	44	36	
W7 - Dumfries & Galloway	5	6	6	0	3	
W6 % of SDA Total	14%	17%	14%	12%	12%	
Scotland	1065	756	634	534	513	

### All deliberate secondary 'other' fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	8	1	6	0	0	
Renfrew South & Gallowhill	2	7	8	1	3	
Paisley East & Ralston	2	3	2	2	1	
Paisley North West	23	6	12	2	12	
Paisley South	13	3	3	1	2	
Paisley South West	9	11	2	2	3	
Johnstone South, Elderslie & Howwood	11	5	31	8	9	
Johnstone North, Kilbarchan & Lochwinnoch	3	5	6	2	4	
Houston, Crosslee & Linwood	2	4	19	2	3	
Bishopton, Bridge of Weir & Langbank	4	0	2	1	1	
Erskine & Inchinnan	4	4	13	2	6	

Council area totals within LSO	81	49	104	23	44	
Renfrewshire	81	49	104	23	44	
East Renfrewshire	15	11	30	7	17	
Inverclyde	78	68	107	57	51	
Renfrewshire % of LSO Total	46.6%	38.3%	43.2%	26.4%	39.3%	

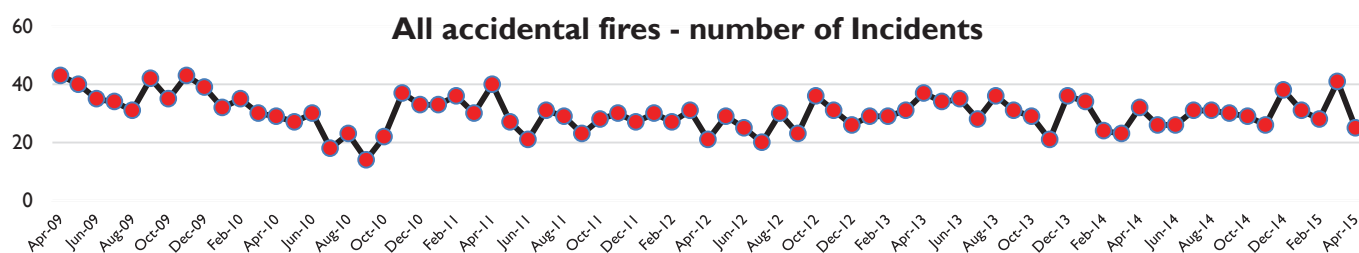


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	109	43	173	43	62	
W2 - Glasgow City	165	106	375	111	162	
W3 - South Lanarkshire	108	69	194	75	68	
W4 - North Lanarkshire	156	96	419	121	244	
W5 - Ayrshire East / North / South	139	108	388	90	98	
W6 - Renfrewshire / & East / Inverclyde	174	128	241	87	112	
W7 - Dumfries & Galloway	7	5	8	3	2	
W6 % of SDA Total	20%	23%	13%	16%	15%	
Scotland	1406	760	2218	775	1233	

### All accidental fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	6	4	4	6	1	
Renfrew South & Gallowhill	8	1	5	2	5	
Paisley East & Ralston	3	2	9	5	1	
Paisley North West	8	1	7	4	6	
Paisley South	3	0	1	3	1	
Paisley South West	4	2	2	2	2	
Johnstone South, Elderslie & Howwood	2	3	3	2	2	
Johnstone North, Kilbarchan & Lochwinnoch	2	3	4	1	1	
Houston, Crosslee & Linwood	1	2	1	3	2	
Bishopton, Bridge of Weir & Langbank	3	0	1	0	1	
Erskine & Inchinnan	0	3	0	4	3	

Council area totals within LSO	40	21	37	32	25	
Renfrewshire	40	21	37	32	25	
East Renfrewshire	5	8	14	16	10	
Inverclyde	13	13	10	14	10	
Renfrewshire % of LSO Total	69.0%	50.0%	60.7%	51.6%	55.6%	



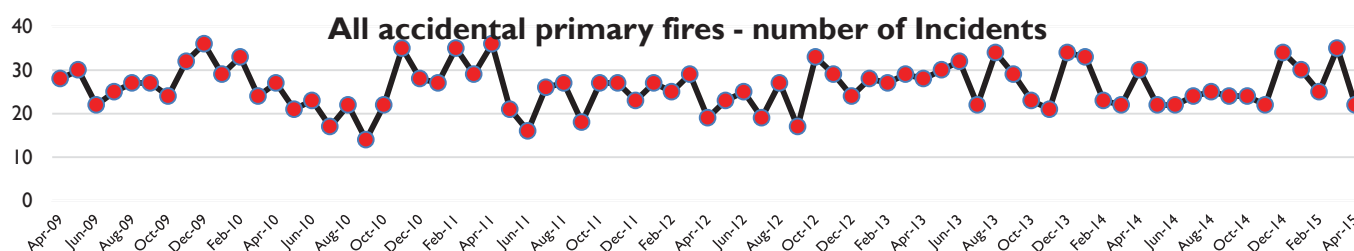
LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	77	42	88	40	44	
W2 - Glasgow City	145	136	139	110	116	
W3 - South Lanarkshire	48	40	58	48	35	
W4 - North Lanarkshire	45	34	95	41	37	
W5 - Ayrshire East / North / South	63	62	86	69	45	
W6 - Renfrewshire / & East / Inverclyde	58	42	61	62	45	
W7 - Dumfries & Galloway	46	31	54	27	44	
W6 % of SDA Total	12%	11%	10%	16%	12%	
Scotland	1331	954	1454	1066	1192	



### All accidental primary fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	6	4	3	4	1	
Renfrew South & Gallowhill	7	1	4	2	5	
Paisley East & Ralston	3	2	7	5	1	
Paisley North West	7	1	7	4	6	
Paisley South	2	0	1	3	1	
Paisley South West	4	2	2	2	1	
Johnstone South, Elderslie & Howwood	1	3	2	2	1	
Johnstone North, Kilbarchan & Lochwinnoch	2	1	1	1	1	
Houston, Crosslee & Linwood	1	2	1	3	2	
Bishopton, Bridge of Weir & Langbank	3	0	0	0	1	
Erskine & Inchinnan	0	3	0	4	2	

Council area totals within LSO	36	19	28	30	22	
Renfrewshire	36	19	28	30	22	
East Renfrewshire	4	6	9	11	9	
Inverclyde	13	12	5	10	8	
Renfrewshire % of LSO Total	67.9%	51.4%	66.7%	58.8%	56.4%	

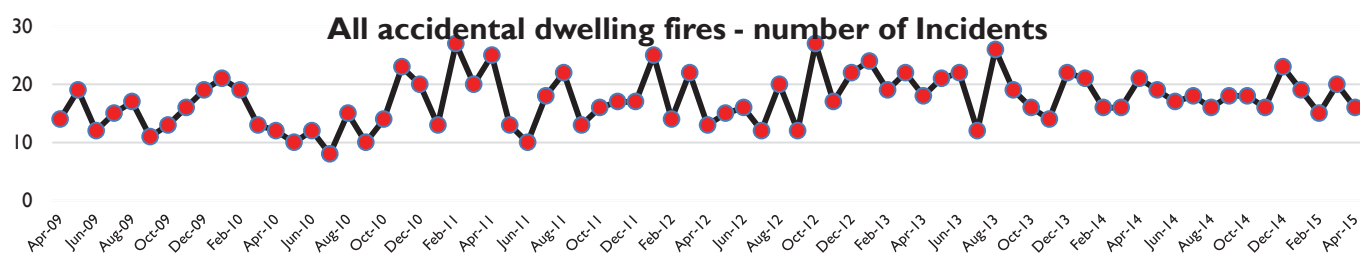


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	39	24	33	24	27	
W2 - Glasgow City	128	115	93	91	103	
W3 - South Lanarkshire	36	33	36	34	25	
W4 - North Lanarkshire	36	31	43	37	29	
W5 - Ayrshire East / North / South	41	46	43	48	35	
W6 - Renfrewshire / & East / Inverclyde	53	37	42	51	39	
W7 - Dumfries & Galloway	21	14	22	16	20	
W6 % of SDA Total	15%	12%	13%	17%	14%	
Scotland	764	672	680	669	659	

### All accidental dwelling fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	4	3	1	2	1	
Renfrew South & Gallowhill	5	1	3	2	3	
Paisley East & Ralston	2	2	7	3	1	
Paisley North West	6	0	5	1	4	
Paisley South	2	0	0	3	1	
Paisley South West	3	1	0	1	1	
Johnstone South, Elderslie & Howwood	1	2	0	2	1	
Johnstone North, Kilbarchan & Lochwinnoch	1	0	1	1	1	
Houston, Crosslee & Linwood	0	2	1	3	2	
Bishopton, Bridge of Weir & Langbank	1	0	0	0	0	
Erskine & Inchinnan	0	2	0	3	1	

Council area totals within LSO	25	13	18	21	16	
Renfrewshire	25	13	18	21	16	
East Renfrewshire	2	1	5	8	7	
Inverclyde	10	6	5	9	6	
Renfrewshire % of LSO Total	67.6%	65.0%	64.3%	55.3%	55.2%	

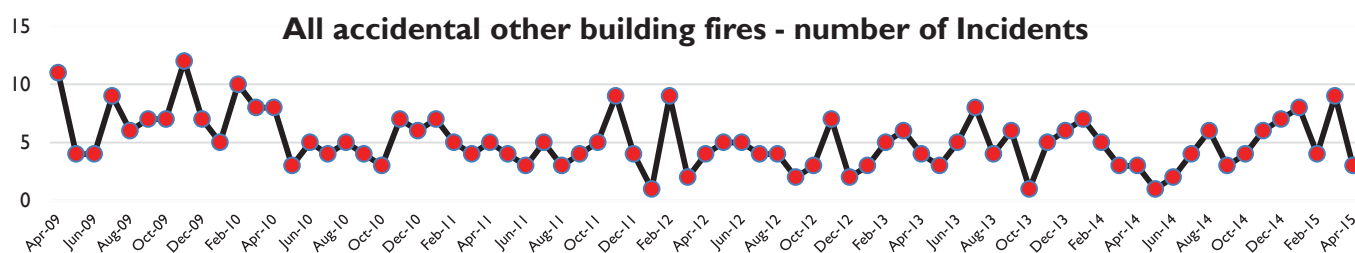


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	22	10	18	12	20	
W2 - Glasgow City	85	73	58	56	68	
W3 - South Lanarkshire	26	22	19	19	20	
W4 - North Lanarkshire	21	19	28	23	18	
W5 - Ayrshire East / North / South	18	31	30	38	23	
W6 - Renfrewshire / & East / Inverclyde	37	20	28	38	29	
W7 - Dumfries & Galloway	8	5	7	8	11	
W6 % of SDA Total	17%	11%	15%	20%	15%	
Scotland	420	405	378	386	401	

### All accidental other building fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	1	1	2	1	0	
Renfrew South & Gallowhill	1	0	0	0	2	
Paisley East & Ralston	1	0	0	1	0	
Paisley North West	1	1	1	1	1	
Paisley South	0	0	0	0	0	
Paisley South West	0	1	0	0	0	
Johnstone South, Elderslie & Howwood	0	0	1	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	1	1	0	0	0	
Houston, Crosslee & Linwood	0	0	0	0	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	0	
Erskine & Inchinnan	0	0	0	0	0	

Council area totals within LSO	5	4	4	3	3	
Renfrewshire	5	4	4	3	3	
East Renfrewshire	1	4	3	1	1	
Inverclyde	2	3	0	1	1	
Renfrewshire % of LSO Total	62.5%	36.4%	57.1%	60.0%	60.0%	

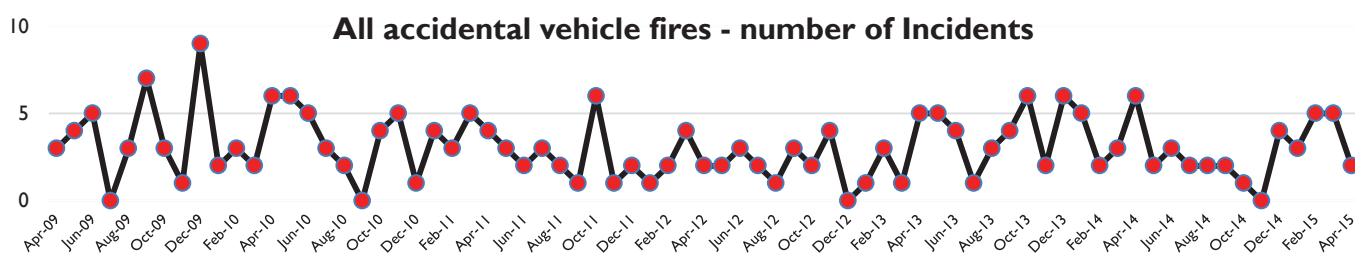


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	3	5	8	6	2	
W2 - Glasgow City	31	25	22	22	27	
W3 - South Lanarkshire	2	3	6	6	2	
W4 - North Lanarkshire	3	4	3	6	3	
W5 - Ayrshire East / North / South	11	6	6	6	7	
W6 - Renfrewshire / & East / Inverclyde	8	11	7	5	5	
W7 - Dumfries & Galloway	4	2	7	4	1	
W6 % of SDA Total	13%	20%	12%	9%	11%	
Scotland	154	136	153	144	136	

### All accidental vehicle fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	1	0	0	1	0	
Renfrew South & Gallowhill	1	0	1	0	0	
Paisley East & Ralston	0	0	0	1	0	
Paisley North West	0	0	1	2	1	
Paisley South	0	0	1	0	0	
Paisley South West	0	0	1	1	0	
Johnstone South, Elderslie & Howwood	0	1	1	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	0	0	0	0	
Houston, Crosslee & Linwood	1	0	0	0	0	
Bishopton, Bridge of Weir & Langbank	1	0	0	0	1	
Erskine & Inchinnan	0	1	0	1	0	

Council area totals within LSO	4	2	5	6	2	
Renfrewshire	4	2	5	6	2	
East Renfrewshire	1	0	1	2	0	
Inverclyde	1	3	0	0	0	
Renfrewshire % of LSO Total	66.7%	40.0%	83.3%	75.0%	100.0%	

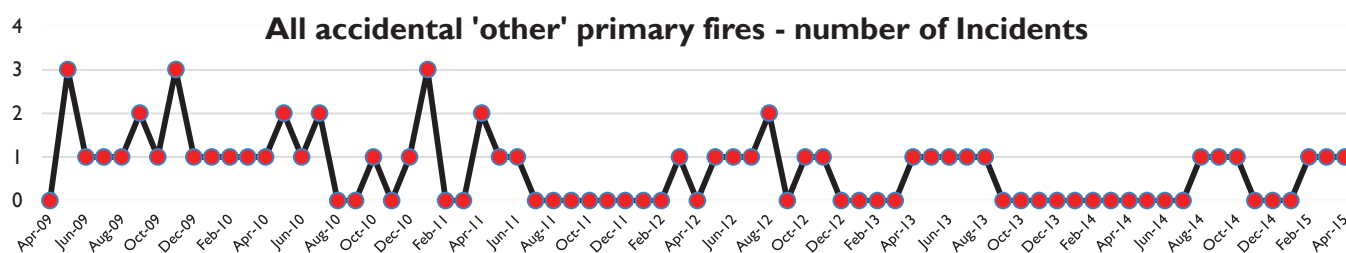


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	10	6	5	3	4	
W2 - Glasgow City	11	14	12	11	7	
W3 - South Lanarkshire	6	8	9	8	3	
W4 - North Lanarkshire	10	8	10	8	8	
W5 - Ayrshire East / North / South	8	7	4	3	2	
W6 - Renfrewshire / & East / Inverclyde	6	5	6	8	2	
W7 - Dumfries & Galloway	7	5	6	4	8	
W6 % of SDA Total	10%	9%	12%	18%	6%	
Scotland	130	105	103	112	89	

### All accidental 'other' primary fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	0	0	0	
Renfrew South & Gallowhill	0	0	0	0	0	
Paisley East & Ralston	0	0	0	0	0	
Paisley North West	0	0	0	0	0	
Paisley South	0	0	0	0	0	
Paisley South West	1	0	1	0	0	
Johnstone South, Elderslie & Howwood	0	0	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	0	0	0	0	
Houston, Crosslee & Linwood	0	0	0	0	0	
Bishopton, Bridge of Weir & Langbank	1	0	0	0	0	
Erskine & Inchinnan	0	0	0	0	1	

Council area totals within LSO	2	0	1	0	1	
Renfrewshire	2	0	1	0	1	
East Renfrewshire	0	1	0	0	1	
Inverclyde	0	0	0	0	1	
Renfrewshire % of LSO Total	100.0%	0.0%	100.0%	#DIV/0!	33.3%	

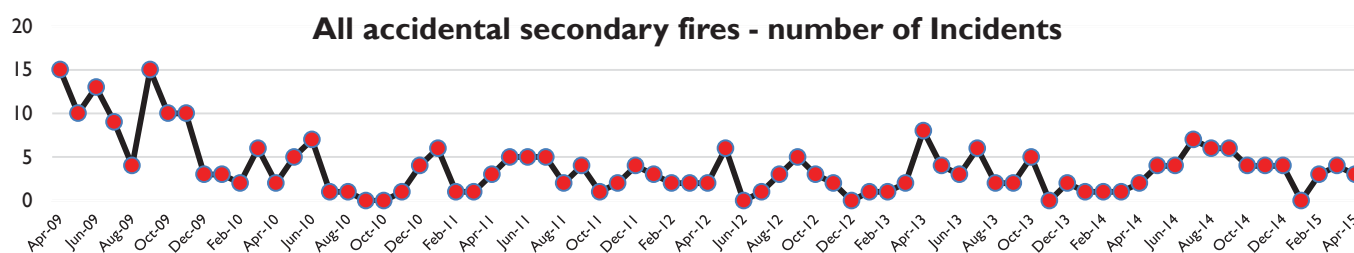


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	4	3	2	3	1	
W2 - Glasgow City	1	3	1	2	1	
W3 - South Lanarkshire	2	0	2	1	0	
W4 - North Lanarkshire	2	0	2	0	0	
W5 - Ayrshire East / North / South	4	2	3	1	3	
W6 - Renfrewshire / & East / Inverclyde	2	1	1	0	3	
W7 - Dumfries & Galloway	2	2	2	0	0	
W6 % of SDA Total	12%	9%	8%	0%	38%	
Scotland	60	26	46	27	33	

### All accidental secondary fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	1	2	0	
Renfrew South & Gallowhill	1	0	1	0	0	
Paisley East & Ralston	0	0	2	0	0	
Paisley North West	1	0	0	0	0	
Paisley South	0	0	0	0	0	
Paisley South West	0	0	0	0	1	
Johnstone South, Elderslie & Howwood	1	0	1	0	1	
Johnstone North, Kilbarchan & Lochwinnoch	0	2	2	0	0	
Houston, Crosslee & Linwood	0	0	0	0	0	
Bishopton, Bridge of Weir & Langbank	0	0	1	0	0	
Erskine & Inchinnan	0	0	0	0	1	

Council area totals within LSO	3	2	8	2	3	
Renfrewshire	3	2	8	2	3	
East Renfrewshire	1	0	4	4	0	
Inverclyde	0	1	4	4	2	
Renfrewshire % of LSO Total	75.0%	66.7%	50.0%	20.0%	60.0%	

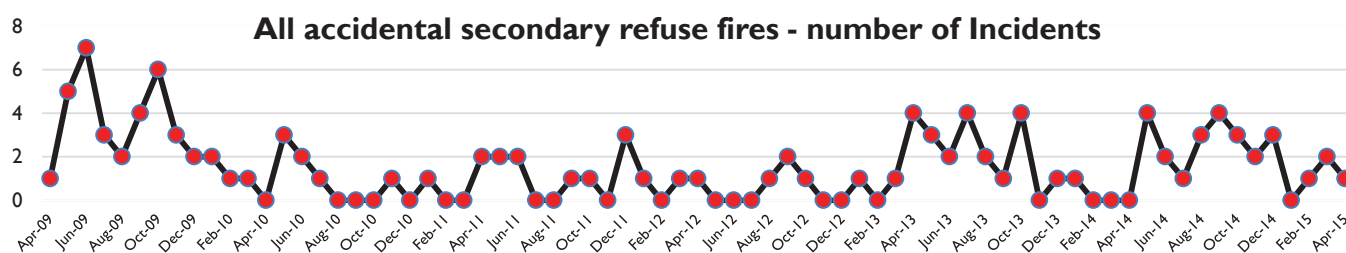


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	27	6	46	12	10	
W2 - Glasgow City	17	21	45	19	13	
W3 - South Lanarkshire	10	4	19	10	7	
W4 - North Lanarkshire	8	2	52	4	8	
W5 - Ayrshire East / North / South	18	14	34	13	7	
W6 - Renfrewshire / & East / Inverclyde	4	3	16	10	5	
W7 - Dumfries & Galloway	15	5	13	7	15	
W6 % of SDA Total	4%	5%	7%	13%	8%	
Scotland	457	162	615	286	439	

### All accidental secondary refuse fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	1	0	0	
Renfrew South & Gallowhill	0	0	1	0	0	
Paisley East & Ralston	0	0	2	0	0	
Paisley North West	1	0	0	0	0	
Paisley South	0	0	0	0	0	
Paisley South West	0	0	0	0	1	
Johnstone South, Elderslie & Howwood	1	0	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	1	0	0	0	
Houston, Crosslee & Linwood	0	0	0	0	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	0	
Erskine & Inchinnan	0	0	0	0	0	

Council area totals within LSO	2	1	4	0	1	
Renfrewshire	2	1	4	0	1	
East Renfrewshire	1	0	0	4	0	
Inverclyde	0	0	0	0	1	
Renfrewshire % of LSO Total	66.7%	100.0%	100.0%	0.0%	50.0%	

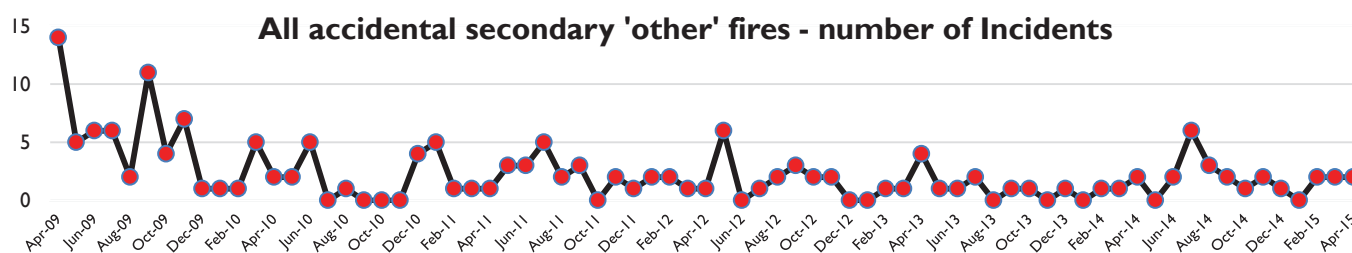


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	4	1	3	2	2	
W2 - Glasgow City	8	14	6	14	9	
W3 - South Lanarkshire	2	0	0	2	1	
W4 - North Lanarkshire	1	0	1	0	5	
W5 - Ayrshire East / North / South	4	5	4	9	3	
W6 - Renfrewshire / & East / Inverclyde	3	1	4	4	2	
W7 - Dumfries & Galloway	3	2	2	2	2	
W6 % of SDA Total	12%	4%	20%	12%	8%	
Scotland	128	58	97	99	162	

### All accidental secondary 'other' fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	0	2	0	
Renfrew South & Gallowhill	1	0	0	0	0	
Paisley East & Ralston	0	0	0	0	0	
Paisley North West	0	0	0	0	0	
Paisley South	0	0	0	0	0	
Paisley South West	0	0	0	0	0	
Johnstone South, Elderslie & Howwood	0	0	1	0	1	
Johnstone North, Kilbarchan & Lochwinnoch	0	1	2	0	0	
Houston, Crosslee & Linwood	0	0	0	0	0	
Bishopton, Bridge of Weir & Langbank	0	0	1	0	0	
Erskine & Inchinnan	0	0	0	0	1	

Council area totals within LSO	1	1	4	2	2	
Renfrewshire	1	1	4	2	2	
East Renfrewshire	0	0	4	0	0	
Inverclyde	0	1	4	4	1	
Renfrewshire % of LSO Total	100.0%	50.0%	33.3%	33.3%	66.7%	



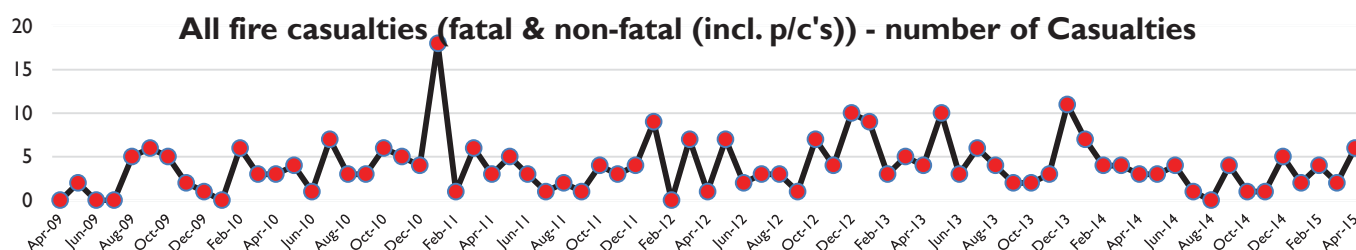
LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	23	5	43	10	8	
W2 - Glasgow City	9	7	39	5	4	
W3 - South Lanarkshire	8	4	19	8	6	
W4 - North Lanarkshire	7	2	51	4	3	
W5 - Ayrshire East / North / South	14	9	30	4	4	
W6 - Renfrewshire / & East / Inverclyde	1	2	12	6	3	
W7 - Dumfries & Galloway	12	3	11	5	13	
W6 % of SDA Total	1%	6%	6%	14%	7%	
Scotland	329	104	518	187	277	



### All fire casualties (fatal & non-fatal (incl. p/c's)) - number of Casualties

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	0	0	0	
Renfrew South & Gallowhill	0	0	0	0	3	
Paisley East & Ralston	0	0	3	0	0	
Paisley North West	1	0	1	0	3	
Paisley South	0	0	0	0	0	
Paisley South West	2	0	0	0	0	
Johnstone South, Elderslie & Howwood	0	0	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	1	0	1	0	
Houston, Crosslee & Linwood	0	0	0	2	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	0	
Erskine & Inchinnan	0	0	0	0	0	

Council area totals within LSO	3	1	4	3	6	
Renfrewshire	3	1	4	3	6	
East Renfrewshire	1	0	2	1	1	
Inverclyde	2	2	1	5	1	
Renfrewshire % of LSO Total	50.0%	33.3%	57.1%	33.3%	75.0%	

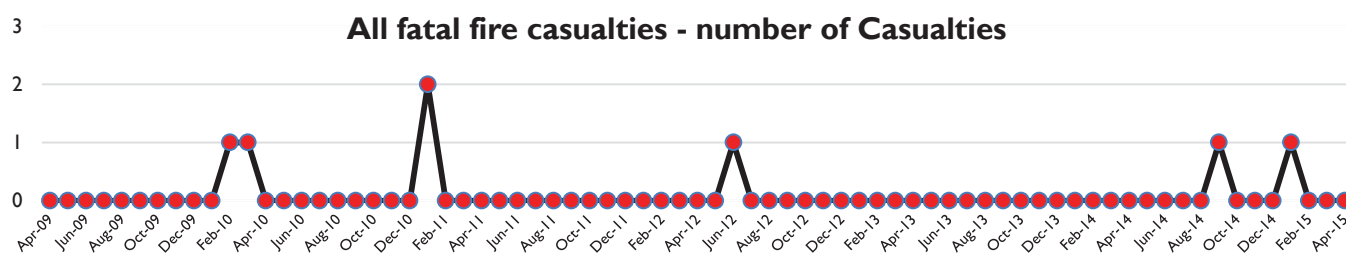


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	6	3	3	2	7	
W2 - Glasgow City	19	20	14	8	18	
W3 - South Lanarkshire	7	5	4	0	3	
W4 - North Lanarkshire	10	2	10	4	6	
W5 - Ayrshire East / North / South	7	3	8	11	7	
W6 - Renfrewshire / & East / Inverclyde	6	3	7	9	8	
W7 - Dumfries & Galloway	4	4	1	2	0	
W6 % of SDA Total	10%	8%	15%	25%	16%	
Scotland	116	94	106	79	84	

### All fatal fire casualties - number of Casualties

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	0	0	0	
Renfrew South & Gallowhill	0	0	0	0	0	
Paisley East & Ralston	0	0	0	0	0	
Paisley North West	0	0	0	0	0	
Paisley South	0	0	0	0	0	
Paisley South West	0	0	0	0	0	
Johnstone South, Elderslie & Howwood	0	0	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	0	0	0	0	
Houston, Crosslee & Linwood	0	0	0	0	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	0	
Erskine & Inchinnan	0	0	0	0	0	

Council area totals within LSO	0	0	0	0	0	
Renfrewshire	0	0	0	0	0	
East Renfrewshire	0	0	0	0	0	
Inverclyde	1	0	0	0	0	
Renfrewshire % of LSO Total	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	

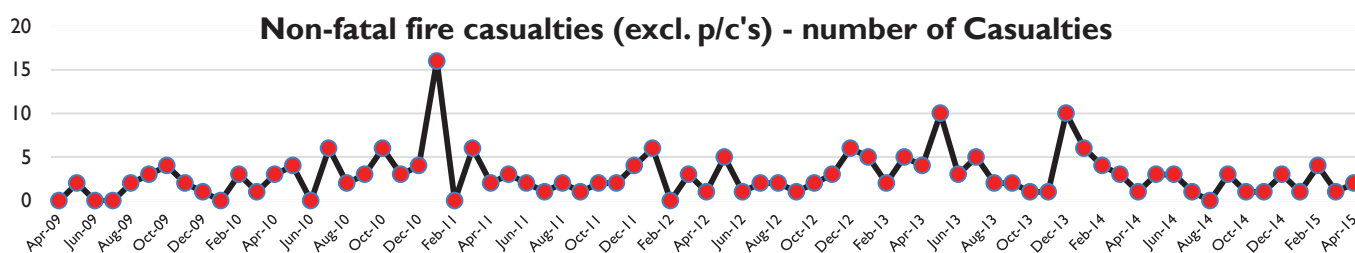


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	1	0	0	0	0	
W2 - Glasgow City	0	0	0	0	0	
W3 - South Lanarkshire	0	0	0	0	0	
W4 - North Lanarkshire	0	0	0	0	1	
W5 - Ayrshire East / North / South	0	0	1	0	0	
W6 - Renfrewshire / & East / Inverclyde	1	0	0	0	0	
W7 - Dumfries & Galloway	0	0	0	0	0	
W6 % of SDA Total	50%	#DIV/0!	0%	#DIV/0!	0%	
Scotland	3	3	2	2	5	

### Non-fatal fire casualties (excl. p/c's) - number of Casualties

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	0	0	0	
Renfrew South & Gallowhill	0	0	0	0	2	
Paisley East & Ralston	0	0	3	0	0	
Paisley North West	1	0	1	0	0	
Paisley South	0	0	0	0	0	
Paisley South West	1	0	0	0	0	
Johnstone South, Elderslie & Howwood	0	0	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	1	0	1	0	
Houston, Crosslee & Linwood	0	0	0	0	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	0	
Erskine & Inchinnan	0	0	0	0	0	

Council area totals within LSO	2	1	4	1	2	
Renfrewshire	2	1	4	1	2	
East Renfrewshire	1	0	0	0	0	
Inverclyde	1	1	1	5	1	
Renfrewshire % of LSO Total	50.0%	50.0%	80.0%	16.7%	66.7%	

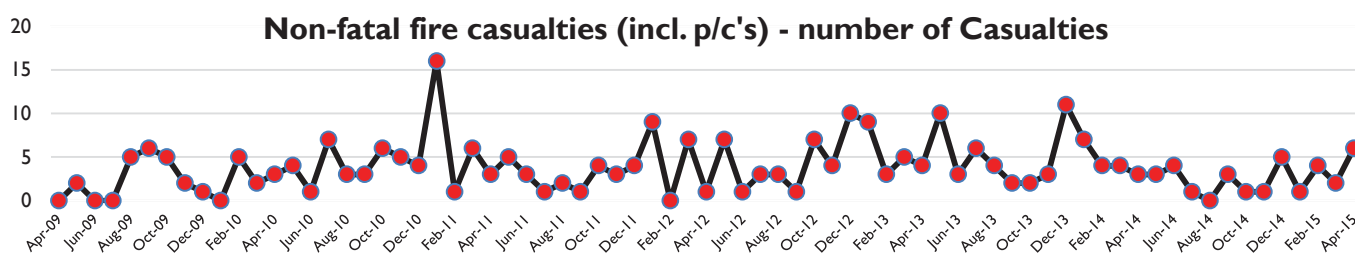


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	2	3	3	2	7	
W2 - Glasgow City	15	12	13	4	9	
W3 - South Lanarkshire	6	5	4	0	3	
W4 - North Lanarkshire	5	1	10	4	5	
W5 - Ayrshire East / North / South	5	3	6	6	6	
W6 - Renfrewshire / & East / Inverclyde	4	2	5	6	3	
W7 - Dumfries & Galloway	4	4	1	2	0	
W6 % of SDA Total	10%	7%	12%	25%	9%	
Scotland	90	72	93	57	60	

### Non-fatal fire casualties (incl. p/c's) - number of Casualties

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	0	0	0	
Renfrew South & Gallowhill	0	0	0	0	3	
Paisley East & Ralston	0	0	3	0	0	
Paisley North West	1	0	1	0	3	
Paisley South	0	0	0	0	0	
Paisley South West	2	0	0	0	0	
Johnstone South, Elderslie & Howwood	0	0	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	1	0	1	0	
Houston, Crosslee & Linwood	0	0	0	2	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	0	
Erskine & Inchinnan	0	0	0	0	0	

Council area totals within LSO	3	1	4	3	6	
Renfrewshire	3	1	4	3	6	
East Renfrewshire	1	0	2	1	1	
Inverclyde	1	2	1	5	1	
Renfrewshire % of LSO Total	60.0%	33.3%	57.1%	33.3%	75.0%	

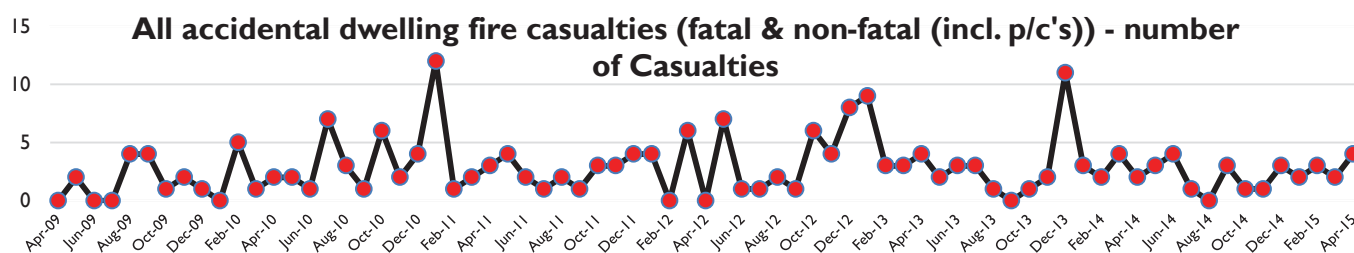


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	5	3	3	2	7	
W2 - Glasgow City	19	20	14	8	18	
W3 - South Lanarkshire	7	5	4	0	3	
W4 - North Lanarkshire	10	2	10	4	5	
W5 - Ayrshire East / North / South	7	3	7	11	7	
W6 - Renfrewshire / & East / Inverclyde	5	3	7	9	8	
W7 - Dumfries & Galloway	4	4	1	2	0	
W6 % of SDA Total	9%	8%	15%	25%	17%	
Scotland	113	91	104	77	79	

### All accidental dwelling fire casualties (fatal & non-fatal (incl. p/c's)) - number of Casualties

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	0	0	0	
Renfrew South & Gallowhill	0	0	0	0	3	
Paisley East & Ralston	0	0	3	0	0	
Paisley North West	1	0	1	0	1	
Paisley South	0	0	0	0	0	
Paisley South West	2	0	0	0	0	
Johnstone South, Elderslie & Howwood	0	0	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	0	0	0	0	
Houston, Crosslee & Linwood	0	0	0	2	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	0	
Erskine & Inchinnan	0	0	0	0	0	

Council area totals within LSO	3	0	4	2	4	
Renfrewshire	3	0	4	2	4	
East Renfrewshire	1	0	2	1	1	
Inverclyde	2	2	1	5	1	
Renfrewshire % of LSO Total	50.0%	0.0%	57.1%	25.0%	66.7%	

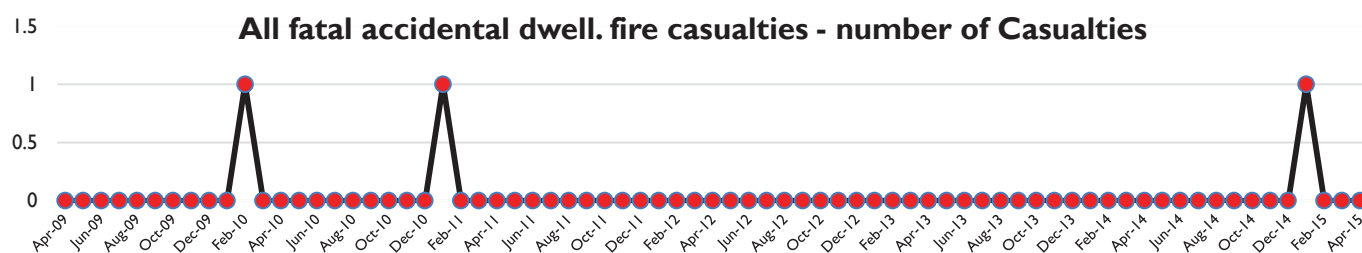


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	6	0	2	1	0	
W2 - Glasgow City	17	16	10	8	13	
W3 - South Lanarkshire	6	2	4	0	2	
W4 - North Lanarkshire	9	1	8	3	6	
W5 - Ayrshire East / North / South	5	3	7	7	6	
W6 - Renfrewshire / & East / Inverclyde	6	2	7	8	6	
W7 - Dumfries & Galloway	4	3	1	1	0	
W6 % of SDA Total	11%	7%	18%	29%	18%	
Scotland	90	77	84	57	58	

### All fatal accidental dwell. fire casualties - number of Casualties

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	0	0	0	
Renfrew South & Gallowhill	0	0	0	0	0	
Paisley East & Ralston	0	0	0	0	0	
Paisley North West	0	0	0	0	0	
Paisley South	0	0	0	0	0	
Paisley South West	0	0	0	0	0	
Johnstone South, Elderslie & Howwood	0	0	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	0	0	0	0	
Houston, Crosslee & Linwood	0	0	0	0	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	0	
Erskin & Inchinnan	0	0	0	0	0	

Council area totals within LSO	0	0	0	0	0	
Renfrewshire	0	0	0	0	0	
East Renfrewshire	0	0	0	0	0	
Inverclyde	1	0	0	0	0	
Renfrewshire % of LSO Total	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	

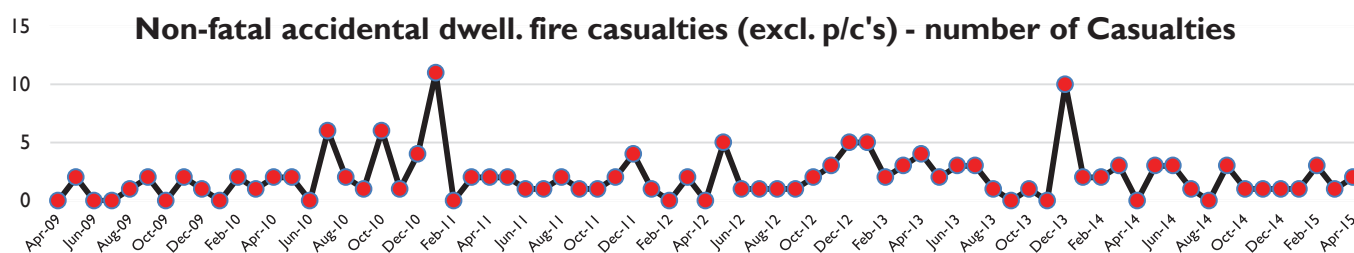


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	1	0	0	0	0	
W2 - Glasgow City	0	0	0	0	0	
W3 - South Lanarkshire	0	0	0	0	0	
W4 - North Lanarkshire	0	0	0	0	1	
W5 - Ayrshire East / North / South	0	0	0	0	0	
W6 - Renfrewshire / & East / Inverclyde	1	0	0	0	0	
W7 - Dumfries & Galloway	0	0	0	0	0	
W6 % of SDA Total	50%	#DIV/0!	#DIV/0!	#DIV/0!	0%	
Scotland	3	3	1	1	4	

### Non-fatal accidental dwell. fire casualties (excl. p/c's) - number of Casualties

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	0	0	0	
Renfrew South & Gallowhill	0	0	0	0	2	
Paisley East & Ralston	0	0	3	0	0	
Paisley North West	1	0	1	0	0	
Paisley South	0	0	0	0	0	
Paisley South West	1	0	0	0	0	
Johnstone South, Elderslie & Howwood	0	0	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	0	0	0	0	
Houston, Crosslee & Linwood	0	0	0	0	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	0	
Erskine & Inchinnan	0	0	0	0	0	

Council area totals within LSO	2	0	4	0	2	
Renfrewshire	2	0	4	0	2	
East Renfrewshire	1	0	0	0	0	
Inverclyde	1	1	1	5	1	
Renfrewshire % of LSO Total	50.0%	0.0%	80.0%	0.0%	66.7%	

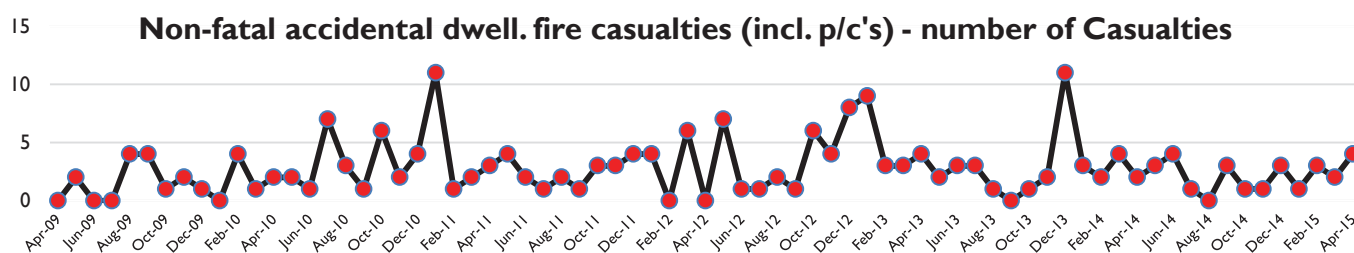


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	2	0	2	1	0	
W2 - Glasgow City	13	9	10	4	6	
W3 - South Lanarkshire	5	2	4	0	2	
W4 - North Lanarkshire	4	0	8	3	5	
W5 - Ayrshire East / North / South	3	3	6	3	5	
W6 - Renfrewshire / & East / Inverclyde	4	1	5	5	3	
W7 - Dumfries & Galloway	4	3	1	1	0	
W6 % of SDA Total	11%	6%	14%	29%	14%	
Scotland	67	56	78	37	40	

### Non-fatal accidental dwell. fire casualties (incl. p/c's) - number of Casualties

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	0	0	0	
Renfrew South & Gallowhill	0	0	0	0	3	
Paisley East & Ralston	0	0	3	0	0	
Paisley North West	1	0	1	0	1	
Paisley South	0	0	0	0	0	
Paisley South West	2	0	0	0	0	
Johnstone South, Elderslie & Howwood	0	0	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	0	0	0	0	
Houston, Crosslee & Linwood	0	0	0	2	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	0	
Erskine & Inchinnan	0	0	0	0	0	

Council area totals within LSO	3	0	4	2	4	
Renfrewshire	3	0	4	2	4	
East Renfrewshire	1	0	2	1	1	
Inverclyde	1	2	1	5	1	
Renfrewshire % of LSO Total	60.0%	0.0%	57.1%	25.0%	66.7%	



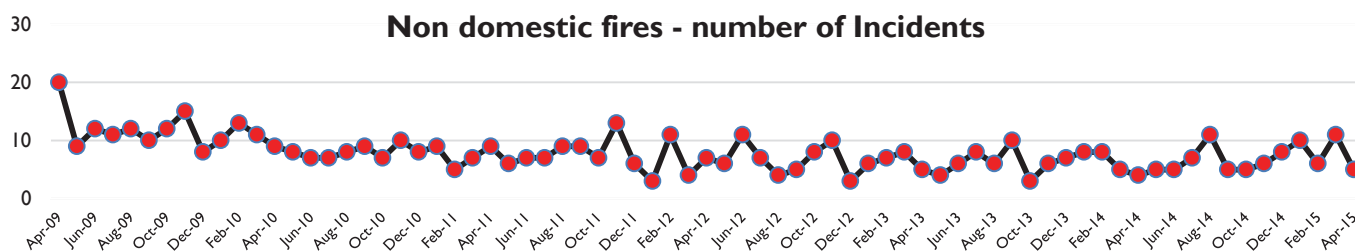
LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	5	0	2	1	0	
W2 - Glasgow City	17	16	10	8	13	
W3 - South Lanarkshire	6	2	4	0	2	
W4 - North Lanarkshire	9	1	8	3	5	
W5 - Ayrshire East / North / South	5	3	7	7	6	
W6 - Renfrewshire / & East / Inverclyde	5	2	7	8	6	
W7 - Dumfries & Galloway	4	3	1	1	0	
W6 % of SDA Total	10%	7%	18%	29%	19%	
Scotland	87	74	83	56	54	



### Non domestic fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	1	1	2	1	0	
Renfrew South & Gallowhill	2	0	1	0	2	
Paisley East & Ralston	2	0	0	1	1	
Paisley North West	1	1	1	1	1	
Paisley South	2	0	0	1	0	
Paisley South West	0	2	0	0	0	
Johnstone South, Elderslie & Howwood	0	0	1	0	1	
Johnstone North, Kilbarchan & Lochwinnoch	1	1	0	0	0	
Houston, Crosslee & Linwood	0	0	0	0	0	
Bishopton, Bridge of Weir & Langbank	0	1	0	0	0	
Erskine & Inchinnan	0	1	0	0	0	

Council area totals within LSO	9	7	5	4	5	
Renfrewshire	9	7	5	4	5	
East Renfrewshire	4	5	3	1	1	
Inverclyde	5	3	0	1	1	
Renfrewshire % of LSO Total	50.0%	46.7%	62.5%	66.7%	71.4%	

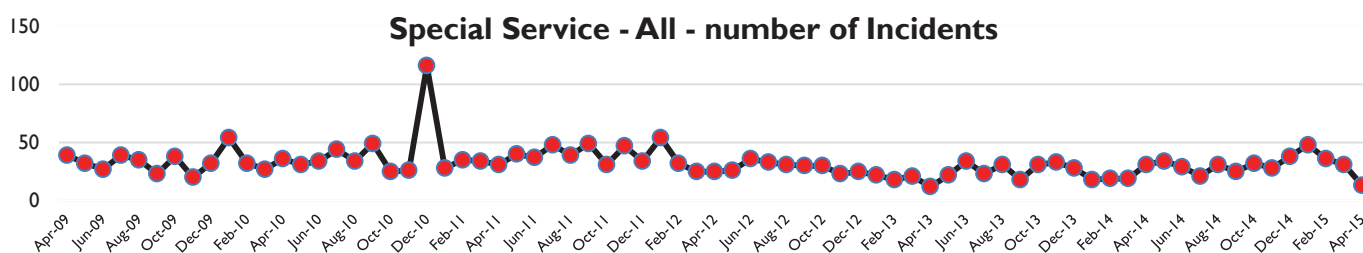


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	7	9	11	10	3	
W2 - Glasgow City	40	36	35	29	33	
W3 - South Lanarkshire	10	7	8	10	4	
W4 - North Lanarkshire	12	14	11	9	4	
W5 - Ayrshire East / North / South	17	9	9	14	10	
W6 - Renfrewshire / & East / Inverclyde	18	15	8	6	7	
W7 - Dumfries & Galloway	6	5	8	5	1	
W6 % of SDA Total	16%	16%	9%	7%	11%	
Scotland	247	197	213	189	171	

### Special Service - All - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	2	2	0	4	0	
Renfrew South & Gallowhill	2	3	1	2	1	
Paisley East & Ralston	1	3	3	8	2	
Paisley North West	14	9	4	9	4	
Paisley South	2	0	2	0	3	
Paisley South West	1	0	0	1	0	
Johnstone South, Elderslie & Howwood	3	4	0	1	0	
Johnstone North, Kilbarchan & Lochwinnoch	1	1	0	3	1	
Houston, Crosslee & Linwood	1	1	1	1	1	
Bishopton, Bridge of Weir & Langbank	3	1	1	1	1	
Erskine & Inchinnan	1	1	0	1	0	

Council area totals within LSO	31	25	12	31	13	
Renfrewshire	31	25	12	31	13	
East Renfrewshire	9	7	9	12	1	
Inverclyde	17	14	11	16	6	
Renfrewshire % of LSO Total	54.4%	54.3%	37.5%	52.5%	65.0%	

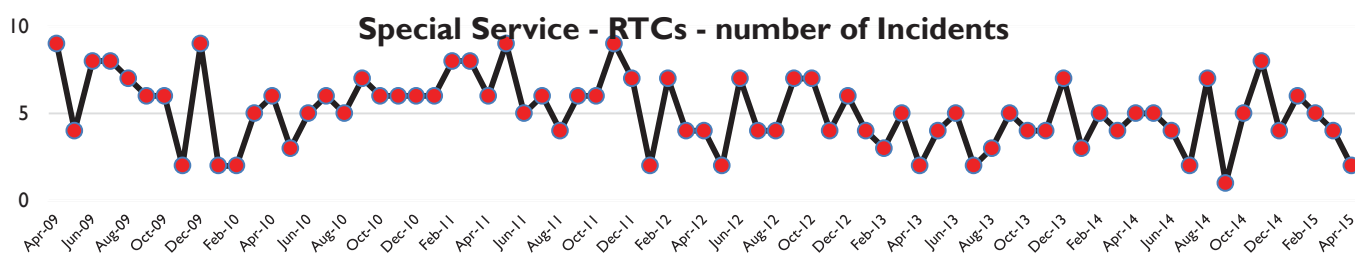


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	45	27	26	28	13	
W2 - Glasgow City	106	104	88	93	51	
W3 - South Lanarkshire	42	41	45	43	15	
W4 - North Lanarkshire	48	34	39	39	16	
W5 - Ayrshire East / North / South	45	42	53	41	23	
W6 - Renfrewshire / & East / Inverclyde	57	46	32	59	20	
W7 - Dumfries & Galloway	7	12	13	12	30	
W6 % of SDA Total	16%	15%	11%	19%	12%	
Scotland	680	649	613	696	627	

### Special Service - RTCs - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	1	0	0	0	0	
Renfrew South & Gallowhill	0	0	0	0	0	
Paisley East & Ralston	1	0	0	1	0	
Paisley North West	2	0	1	1	0	
Paisley South	1	0	0	0	0	
Paisley South West	0	0	0	0	0	
Johnstone South, Elderslie & Howwood	1	2	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	0	0	1	1	
Houston, Crosslee & Linwood	0	1	1	0	1	
Bishopton, Bridge of Weir & Langbank	0	1	0	1	0	
Erskine & Inchinnan	0	0	0	1	0	

Council area totals within LSO	6	4	2	5	2	
Renfrewshire	6	4	2	5	2	
East Renfrewshire	1	2	1	2	0	
Inverclyde	1	0	4	3	0	
Renfrewshire % of LSO Total	75.0%	66.7%	28.6%	50.0%	100.0%	

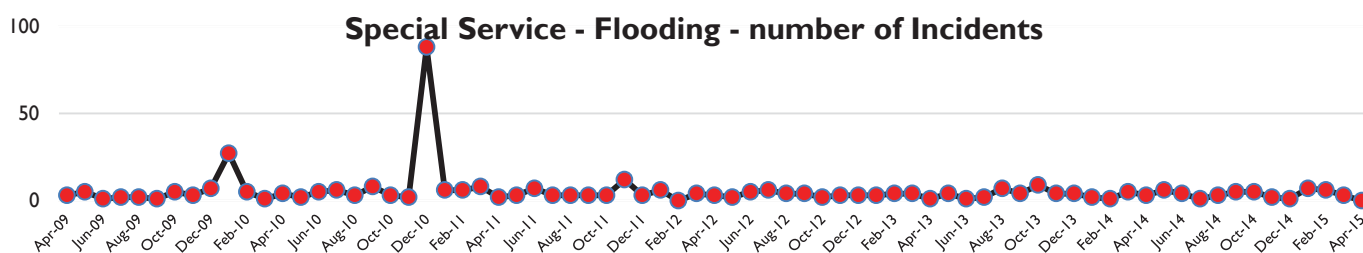


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	11	1	3	6	3	
W2 - Glasgow City	17	9	7	9	1	
W3 - South Lanarkshire	14	17	12	10	2	
W4 - North Lanarkshire	14	13	9	5	3	
W5 - Ayrshire East / North / South	7	12	12	11	6	
W6 - Renfrewshire / & East / Inverclyde	8	6	7	10	2	
W7 - Dumfries & Galloway	5	3	3	4	7	
W6 % of SDA Total	11%	10%	13%	18%	8%	
Scotland	152	180	134	149	124	

## Special Service - Flooding - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	1	0	0	0	
Renfrew South & Gallowhill	0	1	0	0	0	
Paisley East & Ralston	0	1	1	1	0	
Paisley North West	2	0	0	0	0	
Paisley South	0	0	0	0	0	
Paisley South West	0	0	0	0	0	
Johnstone South, Elderslie & Howwood	0	0	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	0	0	2	0	
Houston, Crosslee & Linwood	0	0	0	0	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	0	
Erskine & Inchinnan	0	0	0	0	0	

Council area totals within LSO	2	3	1	3	0	
Renfrewshire	2	3	1	3	0	
East Renfrewshire	2	0	3	1	0	
Inverclyde	4	5	1	1	0	
Renfrewshire % of LSO Total	25.0%	37.5%	20.0%	60.0%	#DIV/0!	

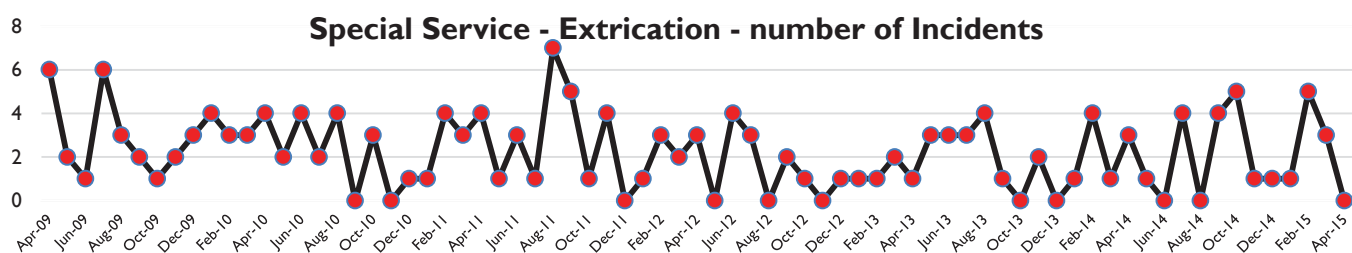


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	6	2	1	3	0	
W2 - Glasgow City	15	23	13	13	6	
W3 - South Lanarkshire	2	3	4	4	0	
W4 - North Lanarkshire	3	2	7	6	2	
W5 - Ayrshire East / North / South	5	4	2	2	2	
W6 - Renfrewshire / & East / Inverclyde	8	8	5	5	0	
W7 - Dumfries & Galloway	0	1	2	1	1	
W6 % of SDA Total	21%	19%	15%	15%	0%	
Scotland	55	64	47	71	47	

### Special Service - Extrication - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	0	1	0	
Renfrew South & Gallowhill	0	1	0	0	0	
Paisley East & Ralston	0	1	0	1	0	
Paisley North West	3	1	1	0	0	
Paisley South	0	0	0	0	0	
Paisley South West	0	0	0	0	0	
Johnstone South, Elderslie & Howwood	1	0	0	1	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	0	0	0	0	
Houston, Crosslee & Linwood	0	0	0	0	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	0	
Erskine & Inchinnan	0	0	0	0	0	

Council area totals within LSO	4	3	1	3	0	
Renfrewshire	4	3	1	3	0	
East Renfrewshire	0	0	0	1	1	
Inverclyde	1	2	1	1	1	
Renfrewshire % of LSO Total	80.0%	60.0%	50.0%	60.0%	0.0%	

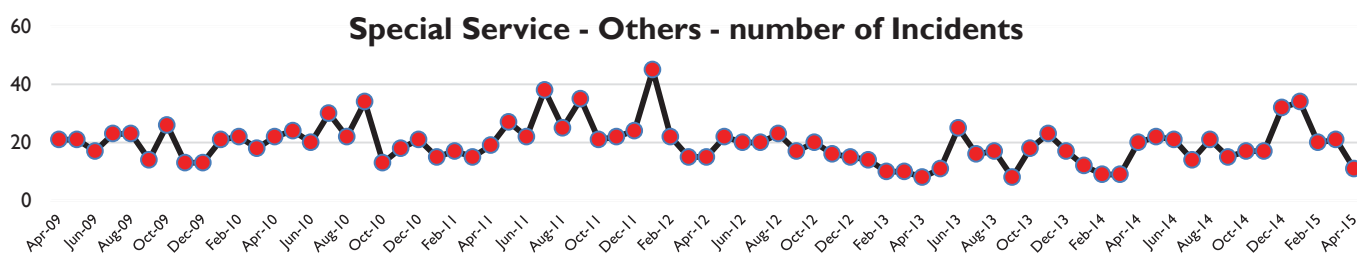


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	4	4	2	2	1	
W2 - Glasgow City	11	9	9	11	4	
W3 - South Lanarkshire	4	4	4	3	0	
W4 - North Lanarkshire	7	6	5	9	1	
W5 - Ayrshire East / North / South	4	1	2	2	1	
W6 - Renfrewshire / & East / Inverclyde	5	5	2	5	2	
W7 - Dumfries & Galloway	0	3	2	1	3	
W6 % of SDA Total	14%	16%	8%	15%	17%	
Scotland	83	71	59	65	48	

### Special Service - Others - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	1	1	0	3	0	
Renfrew South & Gallowhill	2	1	1	2	1	
Paisley East & Ralston	0	1	2	5	2	
Paisley North West	7	8	2	8	4	
Paisley South	1	0	2	0	3	
Paisley South West	1	0	0	1	0	
Johnstone South, Elderslie & Howwood	1	2	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	1	1	0	0	0	
Houston, Crosslee & Linwood	1	0	0	1	0	
Bishopton, Bridge of Weir & Langbank	3	0	1	0	1	
Erskine & Inchinnan	1	1	0	0	0	

Council area totals within LSO	19	15	8	20	11	
Renfrewshire	19	15	8	20	11	
East Renfrewshire	6	5	5	8	0	
Inverclyde	11	7	5	11	5	
Renfrewshire % of LSO Total	52.8%	55.6%	44.4%	51.3%	68.8%	

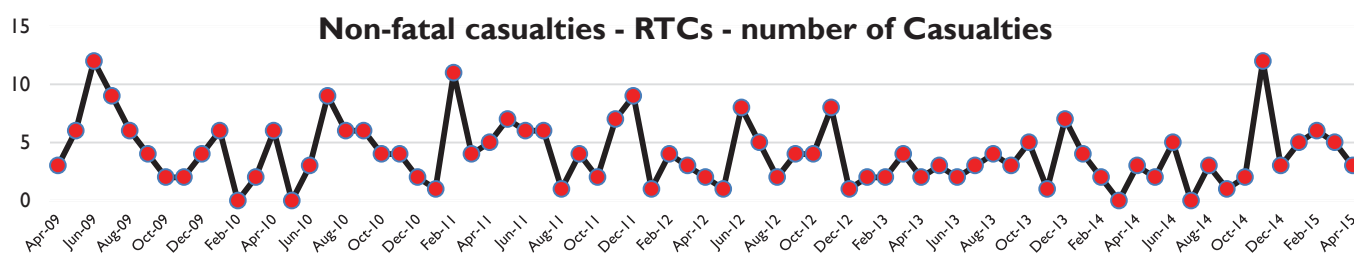


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	24	20	20	17	9	
W2 - Glasgow City	63	63	59	60	40	
W3 - South Lanarkshire	22	17	25	26	13	
W4 - North Lanarkshire	24	13	18	19	10	
W5 - Ayrshire East / North / South	29	25	37	26	14	
W6 - Renfrewshire / & East / Inverclyde	36	27	18	39	16	
W7 - Dumfries & Galloway	2	5	6	6	19	
W6 % of SDA Total	18%	16%	10%	20%	13%	
Scotland	390	334	373	411	408	

### Non-fatal casualties - RTCs - number of Casualties

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	0	0	0	
Renfrew South & Gallowhill	0	0	0	0	0	
Paisley East & Ralston	0	0	0	2	0	
Paisley North West	3	0	1	0	0	
Paisley South	1	0	0	0	0	
Paisley South West	0	0	0	0	0	
Johnstone South, Elderslie & Howwood	1	1	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	0	0	0	1	
Houston, Crosslee & Linwood	0	0	1	0	2	
Bishopton, Bridge of Weir & Langbank	0	1	0	0	0	
Erskine & Inchinnan	0	0	0	1	0	

Council area totals within LSO	5	2	2	3	3	
Renfrewshire	5	2	2	3	3	
East Renfrewshire	1	0	1	2	0	
Inverclyde	0	0	6	3	0	
Renfrewshire % of LSO Total	83.3%	100.0%	22.2%	37.5%	100.0%	

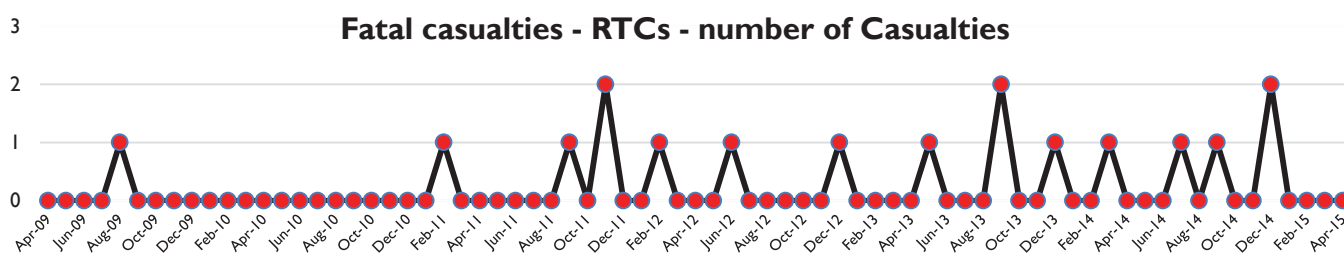


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	10	0	1	11	1	
W2 - Glasgow City	15	14	8	7	1	
W3 - South Lanarkshire	11	10	14	15	2	
W4 - North Lanarkshire	15	6	11	3	3	
W5 - Ayrshire East / North / South	5	7	18	16	6	
W6 - Renfrewshire / & East / Inverclyde	6	2	9	8	3	
W7 - Dumfries & Galloway	5	4	4	5	4	
W6 % of SDA Total	9%	5%	14%	12%	15%	
Scotland	129	124	133	134	101	

### Fatal casualties - RTCs - number of Casualties

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	0	0	0	
Renfrew South & Gallowhill	0	0	0	0	0	
Paisley East & Ralston	0	0	0	0	0	
Paisley North West	0	0	0	0	0	
Paisley South	0	0	0	0	0	
Paisley South West	0	0	0	0	0	
Johnstone South, Elderslie & Howwood	0	0	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	0	0	0	0	
Houston, Crosslee & Linwood	0	0	0	0	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	0	
Erskine & Inchinnan	0	0	0	0	0	

Council area totals within LSO	0	0	0	0	0	
Renfrewshire	0	0	0	0	0	
East Renfrewshire	0	1	0	0	0	
Inverclyde	0	0	0	1	0	
Renfrewshire % of LSO Total	#DIV/0!	0.0%	#DIV/0!	0.0%	#DIV/0!	



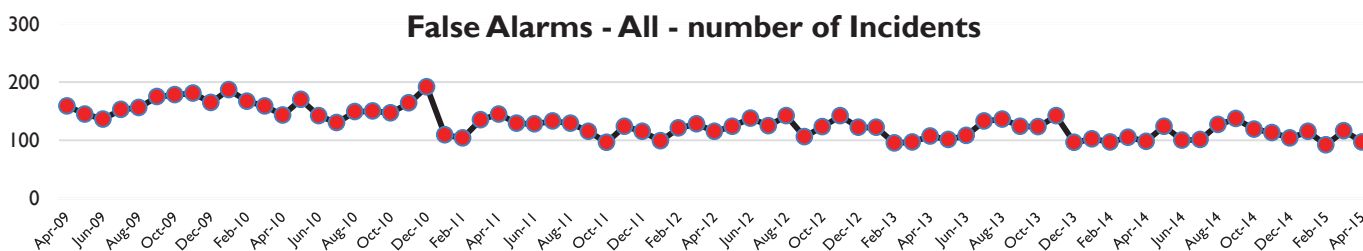
LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	2	0	0	0	0	
W2 - Glasgow City	0	0	0	0	0	
W3 - South Lanarkshire	0	2	0	0	0	
W4 - North Lanarkshire	1	0	0	0	0	
W5 - Ayrshire East / North / South	1	0	0	1	0	
W6 - Renfrewshire / & East / Inverclyde	0	1	0	1	0	
W7 - Dumfries & Galloway	0	0	2	0	0	
W6 % of SDA Total	0%	33%	0%	50%	#DIV/0!	
Scotland	5	6	9	9	5	



## False Alarms - All - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	11	10	15	9	13	
Renfrew South & Gallowhill	22	11	17	8	7	
Paisley East & Ralston	16	15	13	11	10	
Paisley North West	41	28	14	23	18	
Paisley South	21	14	7	6	10	
Paisley South West	5	7	2	5	1	
Johnstone South, Elderslie & Howwood	6	9	13	13	8	
Johnstone North, Kilbarchan & Lochwinnoch	8	7	6	7	5	
Houston, Crosslee & Linwood	4	4	6	6	8	
Bishopton, Bridge of Weir & Langbank	4	4	5	2	9	
Erskine & Inchinnan	7	6	9	8	8	

Council area totals within LSO	145	115	107	98	97	
Renfrewshire	145	115	107	98	97	
East Renfrewshire	37	17	38	33	32	
Inverclyde	80	82	57	62	82	
Renfrewshire % of LSO Total	55.3%	53.7%	53.0%	50.8%	46.0%	

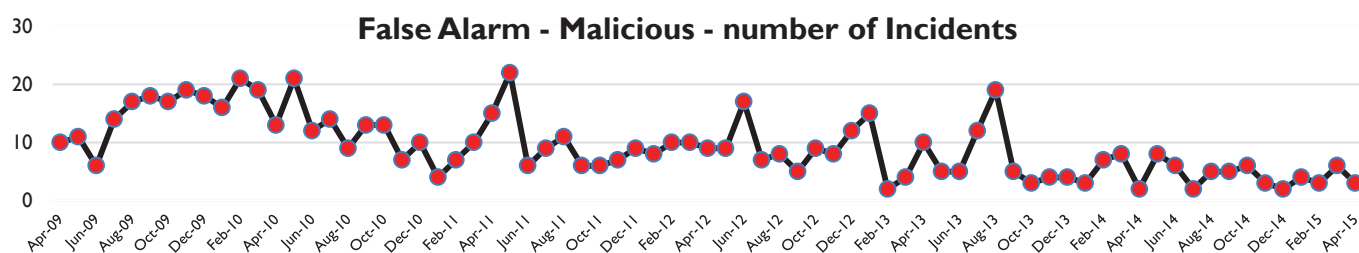


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	194	179	170	146	180	
W2 - Glasgow City	737	642	626	594	629	
W3 - South Lanarkshire	223	229	236	250	229	
W4 - North Lanarkshire	229	185	223	220	247	
W5 - Ayrshire East / North / South	309	227	245	258	266	
W6 - Renfrewshire / & East / Inverclyde	262	214	202	193	211	
W7 - Dumfries & Galloway	51	44	41	39	78	
W6 % of SDA Total	13%	12%	12%	11%	11%	
Scotland	4062	3546	3748	3726	3826	

## False Alarm - Malicious - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	1	0	0	0	0	
Renfrew South & Gallowhill	3	0	1	0	0	
Paisley East & Ralston	0	0	1	0	1	
Paisley North West	5	2	2	1	1	
Paisley South	3	2	0	0	1	
Paisley South West	0	0	0	0	0	
Johnstone South, Elderslie & Howwood	1	3	6	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	1	0	0	0	
Houston, Crosslee & Linwood	0	0	0	1	0	
Bishopton, Bridge of Weir & Langbank	1	1	0	0	0	
Erskine & Inchinnan	1	0	0	0	0	

Council area totals within LSO	15	9	10	2	3	
Renfrewshire	15	9	10	2	3	
East Renfrewshire	5	1	2	1	0	
Inverclyde	2	5	5	2	6	
Renfrewshire % of LSO Total	68.2%	60.0%	58.8%	40.0%	33.3%	

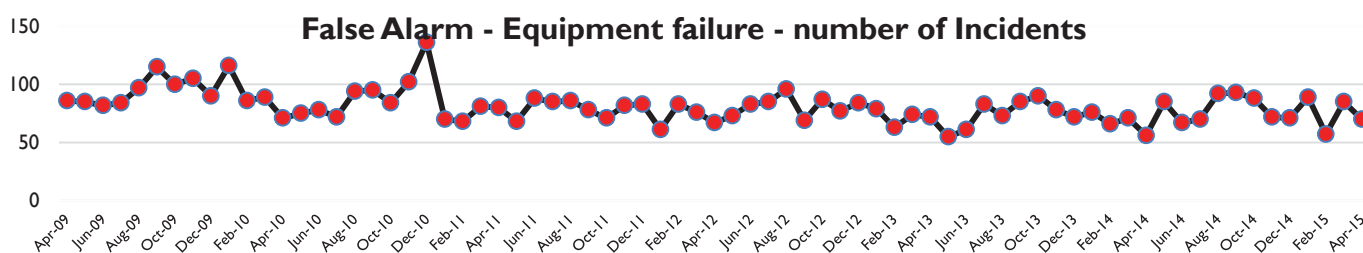


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	10	17	7	3	8	
W2 - Glasgow City	82	53	53	37	47	
W3 - South Lanarkshire	22	8	17	10	10	
W4 - North Lanarkshire	23	8	11	13	15	
W5 - Ayrshire East / North / South	24	15	8	11	7	
W6 - Renfrewshire / & East / Inverclyde	22	15	17	5	9	
W7 - Dumfries & Galloway	3	0	0	0	9	
W6 % of SDA Total	12%	13%	15%	6%	9%	
Scotland	293	178	197	152	209	

### False Alarm - Equipment failure - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	7	7	12	6	10	
Renfrew South & Gallowhill	10	9	13	4	6	
Paisley East & Ralston	11	7	11	6	6	
Paisley North West	28	17	9	14	15	
Paisley South	13	10	6	2	7	
Paisley South West	1	2	2	3	1	
Johnstone South, Elderslie & Howwood	1	3	3	6	6	
Johnstone North, Kilbarchan & Lochwinnoch	2	5	5	5	1	
Houston, Crosslee & Linwood	1	2	2	2	6	
Bishopton, Bridge of Weir & Langbank	1	2	3	2	7	
Erskine & Inchinnan	5	3	6	6	5	

Council area totals within LSO	80	67	72	56	70	
Renfrewshire	80	67	72	56	70	
East Renfrewshire	18	7	30	23	23	
Inverclyde	47	53	27	46	48	
Renfrewshire % of LSO Total	55.2%	52.8%	55.8%	44.8%	49.6%	



LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	113	97	97	98	132	
W2 - Glasgow City	501	443	410	441	462	
W3 - South Lanarkshire	130	160	150	168	153	
W4 - North Lanarkshire	131	121	121	137	157	
W5 - Ayrshire East / North / South	192	138	154	172	191	
W6 - Renfrewshire / & East / Inverclyde	145	127	129	125	141	
W7 - Dumfries & Galloway	32	37	24	30	47	
W6 % of SDA Total	12%	11%	12%	11%	11%	
Scotland	2674	2498	2572	2752	2750	



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**  
 Working together for a safer Scotland

## Renfrewshire

W6 - Renfrewshire / & East / Inverclyde

Wards	
	11
Population*	
	174,310
Dwellings*	
	83,166
Hectares	
	26,969

\* Source: GROS - General Register Office for Scotland  
 (Mid yr est 2012)

## Ward performance report

Report Period
Month
May
Report Type
Incidents/Casualties

### DISCLAIMER

The figures included in this report are provisional and subject to change as a result of quality assurance and review. The statistics quoted are internal management information published in the interests of transparency and openness.

The Scottish government publishes Official Statistics each year which allow for comparisons to be made over longer periods of time.

Please ensure any external partners in receipt of these reports are aware of this.

Current month vs target\* OR previous 3 yr rolling ave\*\* (for period)

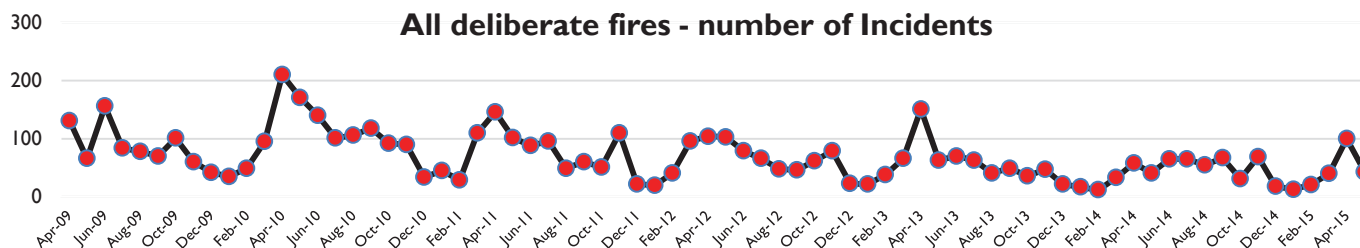
ID	Key Performance Indicators	Page	Target	Perf.%(+/-)	% Targets
01a	All deliberate fires	3	AVE.	-38%	
01b	All deliberate primary fires	4	AVE.	-50%	
01bi	All deliberate dwelling fires	5	AVE.	-100%	
01bii	All deliberate other building fires	6	AVE.	-14%	
01biii	All deliberate vehicle fires	7	AVE.	-25%	
01biv	All deliberate 'other' primary fires	8	AVE.	-100%	
01c	All deliberate secondary fires	9	AVE.	-36%	
01ci	All deliberate secondary refuse fires	10	AVE.	-44%	
01cii	All deliberate secondary 'other' fires	11	AVE.	-26%	
02a	All accidental fires	12	AVE.	-36%	
02b	All accidental primary fires	13	AVE.	-32%	
02bi	All accidental dwelling fires	14	DWELLING	-35%	-10%
02bii	All accidental other building fires	15	AVE.	33%	
02biii	All accidental vehicle fires	16	AVE.	-67%	
02biv	All accidental 'other' primary fires	17	AVE.	-100%	
02c	All accidental secondary fires	18	AVE.	-57%	
02ci	All accidental secondary refuse fires	19	AVE.	-14%	
02cii	All accidental secondary 'other' fires	20	AVE.	-100%	
03a	All fire casualties (fatal & non-fatal (incl. p/c's))	21	AVE.	-85%	
03ai	All fatal fire casualties	22	CASUALTY		-5%
03aii	Non-fatal fire casualties (excl. p/c's)	23	CASUALTY	-83%	-5%
03aiii	Non-fatal fire casualties (incl. p/c's)	24	AVE.	-85%	
03b	All accidental dwelling fire casualties (fatal & non-fatal (incl. p/c's))	25	AVE.	-75%	
03bi	All fatal accidental dwell. fire casualties	26	CASUALTY		-5%
03bii	Non-fatal accidental dwell. fire casualties (excl. p/c's)	27	CASUALTY	-70%	-5%
03biii	Non-fatal accidental dwell. fire casualties (incl. p/c's)	28	AVE.	-75%	
04a	Non domestic fires	29	NON DOM	20%	prev yr
5	Special Service - All	30	AVE.	6%	
05a	Special Service - RTCs	31	AVE.	-18%	
05b	Special Service - Flooding	32	AVE.	-50%	
05c	Special Service - Extrication	33	AVE.	125%	
05d	Special Service - Others	34	AVE.	15%	
06a	Non-fatal casualties - RTCs	35	AVE.	50%	
06b	Fatal casualties - RTCs	36	AVE.	-100%	
10a	False Alarms - All	37	AVE.	2%	
10c	False Alarm - Malicious	38	AVE.	-86%	
10d	False Alarm - Equipment failure	39	AVE.	30%	

## All deliberate fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	7	5	5	4	1	
Renfrew South & Gallowhill	11	2	4	1	2	
Paisley East & Ralston	4	6	6	10	3	
Paisley North West	36	22	21	15	10	
Paisley South	8	7	4	0	7	
Paisley South West	11	20	5	1	2	
Johnstone South, Elderslie & Howwood	11	17	11	5	6	
Johnstone North, Kilbarchan & Lochwinnoch	1	11	2	4	4	
Houston, Crosslee & Linwood	3	9	3	1	5	
Bishopton, Bridge of Weir & Langbank	7	0	1	0	1	
Erskine & Inchinnan	3	4	1	0	2	

Council area totals within LSO	102	103	63	41	43	
Renfrewshire	102	103	63	41	43	
East Renfrewshire	36	45	18	13	14	
Inverclyde	89	111	36	32	48	
Renfrewshire % of LSO Total	44.9%	39.8%	53.8%	47.7%	41.0%	

## All deliberate fires - number of Incidents



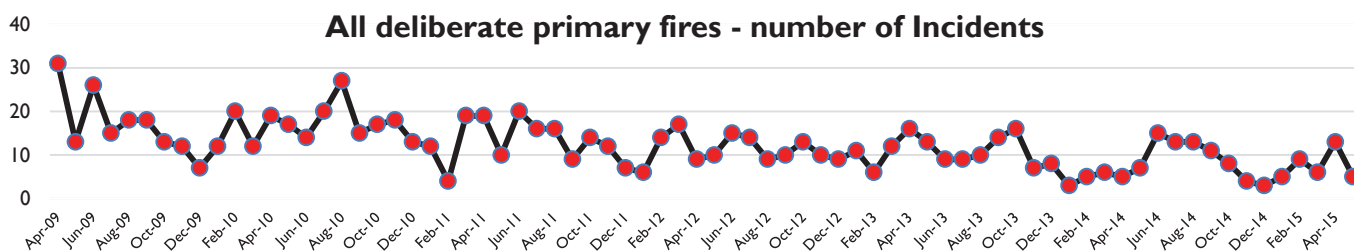
LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	95	131	73	38	62	
W2 - Glasgow City	284	377	278	243	193	
W3 - South Lanarkshire	124	181	128	88	88	
W4 - North Lanarkshire	188	256	189	132	136	
W5 - Ayrshire East / North / South	188	193	123	87	92	
W6 - Renfrewshire / & East / Inverclyde	227	259	117	86	105	
W7 - Dumfries & Galloway	22	17	12	10	7	
W6 % of SDA Total	20%	18%	13%	13%	15%	
Scotland	1943	1931	1454	1128	1182	

### All deliberate primary fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	2	0	0	1	0	
Renfrew South & Gallowhill	2	0	1	1	0	
Paisley East & Ralston	1	1	4	2	0	
Paisley North West	2	2	7	1	3	
Paisley South	2	1	0	0	0	
Paisley South West	1	0	0	1	1	
Johnstone South, Elderslie & Howwood	0	3	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	0	0	0	0	
Houston, Crosslee & Linwood	0	2	0	1	1	
Bishopton, Bridge of Weir & Langbank	0	0	1	0	0	
Erskine & Inchinnan	0	1	0	0	0	

Council area totals within LSO	10	10	13	7	5	
Renfrewshire	10	10	13	7	5	
East Renfrewshire	5	9	1	0	3	
Inverclyde	17	10	3	10	8	
Renfrewshire % of LSO Total	31.3%	34.5%	76.5%	41.2%	31.3%	

### All deliberate primary fires - number of Incidents

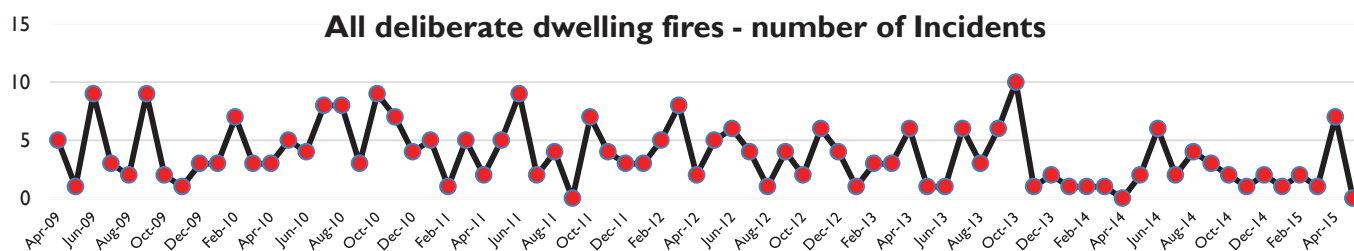


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	20	27	6	8	12	
W2 - Glasgow City	69	63	37	39	30	
W3 - South Lanarkshire	20	26	14	16	10	
W4 - North Lanarkshire	26	33	29	25	19	
W5 - Ayrshire East / North / South	14	27	11	10	9	
W6 - Renfrewshire / & East / Inverclyde	32	29	17	17	16	
W7 - Dumfries & Galloway	11	5	8	3	4	
W6 % of SDA Total	17%	14%	14%	14%	16%	
Scotland	354	316	235	212	228	

### All deliberate dwelling fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	1	0	0	0	0	
Renfrew South & Gallowhill	0	0	0	0	0	
Paisley East & Ralston	1	0	1	1	0	
Paisley North West	2	0	0	1	0	
Paisley South	0	1	0	0	0	
Paisley South West	1	0	0	0	0	
Johnstone South, Elderslie & Howwood	0	3	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	0	0	0	0	
Houston, Crosslee & Linwood	0	0	0	0	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	0	
Erskine & Inchinnan	0	1	0	0	0	

Council area totals within LSO	5	5	1	2	0	
Renfrewshire	5	5	1	2	0	
East Renfrewshire	2	4	0	0	2	
Inverclyde	6	2	0	2	1	
Renfrewshire % of LSO Total	38.5%	45.5%	100.0%	50.0%	0.0%	



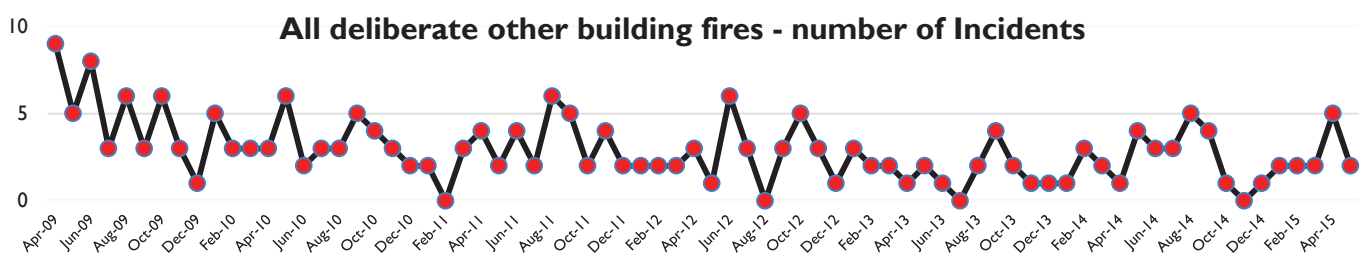
LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	6	8	3	1	1	
W2 - Glasgow City	26	22	12	8	8	
W3 - South Lanarkshire	3	6	3	4	4	
W4 - North Lanarkshire	3	8	6	6	3	
W5 - Ayrshire East / North / South	4	9	2	3	1	
W6 - Renfrewshire / & East / Inverclyde	13	11	1	4	3	
W7 - Dumfries & Galloway	1	1	0	1	2	
W6 % of SDA Total	23%	17%	4%	15%	14%	
Scotland	96	87	50	52	47	



### All deliberate other building fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	1	0	0	1	0	
Renfrew South & Gallowhill	1	0	0	1	0	
Paisley East & Ralston	0	0	0	0	0	
Paisley North West	0	1	1	0	1	
Paisley South	0	0	0	0	0	
Paisley South West	0	0	0	1	1	
Johnstone South, Elderslie & Howwood	0	0	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	0	0	0	0	
Houston, Crosslee & Linwood	0	0	0	1	0	
Bishopton, Bridge of Weir & Langbank	0	0	1	0	0	
Erskine & Inchinnan	0	0	0	0	0	

Council area totals within LSO	2	1	2	4	2	
Renfrewshire	2	1	2	4	2	
East Renfrewshire	3	3	0	0	1	
Inverclyde	3	1	2	0	1	
Renfrewshire % of LSO Total	25.0%	20.0%	50.0%	100.0%	50.0%	

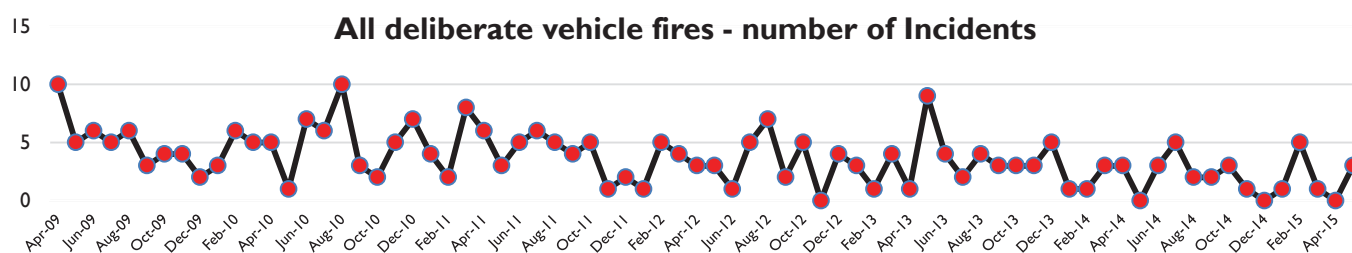


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	7	7	2	1	3	
W2 - Glasgow City	15	11	11	12	9	
W3 - South Lanarkshire	6	11	2	7	2	
W4 - North Lanarkshire	7	8	10	7	5	
W5 - Ayrshire East / North / South	4	7	4	3	4	
W6 - Renfrewshire / & East / Inverclyde	8	5	4	4	4	
W7 - Dumfries & Galloway	5	2	4	1	1	
W6 % of SDA Total	15%	10%	11%	11%	14%	
Scotland	86	82	70	48	59	

### All deliberate vehicle fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	0	0	0	
Renfrew South & Gallowhill	1	0	1	0	0	
Paisley East & Ralston	0	0	3	0	0	
Paisley North West	0	1	5	0	2	
Paisley South	2	0	0	0	0	
Paisley South West	0	0	0	0	0	
Johnstone South, Elderslie & Howwood	0	0	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	0	0	0	0	
Houston, Crosslee & Linwood	0	2	0	0	1	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	0	
Erskine & Inchinnan	0	0	0	0	0	

Council area totals within LSO	3	3	9	0	3	
Renfrewshire	3	3	9	0	3	
East Renfrewshire	0	0	1	0	0	
Inverclyde	5	5	0	8	2	
Renfrewshire % of LSO Total	37.5%	37.5%	90.0%	0.0%	60.0%	

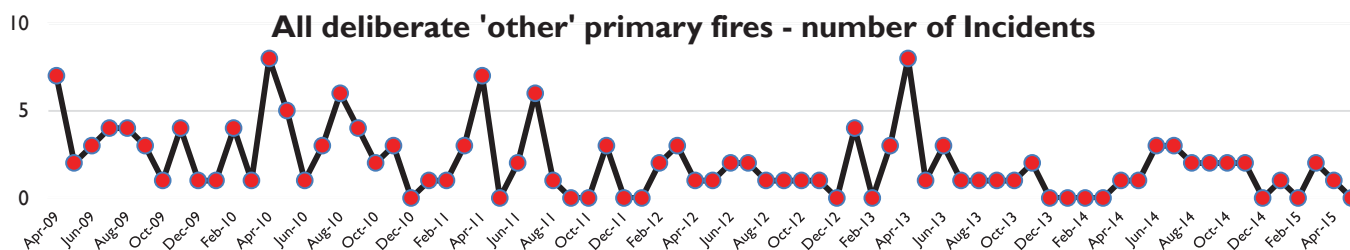


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	4	9	0	5	6	
W2 - Glasgow City	17	19	9	18	8	
W3 - South Lanarkshire	8	3	7	4	3	
W4 - North Lanarkshire	10	14	9	7	9	
W5 - Ayrshire East / North / South	4	5	2	3	4	
W6 - Renfrewshire / & East / Inverclyde	8	8	10	8	5	
W7 - Dumfries & Galloway	5	2	4	1	0	
W6 % of SDA Total	14%	13%	24%	17%	14%	
Scotland	96	78	68	81	68	

### All deliberate 'other' primary fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	0	0	0	
Renfrew South & Gallowhill	0	0	0	0	0	
Paisley East & Ralston	0	1	0	1	0	
Paisley North West	0	0	1	0	0	
Paisley South	0	0	0	0	0	
Paisley South West	0	0	0	0	0	
Johnstone South, Elderslie & Howwood	0	0	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	0	0	0	0	
Houston, Crosslee & Linwood	0	0	0	0	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	0	
Erskine & Inchinnan	0	0	0	0	0	

Council area totals within LSO	0	1	1	1	0	
Renfrewshire	0	1	1	1	0	
East Renfrewshire	0	2	0	0	0	
Inverclyde	3	2	1	0	4	
Renfrewshire % of LSO Total	0.0%	20.0%	50.0%	100.0%	0.0%	

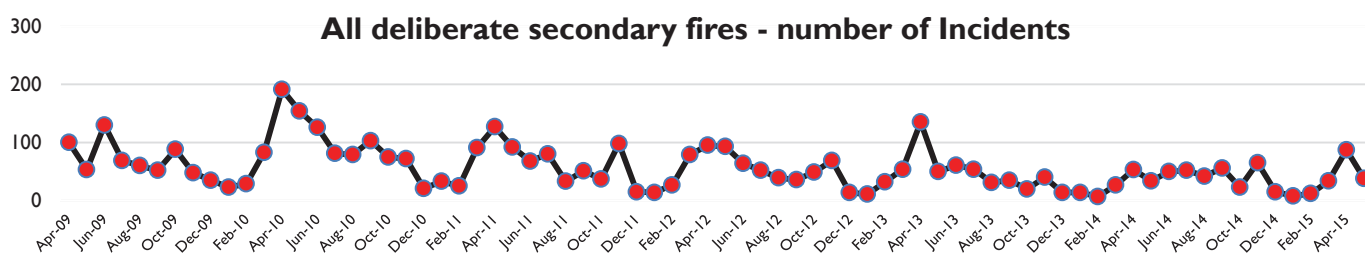


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	3	3	1	1	2	
W2 - Glasgow City	11	11	5	1	5	
W3 - South Lanarkshire	3	6	2	1	1	
W4 - North Lanarkshire	6	3	4	5	2	
W5 - Ayrshire East / North / South	2	6	3	1	0	
W6 - Renfrewshire / & East / Inverclyde	3	5	2	1	4	
W7 - Dumfries & Galloway	0	0	0	0	1	
W6 % of SDA Total	11%	15%	12%	10%	27%	
Scotland	76	69	47	31	54	

### All deliberate secondary fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	5	5	5	3	1	
Renfrew South & Gallowhill	9	2	3	0	2	
Paisley East & Ralston	3	5	2	8	3	
Paisley North West	34	20	14	14	7	
Paisley South	6	6	4	0	7	
Paisley South West	10	20	5	0	1	
Johnstone South, Elderslie & Howwood	11	14	11	5	6	
Johnstone North, Kilbarchan & Lochwinnoch	1	11	2	4	4	
Houston, Crosslee & Linwood	3	7	3	0	4	
Bishopton, Bridge of Weir & Langbank	7	0	0	0	1	
Erskine & Inchinnan	3	3	1	0	2	

Council area totals within LSO	92	93	50	34	38	
Renfrewshire	92	93	50	34	38	
East Renfrewshire	31	36	17	13	11	
Inverclyde	72	101	33	22	40	
Renfrewshire % of LSO Total	47.2%	40.4%	50.0%	49.3%	42.7%	

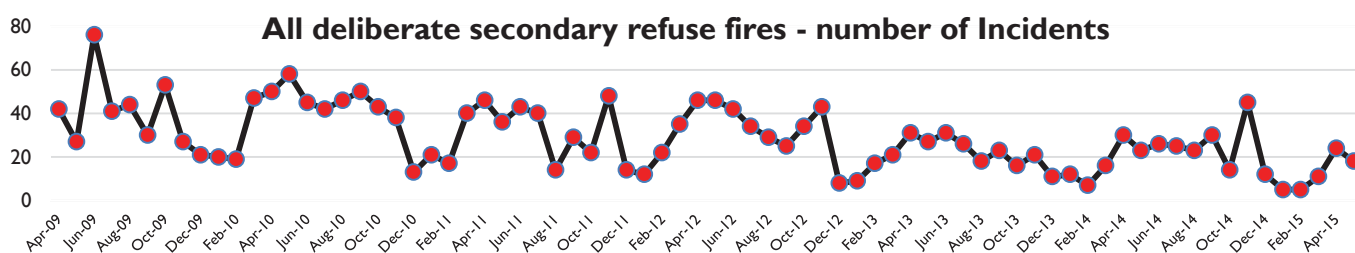


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	75	104	67	30	50	
W2 - Glasgow City	215	314	241	204	163	
W3 - South Lanarkshire	104	155	114	72	78	
W4 - North Lanarkshire	162	223	160	107	117	
W5 - Ayrshire East / North / South	174	166	112	77	83	
W6 - Renfrewshire / & East / Inverclyde	195	230	100	69	89	
W7 - Dumfries & Galloway	11	12	4	7	3	
W6 % of SDA Total	21%	19%	13%	12%	15%	
Scotland	1589	1615	1219	916	954	

### All deliberate secondary refuse fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	3	2	3	3	0	
Renfrew South & Gallowhill	4	2	1	0	1	
Paisley East & Ralston	2	1	1	5	2	
Paisley North West	15	14	10	9	4	
Paisley South	1	3	4	0	2	
Paisley South West	2	4	1	0	0	
Johnstone South, Elderslie & Howwood	6	9	4	5	4	
Johnstone North, Kilbarchan & Lochwinnoch	0	8	2	1	3	
Houston, Crosslee & Linwood	2	3	0	0	1	
Bishopton, Bridge of Weir & Langbank	1	0	0	0	0	
Erskine & Inchinnan	0	0	1	0	1	

Council area totals within LSO	36	46	27	23	18	
Renfrewshire	36	46	27	23	18	
East Renfrewshire	12	15	8	6	5	
Inverclyde	19	26	14	12	11	
Renfrewshire % of LSO Total	53.7%	52.9%	55.1%	56.1%	52.9%	

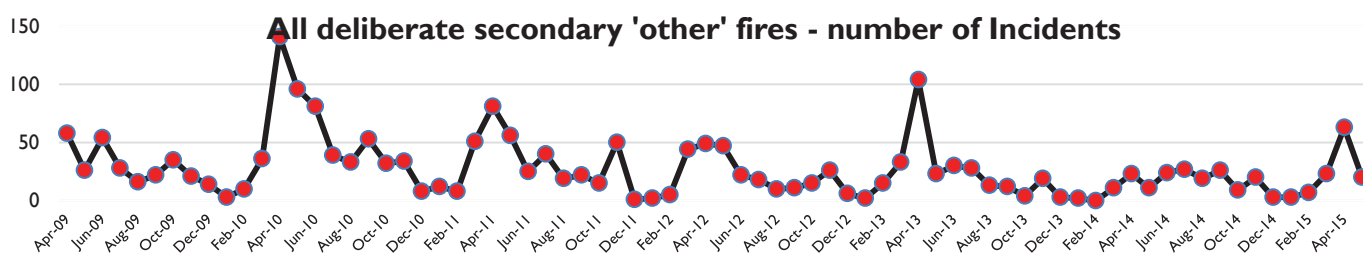


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	23	40	24	19	23	
W2 - Glasgow City	112	184	145	128	108	
W3 - South Lanarkshire	52	92	54	49	45	
W4 - North Lanarkshire	91	106	68	64	62	
W5 - Ayrshire East / North / South	61	64	45	35	40	
W6 - Renfrewshire / & East / Inverclyde	67	87	49	41	34	
W7 - Dumfries & Galloway	8	7	1	7	1	
W6 % of SDA Total	16%	15%	13%	12%	11%	
Scotland	682	768	544	507	452	

### All deliberate secondary 'other' fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	2	3	2	0	1	
Renfrew South & Gallowhill	5	0	2	0	1	
Paisley East & Ralston	1	4	1	3	1	
Paisley North West	19	6	4	5	3	
Paisley South	5	3	0	0	5	
Paisley South West	8	16	4	0	1	
Johnstone South, Elderslie & Howwood	5	5	7	0	2	
Johnstone North, Kilbarchan & Lochwinnoch	1	3	0	3	1	
Houston, Crosslee & Linwood	1	4	3	0	3	
Bishopton, Bridge of Weir & Langbank	6	0	0	0	1	
Erskine & Inchinnan	3	3	0	0	1	

Council area totals within LSO	56	47	23	11	20	
Renfrewshire	56	47	23	11	20	
East Renfrewshire	19	21	9	7	6	
Inverclyde	53	75	19	10	29	
Renfrewshire % of LSO Total	43.8%	32.9%	45.1%	39.3%	36.4%	

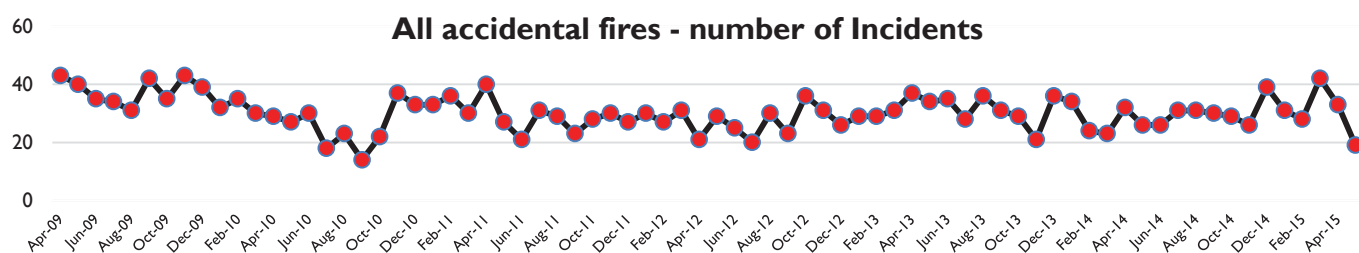


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	52	64	43	11	27	
W2 - Glasgow City	103	130	96	76	55	
W3 - South Lanarkshire	52	63	60	23	33	
W4 - North Lanarkshire	71	117	92	43	55	
W5 - Ayrshire East / North / South	113	102	67	42	43	
W6 - Renfrewshire / & East / Inverclyde	128	143	51	28	55	
W7 - Dumfries & Galloway	3	5	3	0	2	
W6 % of SDA Total	25%	23%	12%	13%	20%	
Scotland	907	847	675	409	502	

## All accidental fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	1	3	5	1	2	
Renfrew South & Gallowhill	2	3	1	1	2	
Paisley East & Ralston	4	5	2	3	4	
Paisley North West	8	3	11	5	3	
Paisley South	4	2	3	4	1	
Paisley South West	2	1	2	0	1	
Johnstone South, Elderslie & Howwood	2	5	1	5	2	
Johnstone North, Kilbarchan & Lochwinnoch	3	5	5	2	0	
Houston, Crosslee & Linwood	0	2	2	1	1	
Bishopton, Bridge of Weir & Langbank	0	0	1	1	2	
Erskine & Inchinnan	1	0	1	3	1	

Council area totals within LSO	27	29	34	26	19	
Renfrewshire	27	29	34	26	19	
East Renfrewshire	18	6	11	10	8	
Inverclyde	13	21	22	15	11	
Renfrewshire % of LSO Total	46.6%	51.8%	50.7%	51.0%	50.0%	

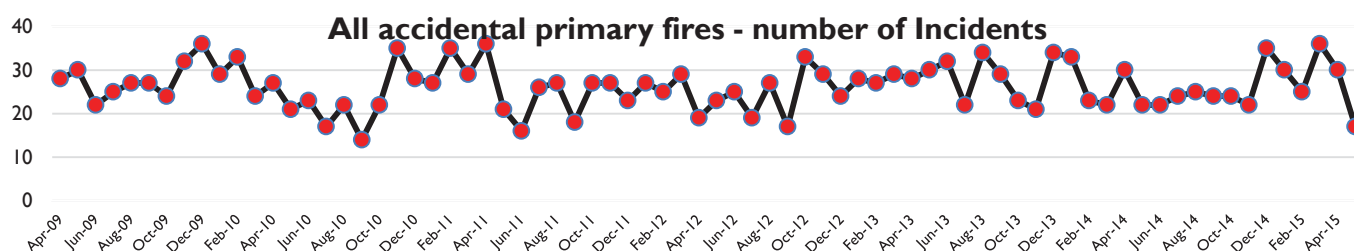


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	64	77	41	32	28	
W2 - Glasgow City	129	131	120	130	96	
W3 - South Lanarkshire	49	48	33	50	35	
W4 - North Lanarkshire	46	48	48	50	49	
W5 - Ayrshire East / North / South	58	76	59	57	60	
W6 - Renfrewshire / & East / Inverclyde	58	56	67	51	38	
W7 - Dumfries & Galloway	39	31	30	16	22	
W6 % of SDA Total	13%	12%	17%	13%	12%	
Scotland	1152	1138	1003	942	970	

### All accidental primary fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	1	3	4	1	2	
Renfrew South & Gallowhill	0	2	1	1	2	
Paisley East & Ralston	4	4	2	1	3	
Paisley North West	7	3	9	4	3	
Paisley South	3	1	3	3	1	
Paisley South West	2	1	2	0	1	
Johnstone South, Elderslie & Howwood	1	4	1	5	2	
Johnstone North, Kilbarchan & Lochwinnoch	3	3	5	2	0	
Houston, Crosslee & Linwood	0	2	1	1	1	
Bishopton, Bridge of Weir & Langbank	0	0	1	1	1	
Erskine & Inchinnan	0	0	1	3	1	

Council area totals within LSO	21	23	30	22	17	
Renfrewshire	21	23	30	22	17	
East Renfrewshire	15	4	7	8	7	
Inverclyde	12	17	15	14	11	
Renfrewshire % of LSO Total	43.8%	52.3%	57.7%	50.0%	48.6%	



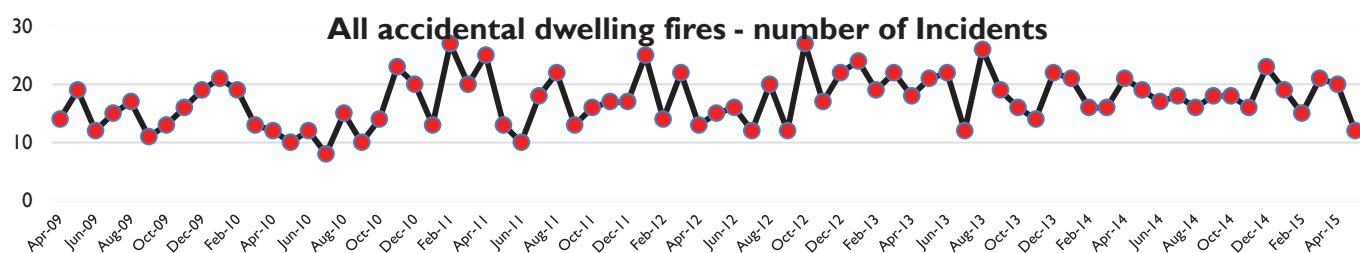
LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	34	45	25	27	21	
W2 - Glasgow City	109	110	108	116	89	
W3 - South Lanarkshire	35	43	26	41	30	
W4 - North Lanarkshire	42	44	38	47	47	
W5 - Ayrshire East / North / South	35	53	42	47	47	
W6 - Renfrewshire / & East / Inverclyde	48	44	52	44	35	
W7 - Dumfries & Galloway	14	17	17	13	16	
W6 % of SDA Total	15%	12%	17%	13%	12%	
Scotland	715	720	672	694	675	



### All accidental dwelling fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	1	2	2	1	2	
Renfrew South & Gallowhill	0	1	1	1	1	
Paisley East & Ralston	3	3	1	1	1	
Paisley North West	3	2	7	3	3	
Paisley South	2	1	2	3	1	
Paisley South West	1	0	2	0	1	
Johnstone South, Elderslie & Howwood	0	3	1	5	0	
Johnstone North, Kilbarchan & Lochwinnoch	3	1	4	1	0	
Houston, Crosslee & Linwood	0	2	0	1	1	
Bishopton, Bridge of Weir & Langbank	0	0	1	0	1	
Erskine & Inchinnan	0	0	0	3	1	

Council area totals within LSO	13	15	21	19	12	
Renfrewshire	13	15	21	19	12	
East Renfrewshire	9	4	3	8	5	
Inverclyde	7	13	11	6	10	
Renfrewshire % of LSO Total	44.8%	46.9%	60.0%	57.6%	44.4%	

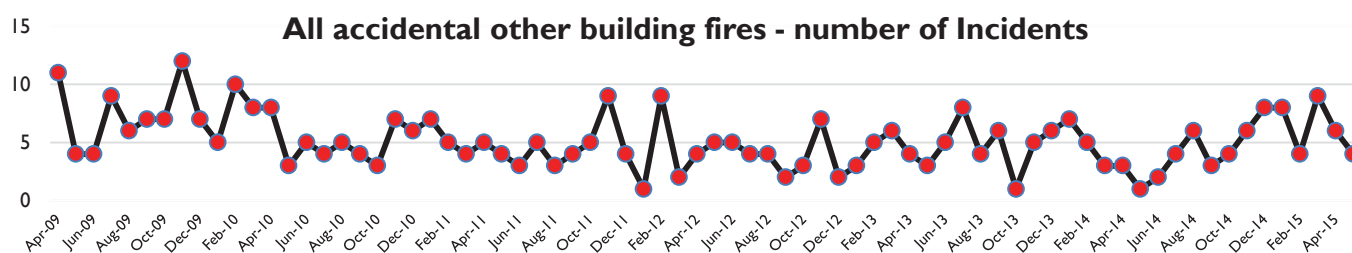


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	23	23	18	18	12	
W2 - Glasgow City	63	65	77	78	63	
W3 - South Lanarkshire	23	23	20	31	16	
W4 - North Lanarkshire	28	27	22	25	35	
W5 - Ayrshire East / North / South	20	31	26	32	33	
W6 - Renfrewshire / & East / Inverclyde	29	32	35	33	27	
W7 - Dumfries & Galloway	6	10	12	9	8	
W6 % of SDA Total	15%	15%	17%	15%	14%	
Scotland	393	422	417	418	420	

### All accidental other building fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	1	1	0	0	
Renfrew South & Gallowhill	0	0	0	0	1	
Paisley East & Ralston	1	1	0	0	1	
Paisley North West	1	1	0	0	0	
Paisley South	1	0	1	0	0	
Paisley South West	0	1	0	0	0	
Johnstone South, Elderslie & Howwood	1	0	0	0	2	
Johnstone North, Kilbarchan & Lochwinnoch	0	1	0	1	0	
Houston, Crosslee & Linwood	0	0	0	0	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	0	
Erskine & Inchinnan	0	0	1	0	0	

Council area totals within LSO	4	5	3	1	4	
Renfrewshire	4	5	3	1	4	
East Renfrewshire	3	0	1	0	1	
Inverclyde	3	3	0	6	1	
Renfrewshire % of LSO Total	40.0%	62.5%	75.0%	14.3%	66.7%	

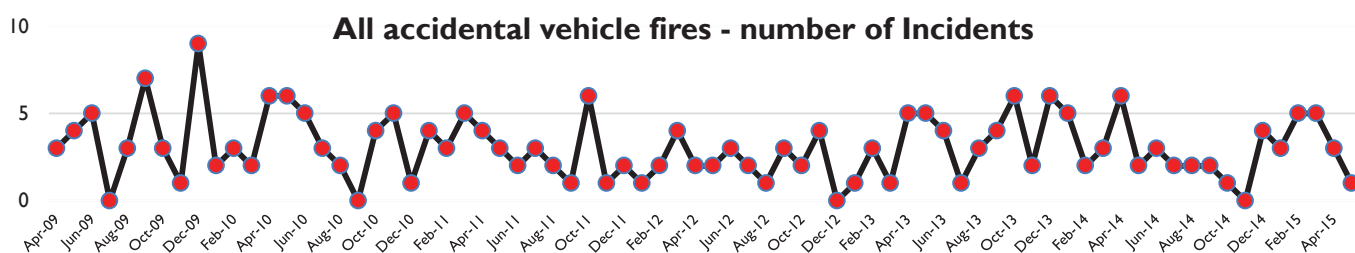


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	4	8	4	3	8	
W2 - Glasgow City	31	30	21	27	19	
W3 - South Lanarkshire	6	9	5	4	3	
W4 - North Lanarkshire	7	7	7	14	9	
W5 - Ayrshire East / North / South	9	10	10	5	5	
W6 - Renfrewshire / & East / Inverclyde	10	8	4	7	6	
W7 - Dumfries & Galloway	2	4	0	1	1	
W6 % of SDA Total	14%	11%	8%	11%	12%	
Scotland	177	145	149	149	137	

### All accidental vehicle fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	0	0	0	
Renfrew South & Gallowhill	0	1	0	0	0	
Paisley East & Ralston	0	0	1	0	1	
Paisley North West	3	0	2	1	0	
Paisley South	0	0	0	0	0	
Paisley South West	0	0	0	0	0	
Johnstone South, Elderslie & Howwood	0	1	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	0	1	0	0	
Houston, Crosslee & Linwood	0	0	1	0	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	1	0	
Erskine & Inchinnan	0	0	0	0	0	

Council area totals within LSO	3	2	5	2	1	
Renfrewshire	3	2	5	2	1	
East Renfrewshire	3	0	2	0	1	
Inverclyde	2	1	4	2	0	
Renfrewshire % of LSO Total	37.5%	66.7%	45.5%	50.0%	50.0%	

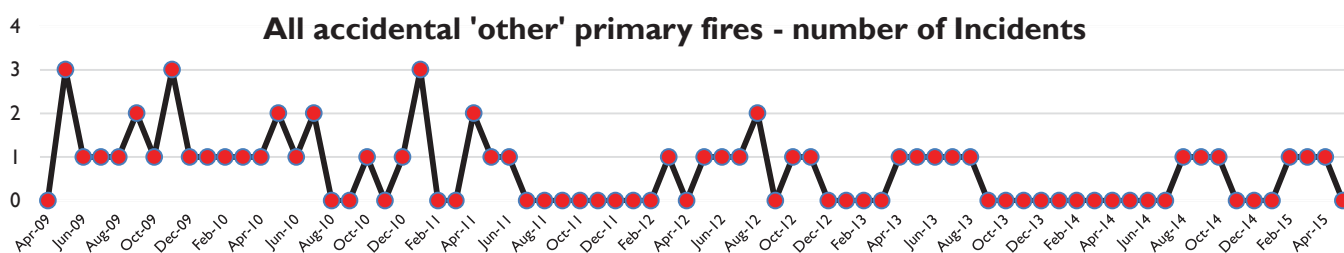


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	2	8	3	5	0	
W2 - Glasgow City	13	14	9	7	4	
W3 - South Lanarkshire	5	10	1	5	11	
W4 - North Lanarkshire	5	10	9	8	2	
W5 - Ayrshire East / North / South	3	10	4	5	7	
W6 - Renfrewshire / & East / Inverclyde	8	3	11	4	2	
W7 - Dumfries & Galloway	3	2	2	2	5	
W6 % of SDA Total	21%	5%	28%	11%	6%	
Scotland	99	115	78	97	90	

### All accidental 'other' primary fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	1	0	0	
Renfrew South & Gallowhill	0	0	0	0	0	
Paisley East & Ralston	0	0	0	0	0	
Paisley North West	0	0	0	0	0	
Paisley South	0	0	0	0	0	
Paisley South West	1	0	0	0	0	
Johnstone South, Elderslie & Howwood	0	0	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	1	0	0	0	
Houston, Crosslee & Linwood	0	0	0	0	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	0	
Erskine & Inchinnan	0	0	0	0	0	

Council area totals within LSO	1	1	1	0	0	
Renfrewshire	1	1	1	0	0	
East Renfrewshire	0	0	1	0	0	
Inverclyde	0	0	0	0	0	
Renfrewshire % of LSO Total	100.0%	100.0%	50.0%	#DIV/0!	#DIV/0!	

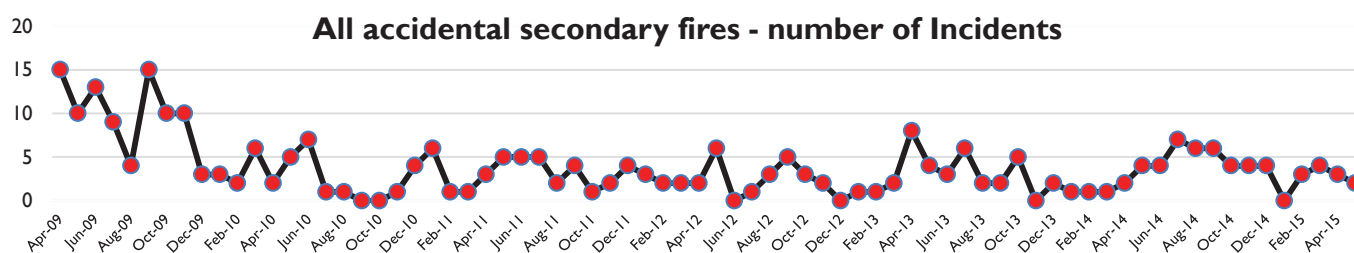


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	5	6	0	1	1	
W2 - Glasgow City	2	1	1	4	3	
W3 - South Lanarkshire	1	1	0	1	0	
W4 - North Lanarkshire	2	0	0	0	1	
W5 - Ayrshire East / North / South	3	2	2	5	2	
W6 - Renfrewshire / & East / Inverclyde	1	1	2	0	0	
W7 - Dumfries & Galloway	3	1	3	1	2	
W6 % of SDA Total	6%	8%	25%	0%	0%	
Scotland	46	38	28	30	28	

### All accidental secondary fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	1	0	0	
Renfrew South & Gallowhill	2	1	0	0	0	
Paisley East & Ralston	0	1	0	2	1	
Paisley North West	1	0	2	1	0	
Paisley South	1	1	0	1	0	
Paisley South West	0	0	0	0	0	
Johnstone South, Elderslie & Howwood	0	1	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	2	0	0	0	
Houston, Crosslee & Linwood	0	0	1	0	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	1	
Erskine & Inchinnan	1	0	0	0	0	

Council area totals within LSO	5	6	4	4	2	
Renfrewshire	5	6	4	4	2	
East Renfrewshire	2	2	4	2	1	
Inverclyde	1	4	7	1	0	
Renfrewshire % of LSO Total	62.5%	50.0%	26.7%	57.1%	66.7%	

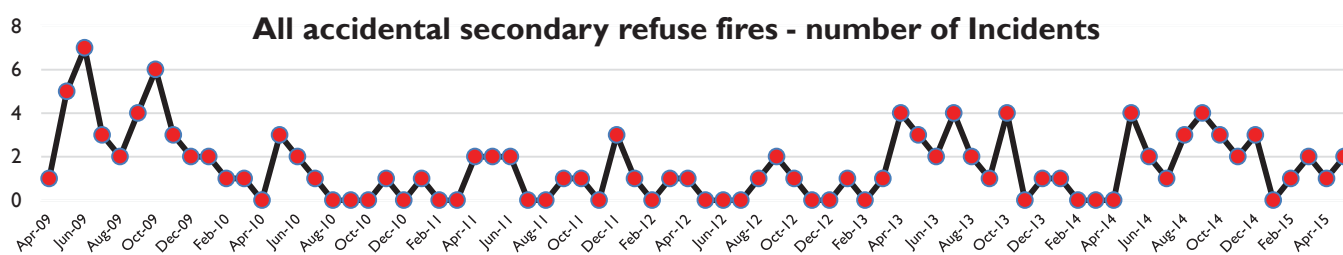


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	16	26	9	2	2	
W2 - Glasgow City	20	19	11	14	6	
W3 - South Lanarkshire	13	4	7	5	4	
W4 - North Lanarkshire	4	4	9	3	2	
W5 - Ayrshire East / North / South	18	16	13	8	11	
W6 - Renfrewshire / & East / Inverclyde	8	12	15	7	3	
W7 - Dumfries & Galloway	20	7	5	2	1	
W6 % of SDA Total	8%	14%	22%	17%	10%	
Scotland	354	335	247	180	222	

### All accidental secondary refuse fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	1	0	0	
Renfrew South & Gallowhill	0	0	0	0	0	
Paisley East & Ralston	0	0	0	2	1	
Paisley North West	1	0	2	1	0	
Paisley South	1	0	0	1	0	
Paisley South West	0	0	0	0	0	
Johnstone South, Elderslie & Howwood	0	0	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	0	0	0	0	
Houston, Crosslee & Linwood	0	0	0	0	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	1	
Erskine & Inchinnan	0	0	0	0	0	

Council area totals within LSO	2	0	3	4	2	
Renfrewshire	2	0	3	4	2	
East Renfrewshire	1	1	0	1	0	
Inverclyde	0	0	1	0	0	
Renfrewshire % of LSO Total	66.7%	0.0%	75.0%	80.0%	100.0%	

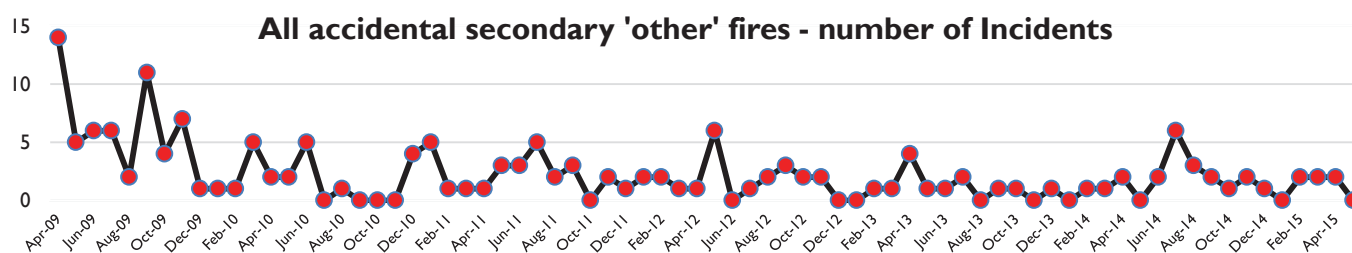


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	4	7	1	1	0	
W2 - Glasgow City	13	11	8	11	5	
W3 - South Lanarkshire	3	2	1	3	3	
W4 - North Lanarkshire	3	2	3	1	1	
W5 - Ayrshire East / North / South	4	4	8	5	7	
W6 - Renfrewshire / & East / Inverclyde	3	1	4	5	2	
W7 - Dumfries & Galloway	3	5	1	1	0	
W6 % of SDA Total	9%	3%	15%	19%	11%	
Scotland	105	130	118	99	122	

### All accidental secondary 'other' fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	0	0	0	
Renfrew South & Gallowhill	2	1	0	0	0	
Paisley East & Ralston	0	1	0	0	0	
Paisley North West	0	0	0	0	0	
Paisley South	0	1	0	0	0	
Paisley South West	0	0	0	0	0	
Johnstone South, Elderslie & Howwood	0	1	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	2	0	0	0	
Houston, Crosslee & Linwood	0	0	1	0	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	0	
Erskine & Inchinnan	1	0	0	0	0	

Council area totals within LSO	3	6	1	0	0	
Renfrewshire	3	6	1	0	0	
East Renfrewshire	1	1	4	1	1	
Inverclyde	1	4	6	1	0	
Renfrewshire % of LSO Total	60.0%	54.5%	9.1%	0.0%	0.0%	

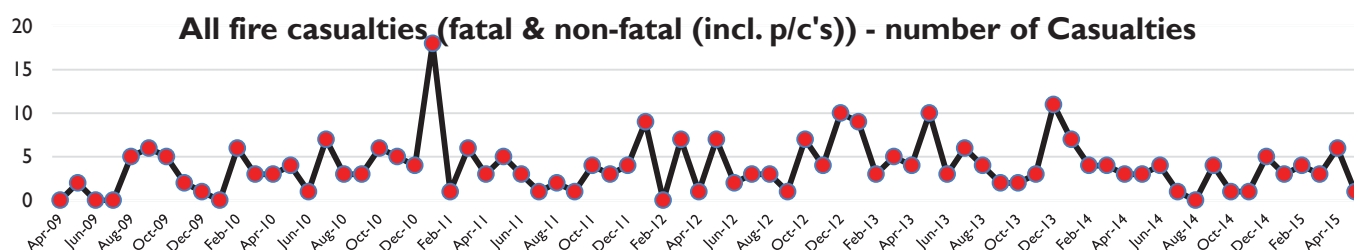


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	12	19	8	1	2	
W2 - Glasgow City	7	8	3	3	1	
W3 - South Lanarkshire	10	2	6	2	1	
W4 - North Lanarkshire	1	2	6	2	1	
W5 - Ayrshire East / North / South	14	12	5	3	4	
W6 - Renfrewshire / & East / Inverclyde	5	11	11	2	1	
W7 - Dumfries & Galloway	17	2	4	1	1	
W6 % of SDA Total	8%	20%	26%	14%	9%	
Scotland	249	205	129	81	100	

### All fire casualties (fatal & non-fatal (incl. p/c's)) - number of Casualties

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	1	0	0	0	0	
Renfrew South & Gallowhill	0	2	0	1	0	
Paisley East & Ralston	1	2	0	0	0	
Paisley North West	2	1	7	1	1	
Paisley South	0	0	0	0	0	
Paisley South West	0	0	1	0	0	
Johnstone South, Elderslie & Howwood	0	1	0	1	0	
Johnstone North, Kilbarchan & Lochwinnoch	1	0	2	0	0	
Houston, Crosslee & Linwood	0	1	0	0	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	0	
Erskine & Inchinnan	0	0	0	0	0	

Council area totals within LSO	5	7	10	3	1	
Renfrewshire	5	7	10	3	1	
East Renfrewshire	3	4	0	0	1	
Inverclyde	1	9	1	3	2	
Renfrewshire % of LSO Total	55.6%	35.0%	90.9%	50.0%	25.0%	



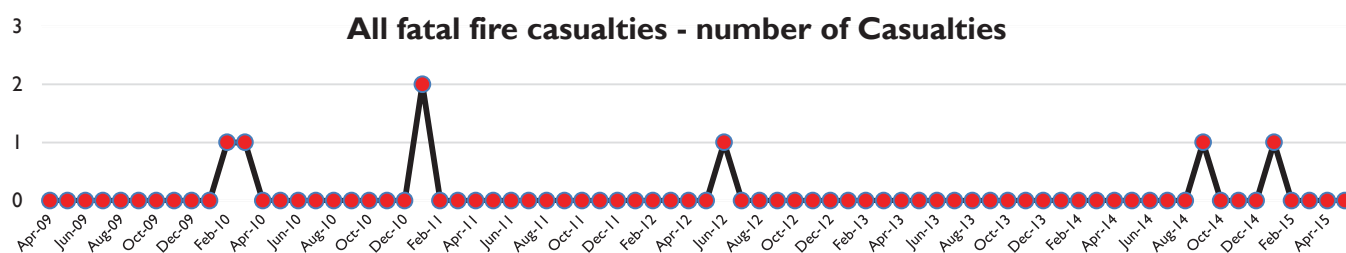
LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	1	13	2	5	2	
W2 - Glasgow City	12	18	13	22	12	
W3 - South Lanarkshire	2	9	1	6	5	
W4 - North Lanarkshire	4	10	17	13	8	
W5 - Ayrshire East / North / South	4	10	4	13	6	
W6 - Renfrewshire / & East / Inverclyde	9	20	11	6	4	
W7 - Dumfries & Galloway	1	4	7	0	0	
W6 % of SDA Total	27%	24%	20%	9%	11%	
Scotland	80	133	138	117	95	



### All fatal fire casualties - number of Casualties

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	0	0	0	
Renfrew South & Gallowhill	0	0	0	0	0	
Paisley East & Ralston	0	0	0	0	0	
Paisley North West	0	0	0	0	0	
Paisley South	0	0	0	0	0	
Paisley South West	0	0	0	0	0	
Johnstone South, Elderslie & Howwood	0	0	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	0	0	0	0	
Houston, Crosslee & Linwood	0	0	0	0	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	0	
Erskeine & Inchinnan	0	0	0	0	0	

Council area totals within LSO	0	0	0	0	0	
Renfrewshire	0	0	0	0	0	
East Renfrewshire	0	0	0	0	0	
Inverclyde	0	0	0	0	0	
Renfrewshire % of LSO Total	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	

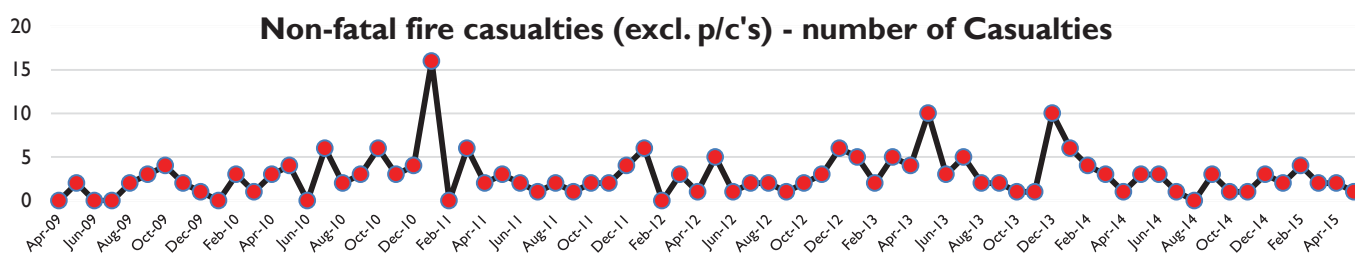


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	0	0	0	0	0	
W2 - Glasgow City	1	0	2	1	1	
W3 - South Lanarkshire	0	0	0	0	1	
W4 - North Lanarkshire	0	1	0	0	0	
W5 - Ayrshire East / North / South	0	0	0	1	0	
W6 - Renfrewshire / & East / Inverclyde	0	0	0	0	0	
W7 - Dumfries & Galloway	0	0	0	0	0	
W6 % of SDA Total	0%	0%	0%	0%	0%	
Scotland	5	4	4	4	3	

### Non-fatal fire casualties (excl. p/c's) - number of Casualties

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	1	0	0	0	0	
Renfrew South & Gallowhill	0	2	0	1	0	
Paisley East & Ralston	0	1	0	0	0	
Paisley North West	2	1	7	1	1	
Paisley South	0	0	0	0	0	
Paisley South West	0	0	1	0	0	
Johnstone South, Elderslie & Howwood	0	1	0	1	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	0	2	0	0	
Houston, Crosslee & Linwood	0	0	0	0	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	0	
Erskine & Inchinnan	0	0	0	0	0	

Council area totals within LSO	3	5	10	3	1	
Renfrewshire	3	5	10	3	1	
East Renfrewshire	3	3	0	0	0	
Inverclyde	1	7	1	3	1	
Renfrewshire % of LSO Total	42.9%	33.3%	90.9%	50.0%	50.0%	

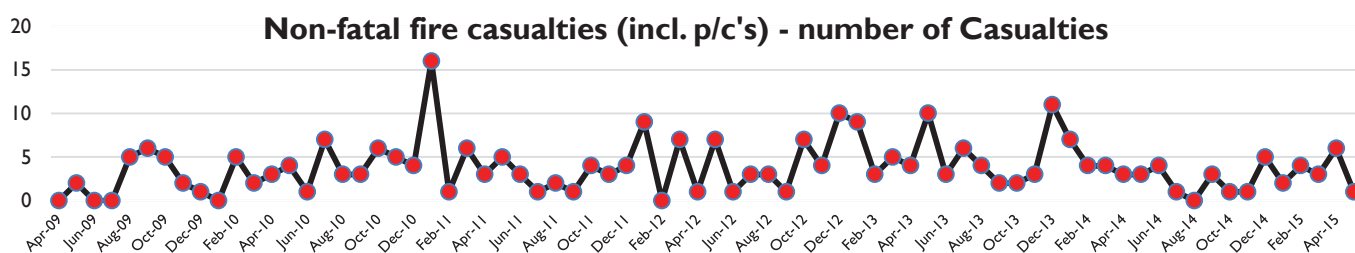


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	1	8	2	4	1	
W2 - Glasgow City	10	10	10	18	10	
W3 - South Lanarkshire	1	7	1	5	4	
W4 - North Lanarkshire	2	0	8	12	4	
W5 - Ayrshire East / North / South	3	10	3	12	4	
W6 - Renfrewshire / & East / Inverclyde	7	15	11	6	2	
W7 - Dumfries & Galloway	1	4	4	0	0	
W6 % of SDA Total	28%	28%	28%	11%	8%	
Scotland	60	92	110	97	72	

### Non-fatal fire casualties (incl. p/c's) - number of Casualties

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	1	0	0	0	0	
Renfrew South & Gallowhill	0	2	0	1	0	
Paisley East & Ralston	1	2	0	0	0	
Paisley North West	2	1	7	1	1	
Paisley South	0	0	0	0	0	
Paisley South West	0	0	1	0	0	
Johnstone South, Elderslie & Howwood	0	1	0	1	0	
Johnstone North, Kilbarchan & Lochwinnoch	1	0	2	0	0	
Houston, Crosslee & Linwood	0	1	0	0	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	0	
Erskine & Inchinnan	0	0	0	0	0	

Council area totals within LSO	5	7	10	3	1	
Renfrewshire	5	7	10	3	1	
East Renfrewshire	3	4	0	0	1	
Inverclyde	1	9	1	3	2	
Renfrewshire % of LSO Total	55.6%	35.0%	90.9%	50.0%	25.0%	

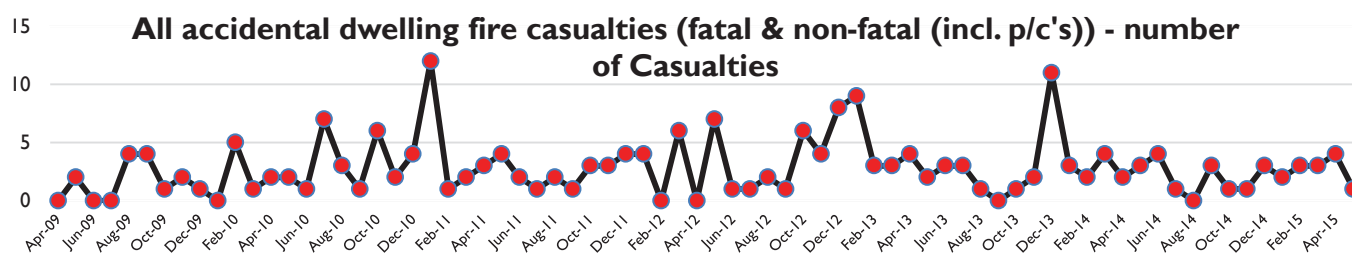


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	1	13	2	5	2	
W2 - Glasgow City	11	18	11	21	11	
W3 - South Lanarkshire	2	9	1	6	4	
W4 - North Lanarkshire	4	9	17	13	8	
W5 - Ayrshire East / North / South	4	10	4	12	6	
W6 - Renfrewshire / & East / Inverclyde	9	20	11	6	4	
W7 - Dumfries & Galloway	1	4	7	0	0	
W6 % of SDA Total	28%	24%	21%	10%	11%	
Scotland	75	129	134	113	92	

### All accidental dwelling fire casualties (fatal & non-fatal (incl. p/c's)) - number of Casualties

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	1	0	0	0	0	
Renfrew South & Gallowhill	0	2	0	1	0	
Paisley East & Ralston	1	2	0	0	0	
Paisley North West	1	1	1	1	1	
Paisley South	0	0	0	0	0	
Paisley South West	0	0	1	0	0	
Johnstone South, Elderslie & Howwood	0	1	0	1	0	
Johnstone North, Kilbarchan & Lochwinnoch	1	0	0	0	0	
Houston, Crosslee & Linwood	0	1	0	0	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	0	
Erskine & Inchinnan	0	0	0	0	0	

Council area totals within LSO	4	7	2	3	1	
Renfrewshire	4	7	2	3	1	
East Renfrewshire	2	1	0	0	1	
Inverclyde	0	9	1	3	2	
Renfrewshire % of LSO Total	66.7%	41.2%	66.7%	50.0%	25.0%	

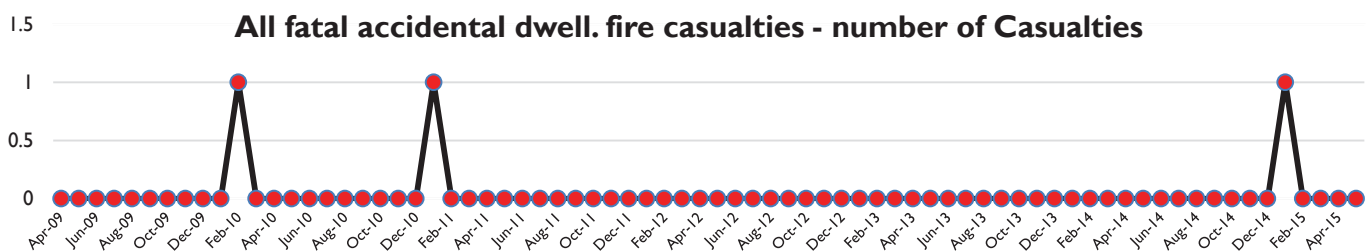


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	1	6	2	4	1	
W2 - Glasgow City	11	13	11	21	9	
W3 - South Lanarkshire	2	7	1	6	3	
W4 - North Lanarkshire	4	6	9	12	5	
W5 - Ayrshire East / North / South	4	6	3	8	5	
W6 - Renfrewshire / & East / Inverclyde	6	17	3	6	4	
W7 - Dumfries & Galloway	1	4	6	0	0	
W6 % of SDA Total	21%	29%	9%	11%	15%	
Scotland	63	103	96	95	60	

### All fatal accidental dwell. fire casualties - number of Casualties

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	0	0	0	
Renfrew South & Gallowhill	0	0	0	0	0	
Paisley East & Ralston	0	0	0	0	0	
Paisley North West	0	0	0	0	0	
Paisley South	0	0	0	0	0	
Paisley South West	0	0	0	0	0	
Johnstone South, Elderslie & Howwood	0	0	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	0	0	0	0	
Houston, Crosslee & Linwood	0	0	0	0	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	0	
Erskine & Inchinnan	0	0	0	0	0	

Council area totals within LSO	0	0	0	0	0	
Renfrewshire	0	0	0	0	0	
East Renfrewshire	0	0	0	0	0	
Inverclyde	0	0	0	0	0	
Renfrewshire % of LSO Total	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	

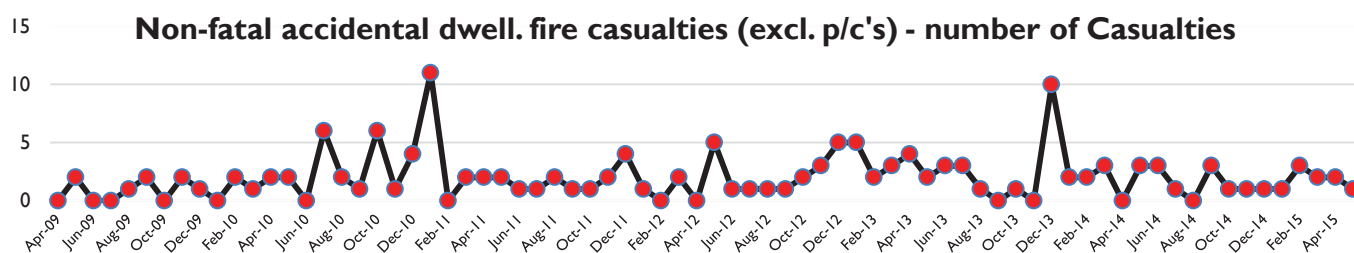


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	0	0	0	0	0	
W2 - Glasgow City	1	0	0	1	0	
W3 - South Lanarkshire	0	0	0	0	1	
W4 - North Lanarkshire	0	1	0	0	0	
W5 - Ayrshire East / North / South	0	0	0	0	0	
W6 - Renfrewshire / & East / Inverclyde	0	0	0	0	0	
W7 - Dumfries & Galloway	0	0	0	0	0	
W6 % of SDA Total	0%	0%	#DIV/0!	0%	0%	
Scotland	4	3	2	3	2	

### Non-fatal accidental dwell. fire casualties (excl. p/c's) - number of Casualties

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	1	0	0	0	0	
Renfrew South & Gallowhill	0	2	0	1	0	
Paisley East & Ralston	0	1	0	0	0	
Paisley North West	1	1	1	1	1	
Paisley South	0	0	0	0	0	
Paisley South West	0	0	1	0	0	
Johnstone South, Elderslie & Howwood	0	1	0	1	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	0	0	0	0	
Houston, Crosslee & Linwood	0	0	0	0	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	0	
Erskine & Inchinnan	0	0	0	0	0	

Council area totals within LSO	2	5	2	3	1	
Renfrewshire	2	5	2	3	1	
East Renfrewshire	2	0	0	0	0	
Inverclyde	0	7	1	3	1	
Renfrewshire % of LSO Total	50.0%	41.7%	66.7%	50.0%	50.0%	

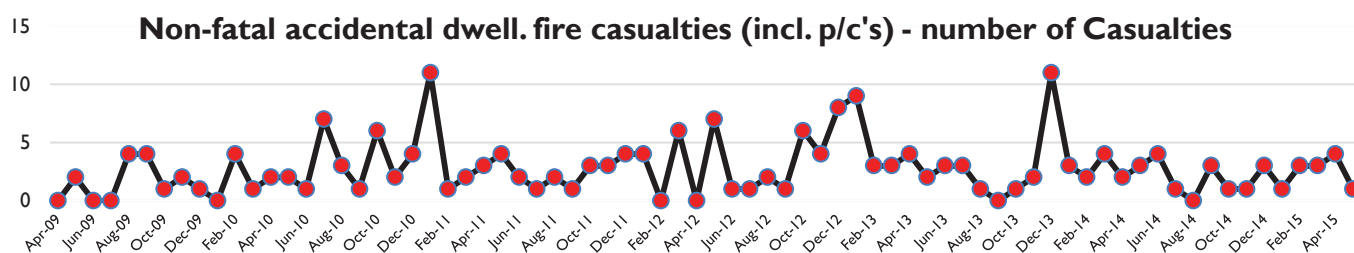


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	1	3	2	3	0	
W2 - Glasgow City	9	5	10	18	8	
W3 - South Lanarkshire	1	5	1	5	2	
W4 - North Lanarkshire	2	0	7	11	3	
W5 - Ayrshire East / North / South	3	6	2	8	3	
W6 - Renfrewshire / & East / Inverclyde	4	12	3	6	2	
W7 - Dumfries & Galloway	1	4	3	0	0	
W6 % of SDA Total	19%	34%	11%	12%	11%	
Scotland	46	69	78	79	43	

### Non-fatal accidental dwell. fire casualties (incl. p/c's) - number of Casualties

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	1	0	0	0	0	
Renfrew South & Gallowhill	0	2	0	1	0	
Paisley East & Ralston	1	2	0	0	0	
Paisley North West	1	1	1	1	1	
Paisley South	0	0	0	0	0	
Paisley South West	0	0	1	0	0	
Johnstone South, Elderslie & Howwood	0	1	0	1	0	
Johnstone North, Kilbarchan & Lochwinnoch	1	0	0	0	0	
Houston, Crosslee & Linwood	0	1	0	0	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	0	
Erskine & Inchinnan	0	0	0	0	0	

Council area totals within LSO	4	7	2	3	1	
Renfrewshire	4	7	2	3	1	
East Renfrewshire	2	1	0	0	1	
Inverclyde	0	9	1	3	2	
Renfrewshire % of LSO Total	66.7%	41.2%	66.7%	50.0%	25.0%	

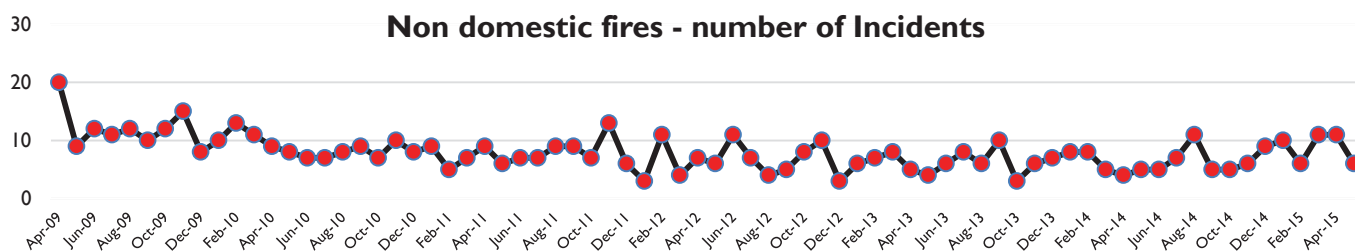


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	1	6	2	4	1	
W2 - Glasgow City	10	13	11	20	9	
W3 - South Lanarkshire	2	7	1	6	2	
W4 - North Lanarkshire	4	5	9	12	5	
W5 - Ayrshire East / North / South	4	6	3	8	5	
W6 - Renfrewshire / & East / Inverclyde	6	17	3	6	4	
W7 - Dumfries & Galloway	1	4	6	0	0	
W6 % of SDA Total	21%	29%	9%	11%	15%	
Scotland	59	100	94	92	58	

### Non domestic fires - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	1	1	1	1	0	
Renfrew South & Gallowhill	1	0	0	1	1	
Paisley East & Ralston	1	1	0	0	1	
Paisley North West	1	2	0	0	1	
Paisley South	1	0	1	0	0	
Paisley South West	0	1	0	1	1	
Johnstone South, Elderslie & Howwood	1	0	0	0	2	
Johnstone North, Kilbarchan & Lochwinnoch	0	1	0	1	0	
Houston, Crosslee & Linwood	0	0	0	1	0	
Bishopton, Bridge of Weir & Langbank	0	0	1	0	0	
Erskine & Inchinnan	0	0	1	0	0	

Council area totals within LSO	6	6	4	5	6	
Renfrewshire	6	6	4	5	6	
East Renfrewshire	6	3	1	0	2	
Inverclyde	6	4	2	6	2	
Renfrewshire % of LSO Total	33.3%	46.2%	57.1%	45.5%	60.0%	



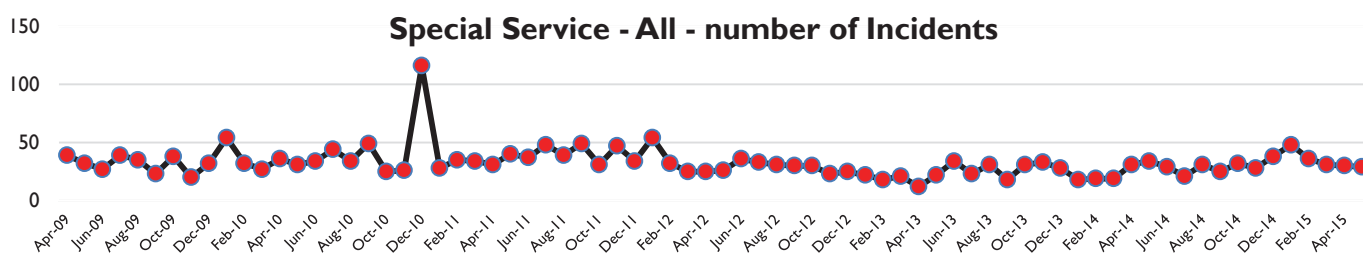
LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	11	15	6	4	11	
W2 - Glasgow City	45	39	32	38	28	
W3 - South Lanarkshire	12	20	7	11	5	
W4 - North Lanarkshire	14	15	17	21	14	
W5 - Ayrshire East / North / South	13	17	14	8	9	
W6 - Renfrewshire / & East / Inverclyde	18	13	7	11	10	
W7 - Dumfries & Galloway	7	6	4	2	2	
W6 % of SDA Total	15%	10%	8%	12%	13%	
Scotland	260	224	218	196	193	



### Special Service - All - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	2	0	2	2	3	
Renfrew South & Gallowhill	4	3	5	5	1	
Paisley East & Ralston	3	4	4	9	4	
Paisley North West	12	9	5	4	8	
Paisley South	4	1	2	2	3	
Paisley South West	1	3	0	2	1	
Johnstone South, Elderslie & Howwood	4	1	2	3	1	
Johnstone North, Kilbarchan & Lochwinnoch	0	4	1	4	1	
Houston, Crosslee & Linwood	4	1	0	0	5	
Bishopton, Bridge of Weir & Langbank	4	0	1	1	1	
Erskine & Inchinnan	2	0	0	2	1	

Council area totals within LSO	40	26	22	34	29	
Renfrewshire	40	26	22	34	29	
East Renfrewshire	11	9	9	11	8	
Inverclyde	20	16	14	14	12	
Renfrewshire % of LSO Total	56.3%	51.0%	48.9%	57.6%	59.2%	

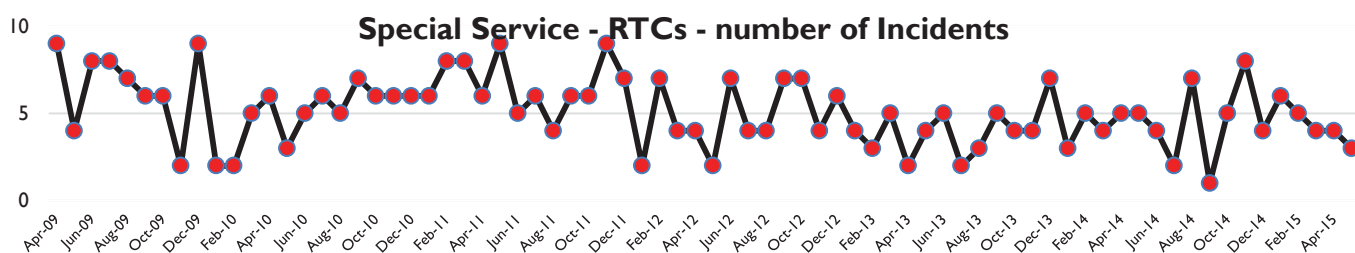


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	64	47	50	45	41	
W2 - Glasgow City	170	110	108	113	137	
W3 - South Lanarkshire	38	42	37	32	48	
W4 - North Lanarkshire	65	59	41	47	51	
W5 - Ayrshire East / North / South	65	47	40	70	60	
W6 - Renfrewshire / & East / Inverclyde	71	51	45	59	49	
W7 - Dumfries & Galloway	11	13	14	16	14	
W6 % of SDA Total	15%	14%	13%	15%	12%	
Scotland	934	749	703	789	890	

### Special Service - RTCs - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	0	0	1	
Renfrew South & Gallowhill	1	1	3	2	0	
Paisley East & Ralston	0	0	0	0	0	
Paisley North West	3	0	1	1	0	
Paisley South	0	1	0	0	0	
Paisley South West	1	0	0	0	0	
Johnstone South, Elderslie & Howwood	1	0	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	0	0	1	0	
Houston, Crosslee & Linwood	1	0	0	0	0	
Bishopton, Bridge of Weir & Langbank	1	0	0	0	1	
Erskine & Inchinnan	1	0	0	1	1	

Council area totals within LSO	9	2	4	5	3	
Renfrewshire	9	2	4	5	3	
East Renfrewshire	3	2	2	3	1	
Inverclyde	2	1	3	1	3	
Renfrewshire % of LSO Total	64.3%	40.0%	44.4%	55.6%	42.9%	

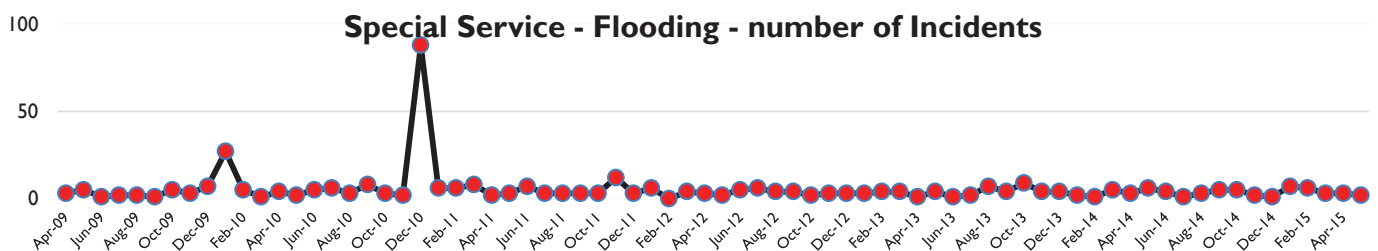


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	9	12	10	13	11	
W2 - Glasgow City	16	10	13	10	15	
W3 - South Lanarkshire	14	10	8	10	15	
W4 - North Lanarkshire	11	13	13	6	11	
W5 - Ayrshire East / North / South	13	10	12	11	13	
W6 - Renfrewshire / & East / Inverclyde	14	5	9	9	7	
W7 - Dumfries & Galloway	4	3	8	6	3	
W6 % of SDA Total	17%	8%	12%	14%	9%	
Scotland	191	189	172	169	178	

### Special Service - Flooding - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	0	1	0	
Renfrew South & Gallowhill	0	0	0	1	0	
Paisley East & Ralston	0	0	0	2	1	
Paisley North West	0	0	0	0	1	
Paisley South	3	0	1	0	0	
Paisley South West	0	1	0	0	0	
Johnstone South, Elderslie & Howwood	0	0	2	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	0	1	1	0	
Houston, Crosslee & Linwood	0	1	0	0	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	0	
Ersuline & Inchinnan	0	0	0	1	0	

Council area totals within LSO	3	2	4	6	2	
Renfrewshire	3	2	4	6	2	
East Renfrewshire	0	1	0	2	1	
Inverclyde	1	5	3	1	0	
Renfrewshire % of LSO Total	75.0%	25.0%	57.1%	66.7%	66.7%	

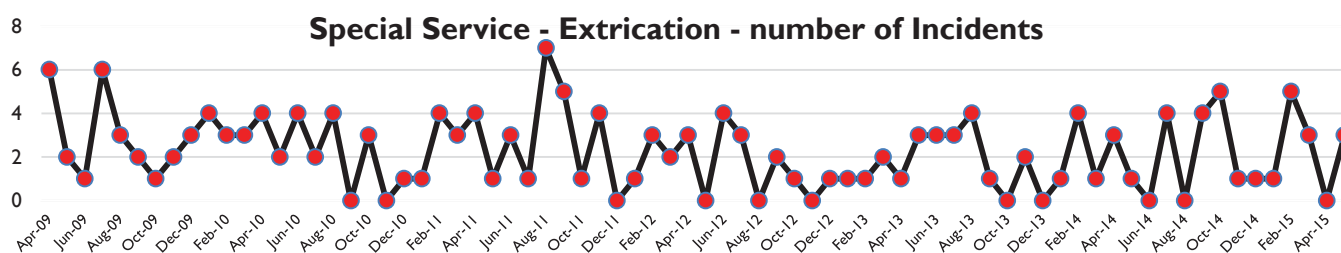


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	6	3	4	7	3	
W2 - Glasgow City	22	15	13	20	17	
W3 - South Lanarkshire	1	2	7	3	4	
W4 - North Lanarkshire	3	8	4	4	0	
W5 - Ayrshire East / North / South	7	5	3	15	1	
W6 - Renfrewshire / & East / Inverclyde	4	8	7	9	3	
W7 - Dumfries & Galloway	0	1	0	1	1	
W6 % of SDA Total	9%	19%	18%	15%	10%	
Scotland	58	62	58	102	63	

### Special Service - Extrication - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	1	0	0	
Renfrew South & Gallowhill	1	0	1	0	0	
Paisley East & Ralston	0	0	0	1	1	
Paisley North West	0	0	0	0	1	
Paisley South	0	0	0	0	0	
Paisley South West	0	0	0	0	0	
Johnstone South, Elderslie & Howwood	0	0	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	0	0	0	0	
Houston, Crosslee & Linwood	0	0	0	0	1	
Bishopton, Bridge of Weir & Langbank	0	0	1	0	0	
Erskine & Inchinnan	0	0	0	0	0	

Council area totals within LSO	1	0	3	1	3	
Renfrewshire	1	0	3	1	3	
East Renfrewshire	0	0	1	0	1	
Inverclyde	0	2	1	0	1	
Renfrewshire % of LSO Total	100.0%	0.0%	60.0%	100.0%	60.0%	

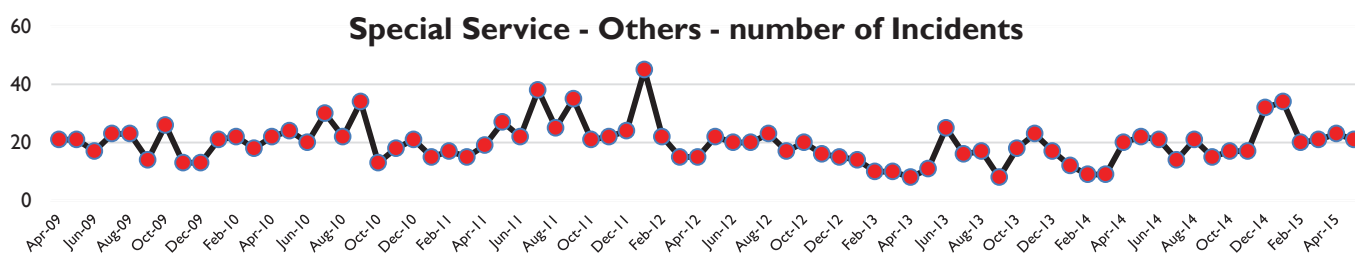


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	8	5	3	3	1	
W2 - Glasgow City	19	15	12	12	9	
W3 - South Lanarkshire	1	5	4	2	5	
W4 - North Lanarkshire	5	11	2	10	4	
W5 - Ayrshire East / North / South	1	6	3	6	5	
W6 - Renfrewshire / & East / Inverclyde	1	2	5	1	5	
W7 - Dumfries & Galloway	2	1	0	3	0	
W6 % of SDA Total	3%	4%	17%	3%	17%	
Scotland	78	90	59	78	72	

### Special Service - Others - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	2	0	1	1	2	
Renfrew South & Gallowhill	2	2	1	2	1	
Paisley East & Ralston	3	4	4	6	2	
Paisley North West	9	9	4	3	6	
Paisley South	1	0	1	2	3	
Paisley South West	0	2	0	2	1	
Johnstone South, Elderslie & Howwood	3	1	0	3	1	
Johnstone North, Kilbarchan & Lochwinnoch	0	4	0	2	1	
Houston, Crosslee & Linwood	3	0	0	0	4	
Bishopton, Bridge of Weir & Langbank	3	0	0	1	0	
Erskine & Inchinnan	1	0	0	0	0	

Council area totals within LSO	27	22	11	22	21	
Renfrewshire	27	22	11	22	21	
East Renfrewshire	8	6	6	6	5	
Inverclyde	17	8	7	12	8	
Renfrewshire % of LSO Total	51.9%	61.1%	45.8%	55.0%	61.8%	

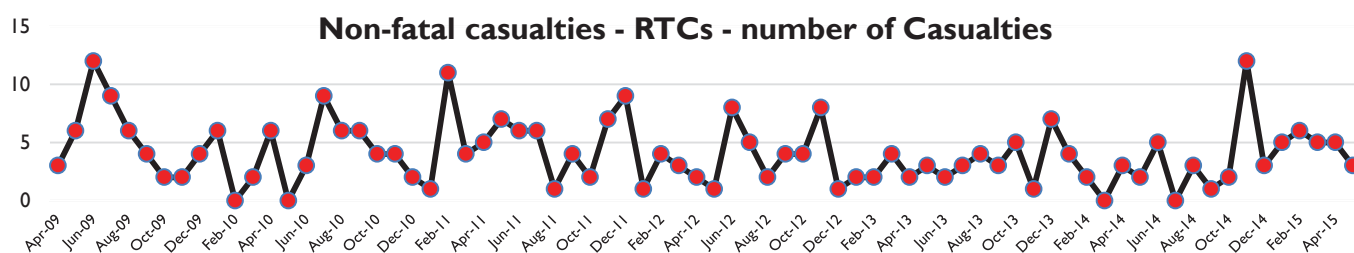


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	41	27	33	22	26	
W2 - Glasgow City	113	70	70	71	96	
W3 - South Lanarkshire	22	25	18	17	24	
W4 - North Lanarkshire	46	27	22	27	36	
W5 - Ayrshire East / North / South	44	26	22	38	41	
W6 - Renfrewshire / & East / Inverclyde	52	36	24	40	34	
W7 - Dumfries & Galloway	5	8	6	6	10	
W6 % of SDA Total	16%	16%	12%	18%	13%	
Scotland	607	408	414	440	577	

### Non-fatal casualties - RTCs - number of Casualties

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	0	0	3	
Renfrew South & Gallowhill	0	0	3	1	0	
Paisley East & Ralston	0	0	0	0	0	
Paisley North West	0	0	0	0	0	
Paisley South	0	1	0	0	0	
Paisley South West	0	0	0	0	0	
Johnstone South, Elderslie & Howwood	2	0	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	0	0	0	0	
Houston, Crosslee & Linwood	0	0	0	0	0	
Bishopton, Bridge of Weir & Langbank	1	0	0	0	0	
Erskine & Inchinnan	4	0	0	1	0	

Council area totals within LSO	7	1	3	2	3	
Renfrewshire	7	1	3	2	3	
East Renfrewshire	0	2	2	0	3	
Inverclyde	1	1	1	0	2	
Renfrewshire % of LSO Total	87.5%	25.0%	50.0%	100.0%	37.5%	

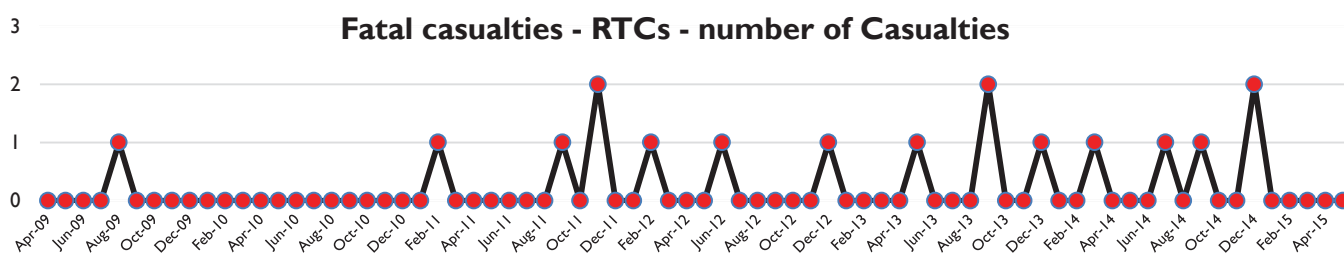


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	5	15	5	6	3	
W2 - Glasgow City	13	12	12	4	15	
W3 - South Lanarkshire	16	11	13	14	14	
W4 - North Lanarkshire	7	6	8	2	18	
W5 - Ayrshire East / North / South	9	8	8	16	12	
W6 - Renfrewshire / & East / Inverclyde	8	4	6	2	8	
W7 - Dumfries & Galloway	6	2	8	7	0	
W6 % of SDA Total	13%	7%	10%	4%	11%	
Scotland	151	143	149	122	137	

### Fatal casualties - RTCs - number of Casualties

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	0	0	0	
Renfrew South & Gallowhill	0	0	0	0	0	
Paisley East & Ralston	0	0	0	0	0	
Paisley North West	0	0	1	0	0	
Paisley South	0	0	0	0	0	
Paisley South West	0	0	0	0	0	
Johnstone South, Elderslie & Howwood	0	0	0	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	0	0	0	0	
Houston, Crosslee & Linwood	0	0	0	0	0	
Bishopton, Bridge of Weir & Langbank	0	0	0	0	0	
Erskine & Inchinnan	0	0	0	0	0	

Council area totals within LSO	0	0	1	0	0	
Renfrewshire	0	0	1	0	0	
East Renfrewshire	1	0	0	0	0	
Inverclyde	0	0	0	0	0	
Renfrewshire % of LSO Total	0.0%	#DIV/0!	100.0%	#DIV/0!	#DIV/0!	

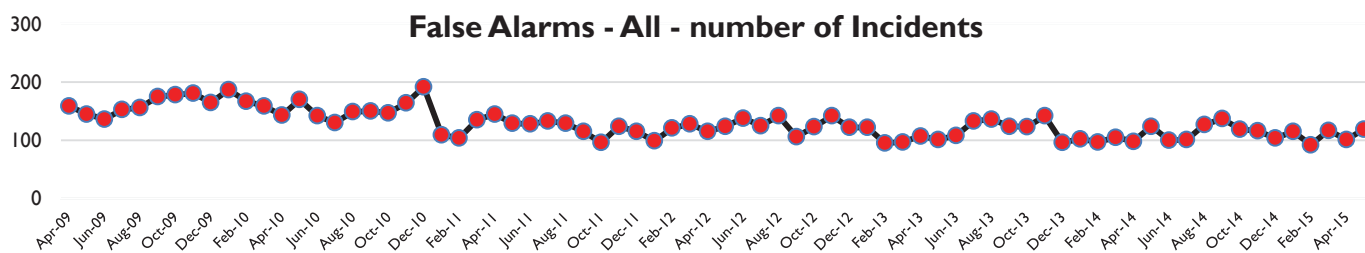


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	0	0	1	0	0	
W2 - Glasgow City	0	0	1	0	0	
W3 - South Lanarkshire	0	0	0	0	1	
W4 - North Lanarkshire	0	0	0	0	1	
W5 - Ayrshire East / North / South	0	0	2	0	0	
W6 - Renfrewshire / & East / Inverclyde	1	0	1	0	0	
W7 - Dumfries & Galloway	1	1	0	0	2	
W6 % of SDA Total	50%	0%	20%	#DIV/0!	0%	
Scotland	7	8	9	8	9	

## False Alarms - All - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	17	9	5	14	12	
Renfrew South & Gallowhill	16	17	7	11	14	
Paisley East & Ralston	15	19	22	24	14	
Paisley North West	45	30	16	29	15	
Paisley South	7	15	8	9	10	
Paisley South West	2	4	8	4	2	
Johnstone South, Elderslie & Howwood	8	7	7	8	11	
Johnstone North, Kilbarchan & Lochwinnoch	4	8	9	6	14	
Houston, Crosslee & Linwood	4	7	3	8	7	
Bishopton, Bridge of Weir & Langbank	7	3	5	4	7	
Erskine & Inchinnan	4	5	11	7	13	

Council area totals within LSO	129	124	101	124	119	
Renfrewshire	129	124	101	124	119	
East Renfrewshire	37	36	38	26	41	
Inverclyde	71	83	52	67	60	
Renfrewshire % of LSO Total	54.4%	51.0%	52.9%	57.1%	54.1%	



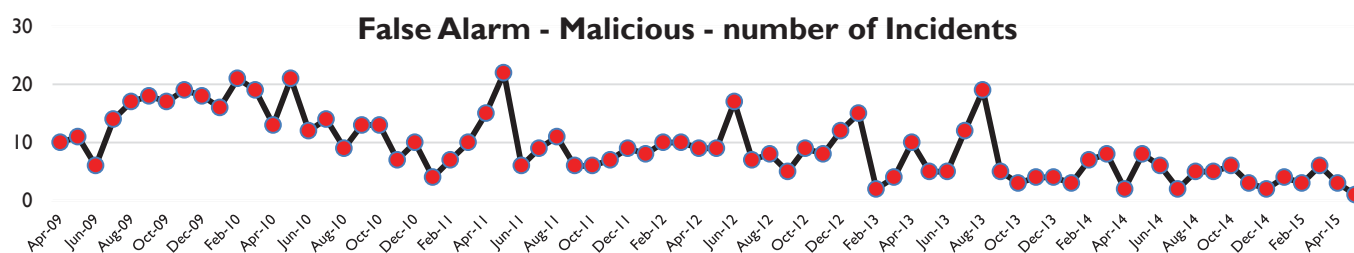
LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	200	233	156	189	165	
W2 - Glasgow City	731	720	607	610	542	
W3 - South Lanarkshire	210	258	252	240	196	
W4 - North Lanarkshire	210	206	208	241	192	
W5 - Ayrshire East / North / South	273	241	295	280	259	
W6 - Renfrewshire / & East / Inverclyde	237	243	191	217	220	
W7 - Dumfries & Galloway	48	39	44	31	47	
W6 % of SDA Total	12%	13%	11%	12%	14%	
Scotland	3942	4046	3820	3847	3590	



## False Alarm - Malicious - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	0	0	1	0	0	
Renfrew South & Gallowhill	1	2	0	0	0	
Paisley East & Ralston	0	1	0	2	0	
Paisley North West	16	3	0	4	0	
Paisley South	1	2	2	0	1	
Paisley South West	0	0	1	2	0	
Johnstone South, Elderslie & Howwood	1	0	1	0	0	
Johnstone North, Kilbarchan & Lochwinnoch	0	0	0	0	0	
Houston, Crosslee & Linwood	0	0	0	0	0	
Bishopton, Bridge of Weir & Langbank	2	1	0	0	0	
Erskine & Inchinnan	1	0	0	0	0	

Council area totals within LSO	22	9	5	8	1	
Renfrewshire	22	9	5	8	1	
East Renfrewshire	4	6	2	0	0	
Inverclyde	2	9	3	4	3	
Renfrewshire % of LSO Total	78.6%	37.5%	50.0%	66.7%	25.0%	

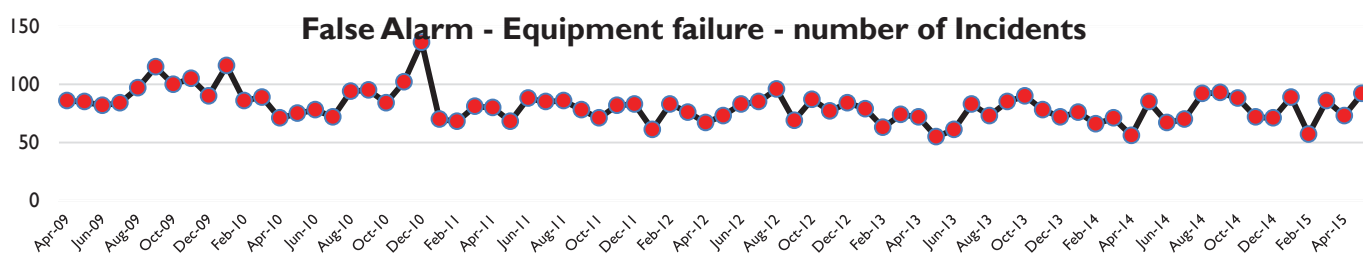


LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	15	11	7	5	6	
W2 - Glasgow City	68	62	55	41	46	
W3 - South Lanarkshire	8	10	12	9	9	
W4 - North Lanarkshire	12	20	11	11	11	
W5 - Ayrshire East / North / South	24	16	12	7	4	
W6 - Renfrewshire / & East / Inverclyde	28	24	10	12	4	
W7 - Dumfries & Galloway	4	2	1	2	3	
W6 % of SDA Total	18%	17%	9%	14%	5%	
Scotland	268	233	208	192	172	

### False Alarm - Equipment failure - number of Incidents

Renfrewshire wards	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
Renfrew North	13	7	2	10	9	
Renfrew South & Gallowhill	9	12	4	9	11	
Paisley East & Ralston	9	9	14	18	10	
Paisley North West	20	19	9	21	10	
Paisley South	4	9	3	6	7	
Paisley South West	2	1	3	2	1	
Johnstone South, Elderslie & Howwood	1	3	5	2	8	
Johnstone North, Kilbarchan & Lochwinnoch	1	2	4	3	12	
Houston, Crosslee & Linwood	3	4	2	6	7	
Bishopton, Bridge of Weir & Langbank	3	2	4	3	6	
Erskine & Inchinnan	3	5	5	5	11	

Council area totals within LSO	68	73	55	85	92	
Renfrewshire	68	73	55	85	92	
East Renfrewshire	20	21	25	23	31	
Inverclyde	47	49	38	50	35	
Renfrewshire % of LSO Total	50.4%	51.0%	46.6%	53.8%	58.2%	



LSO area totals within SDA	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
W1 - Argyll & Bute / East / & West Dunbartonshire	112	143	102	123	114	
W2 - Glasgow City	524	508	441	454	417	
W3 - South Lanarkshire	150	164	164	163	144	
W4 - North Lanarkshire	128	125	125	174	150	
W5 - Ayrshire East / North / South	171	163	207	207	199	
W6 - Renfrewshire / & East / Inverclyde	135	143	118	158	158	
W7 - Dumfries & Galloway	36	27	37	23	33	
W6 % of SDA Total	11%	11%	10%	12%	13%	
Scotland	2760	2882	2749	2866	2753	



## Item 4

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**To:** Housing & Community Safety Policy Board  
Renfrewshire Council

**On:** 25<sup>th</sup> August 2015

**Report by:** Chief Superintendent Jim Downie, Police Scotland, 'K' Division

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**Heading:** Police and Fire Reform: Local Scrutiny and Engagement  
Renfrewshire Local Policing Area  
Performance Results 1<sup>st</sup> April 2015 – 30<sup>th</sup> June 2015

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### 1. Summary

- 1.1 The Police and Fire Reform (Scotland) Act 2012 sets out that the main purpose of policing is to improve the safety and well-being of persons, localities and communities in Scotland. It ensures an enhanced focus on local delivery of policing with a designated local commander for each local authority area accountable for local service provision.
- 1.2 Each local commander is required to prepare a local policing plan that meets the needs of the local area and is approved by the local authority. In response to this the local authority has a statutory power to monitor the delivery of police services and to provide feedback to the local commander.

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### 2. Recommendations

- 2.1 The data within this report, which relates to the period 1<sup>st</sup> April 2015 to 30<sup>th</sup> June 2015, is extracted from Police Scotland internal systems and is correct as of 2<sup>nd</sup> July 2015. The data is a year to date comparison with the previous year. It includes both recorded and detected crime data and covers all priority areas as set out in the local police plan. Members are asked to scrutinise policing performance for the period outlined and provide feedback where appropriate.

### **3. Background**

- 3.1 The local commander is required to provide reports at an agreed timescale for scrutiny by elected members. Formal scrutiny of the Renfrewshire Police Plan falls under the governance of the Renfrewshire Police and Fire Scrutiny Sub Committee under the auspices of the Housing and Community Safety Committee (HACS) which meets five times per year. The information is contained at Appendix 1.

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### **Implications of the Report**

1. **Financial - none**
2. **HR & Organisational Development - none**
3. **Community Planning – none**
4. **Legal - none**
5. **Property/Assets - none**
6. **Information Technology -**
7. **Equality & Human Rights** - The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety - none**
9. **Procurement - none**
10. **Risk - none**
11. **Privacy Impact - none**

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**Author**      **Chief Superintendent Jim Downie, Police Scotland, 'K' Div**

**LOCAL AUTHORITY SCRUTINY BOARD - Renfrewshire  
June 2015**

<b>Violence, Disorder &amp; Antisocial Behaviour</b>					
		Apr 2015 - Jun 2015	Apr 2014 - Jun 2014	Victims	% Change
1	Total No Group1: Crimes of Violence	66	66	same number	0.0%
Crimes of violence remain at the same number. We utilise analytical tools to identify areas known for violence and disorder and ensure officers are aware of these areas and that officers are conducting high visibility patrols within these areas. Paisley West End was identified as one of the hotspot areas and over the last month we have deployed officers in plain clothes and uniform within this area in order to tackle violent crime.					
2	Murder	1	1	same number	0.0%
There has been one murder committed in Renfrewshire, this was committed within a dwelling house and has been detected.					
3	Attempted Murder	5	4	1 more	25.0%
There has been one more attempted murder committed in Renfrewshire, 4 of the 5 offences were committed indoors.					
4	Culpable Homicide (common law)	0	0	None	-
5	Culpable Homicide (other)	0	0	None	-
6	Serious Assault detection rate	80.7%	92.9%		-12.2%
Over 80% of serious assaults committed are detected.					
7	Serious Assault	31	28	3 more	10.7%
There have been 3 more victims of serious assault. We continue to carry out patrols in hotspot areas known for violence however 19 of the 31 offences were committed indoors making them more difficult to prevent.					
8	Robbery detection rate	90.5%	64.3%		26.2%
The Robbery detection rate is high at 90.5% we ensure that robust and through enquiries are carried out on each incident. There are a number of ongoing enquiries which are still live and may result in further detections in the future.					
9	Robbery	21	14	7 more	50.0%
There have been 7 more robberies committed within Renfrewshire. We regularly issue public safety messages and conduct surveys of vulnerable premises offering them advice on how to target harden their premises and reduce risk to staff and property.					
10	Common assault detection rate	78.5%	77.9%		0.6%
The detection rate for common assault crimes remains high at 78.5%					
11	Common assault	451	403	48 more	11.9%
There have been 48 more common assaults committed within the Renfrewshire area this year, many of these have occurred within educational establishments causing an increase. Our community officers ensure that they visit these establishments to provide preventative advice to staff and pupils.					
12	Stop and searches conducted				-
Police Scotland is undergoing a test phase on a new stop and search database which went online on 1 June 2015. Validation and testing of the data is still ongoing and data collected for the period 1-30 June 2015 will appear in the August scrutiny board reports.					

**NOT PROTECTIVELY MARKED**

13	Number of complaints regarding disorder	2,102	2,570	468 fewer	-18.2%
There have been 468 fewer complaints of disorder. We ensure that during peak times for disorder all areas known to us are visited in order to drive down anti-social behaviours. We also work closely with the local authority and Community Wardens					

**LOCAL AUTHORITY SCRUTINY BOARD - Renfrewshire  
June 2015**

<b>Violence, Disorder &amp; Antisocial Behaviour (continued)</b>					
		Apr 2015 - Jun 2015	Apr 2014 - Jun 2014	Victims	% Change
14	Number of Domestic Abuse Incidents Reported to the Police	554	568		-2.5%
There has been a reduction of 2.5% in the number of domestic incidents reported to the police. We have a dedicated domestic abuse unit who work with perpetrators in order to reduce re-offending and protect victims					
15	Total Crimes and offences in domestic abuse incidents	362	438		-17.4%
The number of crimes committed within domestic abuse incidents has reduced by 17.4%. Domestic abuse has been a high priority for Police Scotland for a number of years and in Renfrewshire we have conducted a number of high profile campaigns ensuring that victims know they have the full support of the police and have the confidence to report incidents early to prevent escalation.					
16	Percentage of Domestic Incidents that result in a crime being recorded	48.4%	52.5%		-4.1%
The percentage of domestic incidents which result in a crime being recorded has reduced by 4.1%					
17	Total crimes and offences in domestic abuse incidents detection rate	83.1%	77.4%		5.7%
The detection rate for domestic abuse incidents has increased by 5.7%.					
18	Total Detections for Domestic Bail Offences	50	47		6.4%
The total detections for domestic bail offences have increased by 6.4%. Officers carry out intervention visits to known offenders to ensure they are adhering to there bail conditions set.					
19	Ensure 95% of domestic abuse initial bail checks are conducted within a prescribed timeframe (24hrs)	98.3%	-		-
Initial bail checks are prioritised to ensure perpetrators are complying with the conditions imposed and to ensure victim safety.					
20	Hate Crime and offences detection rate	66.1%	73.3%		-7.2%
Local campaigns to raise the awareness of hate crime have been undertaken. In particular, 'I am Me' has significantly raised awareness throughout the Renfrewshire area.					

**NOT PROTECTIVELY MARKED**

**LOCAL AUTHORITY SCRUTINY BOARD - Renfrewshire**  
**June 2015**

<b>Additional Identified Local Priorities</b>					
		Apr 2015 - Jun 2015	Apr 2014 - Jun 2014	Victims	% Change
21	Number of detections for drugs supply, drugs productions, drugs cultivation	55	59		-6.8%
Drug supply remains a local priority and is intelligence led. We continue our focus on ensuring that persons supplying drugs are prevented from doing so.					
22	Theft by housebreaking (including attempts) detection rate	22.4%	25.9%		-3.5%
A dedicated housebreaking team has been set up to deal with this intrusive crime and ensure victims are provided with the best possible service and offenders are detected.					
23	Theft by housebreaking (including attempts)	170	135	35 more	25.9%
We utilise all means available, including social media, in order to raise awareness of these offences ensuring that householders protect their homes and don't give offenders any opportunities.					
24	Theft by shoplifting detection rate	78.0%	78.9%		-0.9%
The detection rate for theft by shoplifting offences remains high at 78%.					
25	Theft by shoplifting	186	246	60 fewer	-24.4%
There have been 60 fewer theft by shoplifting offences committed within Renfrewshire. Our dedicated town centre officers continue to work in partnership with local businesses building up a good knowledge of regular offenders and ensuring visibility within town centres to deter offenders.					
26	Vandalism & Malicious Mischief detection rate	16.4%	16.7%		-0.3%
The detection rate for vandalism and malicious mischief offences is 16.4%					
27	Vandalism & Malicious Mischief	329	378	49 fewer	-13.0%
There have been 49 fewer victims of vandalism and malicious mischief.					
28	Number of detections for Consuming Alcohol in a designated place (where appropriate byelaws exist)	531	628		-15.4%
The number of persons consuming alcohol in a designated place has reduced by 15.4%, proactive high visibility patrols and plain clothes teams operating in known hotspot areas can be attributed to this reduction.					

<b>Public Protection</b>					
		Apr 2015 - Jun 2015	Apr 2014 - Jun 2014	Victims	% Change
29	Number of Group 2 - Crimes of Indecency	66	60	6 more	10.0%
There have been 6 more victims of crimes of indecency. Our Public Protection Unit have recently run a number of high profile media campaigns encouraging victims of sexual abuse to speak to the police. There has also been a number of media campaigns aimed at parents and young persons warning of the dangers of sending images over social media, due to this we expect the number of these types of crimes reported to us to increase over the coming months.					
30	Group 2 crimes detection rate	81.8%	75.0%		6.8%
The detection rate for group 2 crimes is 81.8%.					
31	Rape detection rate	38.5%	63.6%		-25.1%
The detection rate for rape is currently 38.5%, the majority of these enquiries are complex therefore take time to conduct enquiries and often rely on forensic opportunities. Once enquiries on many of these offences are complete the detection rate should increase.					

**LOCAL AUTHORITY SCRUTINY BOARD - Renfrewshire  
June 2015**

<b>Road Traffic Casualty Statistics</b>				
	Apr 2015 - Jun 2015	Apr 2014 - Jun 2014	Victims	% Change
People Killed	0	0	None	-
People Seriously injured	11	12	1 fewer	-8.3%
People Slightly Injured	65	68	3 fewer	-4.4%
Children (aged<16) Killed	0	0	None	-
Children (aged<16) Seriously Injured	2	2	same number	0.0%
Keeping People Safe on the roads is a priority for Police Scotland, we have seen a reduction in the number of people injured on our roads. Our Roads Policing Inspector within the division is the lead in Scotland for education of young drivers in order to prevent deaths and injury on our roads. We recently held a Road Safety Event at Asda, Linwood in which many different agencies attended in order to offer advice and raise awareness of road safety. This received positive feedback and is something which we hope to have on a regular basis.				



Road Safety & Road Crime					
		Apr 2015 - Jun 2015	Apr 2014 - Jun 2014	Victims	% Change
32	Dangerous driving	21	15		40.0 %
33	Speeding	360	900		- 60.0 %
34	Disqualified driving	4	8		- 50.0 %
35	Driving Licence	69	63		9.5%
36	Insurance	112	135		- 17.0 %
37	Seat Belts	60	185		- 67.6 %
38	Mobile Phone	72	257		- 72.0 %
There has been a significant reduction in many of the above road traffic offences, our Divisional Road Policing Dept educate and raise awareness amongst drivers of these offences and the consequences along with the improvement of technology as standard within vehicles this can be attributed to the reductions.					

**LOCAL AUTHORITY SCRUTINY BOARD - Renfrewshire**  
**June 2015**

Public Confidence					
		Apr 2015 - Jun 2015			
		Number of Complaints about the Police		Number of Complaints per 10,000 Police Incidents	
39	Complaints received about the Police	42		31.9	
		On Duty Allegations	Off Duty Allegations	Quality of Service Allegations	Total Number of Allegations
40	Total Allegations Recorded	46	0	7	53



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**To: HOUSING AND COMMUNITY SAFETY POLICY BOARD**  
**On: 25 AUGUST 2015**

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**Report by: DIRECTOR OF COMMUNITY RESOURCES**

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**Heading: HM INSPECTORATE OF CONSTABULARY, SCOTLAND -  
SCRUTINY PLAN 2015 – 16**

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**1. Summary**

- 1.1 At the last meeting of this Board it was noted that HM Inspectorate of Constabulary had undertaken consultation on their forward work programme and a copy of the finalised Annual Scrutiny Plan for 2015/16 has now been received. This programme outlines proposed scrutiny activities until the end of March 2016.
- 1.2 A copy of the Annual Scrutiny Plan has been attached as an Appendix to this report for the information of Elected Members.
- 

**2. Recommendations**

- 2.1 It is recommended that the Policy Board:
- (i) Notes the publication of the HMICS Annual Scrutiny Plan for 2015/16

**3. Background**

- 3.1 HM Inspectorate of Constabulary for Scotland (HMICS) issued a consultation on their forward workplan 2014 -17 to all local authority Chief Executives on 21 November 2013. HMICS has a statutory role to report on the state, efficiency and effectiveness of both Police Scotland and the Scottish Police

Authority through carrying out appropriate inspections. They were consulting on a list of potential topics for scrutiny and inspection by them and were seeking stakeholder feedback on their proposals in order to finalise their workplan for the period 2014 to 2017. A response was submitted on 29 November 2013 by the Chief Executive, which highlighted the areas which were considered to be priority topics for inspection. These were partnership arrangements; multi agency public protection arrangements and addressing domestic violence.

- 3.2 The current Annual Scrutiny Plan covers the second year of the workplan period 2014 – 2017 and is attached as Appendix 1 to this report. It has an appropriate focus on the issues highlighted in the Council's initial response to the consultation and includes partnership work related to Children's Services and multi agency public protection arrangements (MAPPA).

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## Implications of the Report

1. **Financial** - none
2. **HR & Organisational Development** - none
3. **Community Planning** –

**Safer and Stronger** – The work of HMICS supports our vision for Renfrewshire as a safe and tolerant place where residents and visitors enjoy a high level of personal safety and are free from crime.

4. **Legal** - none
5. **Property/Assets** - none
6. **Information Technology** – none
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report as it is for noting only.
8. **Health & Safety** - none
9. **Procurement** - none

10. **Risk** – none

11. **Privacy Impact** – none

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#### **List of Background Papers**

- (a) The contact officer within the service is Oliver Reid, Head of Public Protection,  
0141 618 7352 [oliver.reid@renfrewshire.gcsx.gov.uk](mailto:oliver.reid@renfrewshire.gcsx.gov.uk)
-



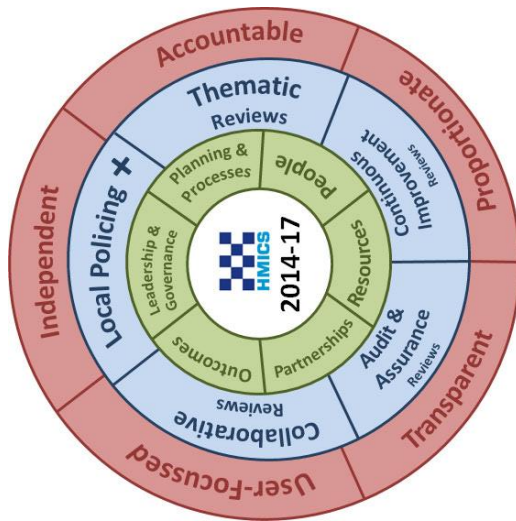


## HM Inspectorate of Constabulary in Scotland

### ANNUAL SCRUTINY PLAN 2015-16

#### Improving Policing across Scotland

This Plan is published in terms of Section 75 of the  
*Police and Fire Reform (Scotland) Act 2012*



## INTRODUCTION

Our *Annual Scrutiny Plan for 2015-16* sets out how HM Inspectorate of Constabulary in Scotland (HMICS) will meet its statutory purpose to inquire into the state, efficiency and effectiveness of both the Police Service of Scotland ('Police Scotland') and the Scottish Police Authority.

This Plan is published in terms of Section 75 of the *Police and Fire Reform (Scotland) Act 2012* and sets out our priorities for inquiries over the next 12 months. It demonstrates how we will carry these out in a way that is proportionate, accountable and transparent.

We will keep this Plan under review and may from time to time revise it. In preparing our plan, we have consulted with a range of persons interested in policing and we will consult further prior to making any revisions. We will publish this Plan and any revised plan on our website and will make it directly accessible to those we consider are likely to have an interest in it.

The creation of a single Scottish police service in April 2013 has led HMICS to fundamentally review how we do our business. Our *Corporate Strategy 2014-17* shows how we are meeting our obligations in this new policing landscape to improve policing across Scotland.

***Our approach is to support Police Scotland and the Scottish Police Authority to deliver services that are high quality, continually improving, effective and responsive to local needs.***<sup>ii</sup>

We will have a strong emphasis on local policing through our *Local Policing+* programme. This provides a consistent means of assessing the quality of local policing as well as local scrutiny and engagement across Scotland. We will report publicly on how Police Scotland and the Authority are delivering against local priorities and keeping people safe.

We will continue to use *Thematic Reviews* to examine cross-cutting issues or provide opportunities to work with others to examine new issues and provide evidence for future policy development. Our Plan also includes *Collaborative Reviews* and shows how we will inspect jointly with other

inspectorates in areas where Police Scotland or the Authority work in partnership with other agencies and contribute to shared outcomes.

We will continue our programme of *Continuous Improvement Reviews*, working closely with both Police Scotland and the Authority to examine how effectively they meet their obligations to deliver best value and continuous improvement. In addition to this we will carry out *Audit and Assurance Reviews* to scrutinise in more detail, areas where there is a need to ensure accurate and ethical recording or provide targeted assurance over key processes in high risk areas.

Our approach to scrutiny is supported by our Scrutiny Framework. This provides structure to our activities and the means to transparently, consistently and objectively assess policing in Scotland. We will work with others to ensure our Framework reflects best practice and has the potential to develop into a wider self-assessment tool.

We will also take the opportunity during 2015-16 to assess the progress made by Police Scotland and the Authority against the recommendations and improvement actions identified from our 2014-15 Scrutiny Plan. This will also include an objective assessment of our impact on improving policing of Scotland.

HMICS will publish reports in respect of our individual scrutiny activities and will publish our *Annual Report* as soon as practicable at the end of the fiscal year. We will take the opportunity in our Annual Report to comment on the overall state, efficiency and effectiveness of policing in Scotland and on the performance of Police Scotland and the Authority.

Our scrutiny reports and Annual Report will be laid before the Scottish Parliament.

**Derek Penman QPM**

HM Inspector of Constabulary in Scotland





## OUR PURPOSE

HM Inspectorate of Constabulary in Scotland (HMICS) has been in existence since the 19th century. Our role was reaffirmed by the *Police and Fire Reform (Scotland) Act 2012* and we have wide ranging powers to look into the 'state, effectiveness and efficiency' of both Police Scotland and the Scottish Police Authority, including Forensic Services<sup>iii</sup>. We also have a statutory duty to ensure that the Chief Constable and the Authority meet their obligations in terms of best value and continuous improvement<sup>iv</sup>. If necessary, we can be directed by Scottish Ministers to look into anything relating to the Authority or Police Scotland as they consider appropriate<sup>v</sup>. We also have an established role providing professional advice and guidance on policing in Scotland.

Our powers allow us to do anything we consider necessary or expedient for the purposes of, or in connection with, the carrying out of our functions<sup>vi</sup>. The Authority and the Chief Constable must provide us with such assistance and co-operation as we may require to carry out our functions<sup>vii</sup> and must comply with any reasonable request that we make. When we publish a report, the Authority and the Chief Constable must consider what we have found and take such measures, if any, as they think fit<sup>viii</sup>. Where we make recommendations, we will follow them up and report publicly on progress.

We work with other inspectorates and agencies across the public sector to share specific expertise or jointly examine areas where Police Scotland works in partnership with other agencies and contributes to shared outcomes. We co-ordinate our activities to reduce the burden of inspection and avoid unnecessary duplication.

We aim to add value and strengthen public confidence in Scottish policing through independent scrutiny and objective, evidence-led reporting about what we find. Where relevant, we will make recommendations to Police Scotland and the Authority to improve policing. We will also identify good practice that can be rolled out across Scotland.

## OUR VALUES

As a values-led organisation, we will conduct our activities in a way that is:

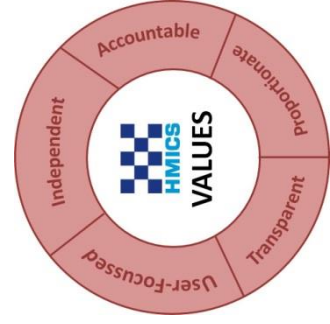
**Independent** – We will always act independently and publish impartial and objective reports. Our professional advice will be informed and unbiased. HM Inspector of Constabulary in Scotland is appointed under Royal Warrant and is independent of the Scottish Government, Police Scotland and the Scottish Police Authority.

**Accountable** – We will be accountable for what we do and will justify our actions and reports by evidence. We will publish our statutory reports<sup>ix</sup> to the Scottish Parliament and submit ourselves to whatever scrutiny is appropriate to our function.

**Proportionate** – We will ensure our scrutiny is proportionate and that we only inspect what is necessary to achieve our statutory purpose. We will minimise the burden on those we inspect and focus our activities through informed risk assessment to ensure what we do is effective and efficient.

**Transparent** – We will be open in what we do and give reasons for our decisions. We will publish our reports and restrict information only when the wider public interest clearly demands it.

**User Focussed** – We will align our scrutiny to the needs of service users and co-operate with other scrutiny authorities. We will meet our responsibilities under the *Public Services Reform (Scotland) Act 2010*, by continuously improving our user focus in the design and operation of our functions. We will promote equality and respect for diversity in everything we do. Within all our inspections and reviews, we will give consideration to inequality and, where identified, make recommendations to improve experiences for service users and in support of the public sector equality duties.

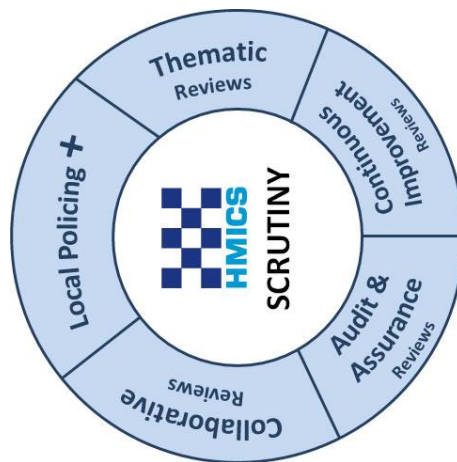


## OUR APPROACH TO SCRUTINY

Our annual **Scrutiny Plan** outlines our priorities and scrutiny activities for the 2015-16 fiscal year. This Plan has been developed through consultation with our stakeholders and is informed by an objective assessment of policing performance and risk.

We will keep the Plan under continual review and make such changes as we determine necessary to respond to risk and discharge our statutory purpose.

Our scrutiny activities take account of the Crerar<sup>x</sup> review, Christie<sup>xi</sup> report and supports production of the National Scrutiny Plan<sup>xii</sup>.



### Local Policing+

The three objectives for police reform<sup>xiii</sup> were (i) *to protect and improve local services*, (ii) *to create more equal access to specialist support and national capacity*, and (iii) *to strengthen the connection between police services and communities*. As a consequence, HMICS has developed an

approach to scrutiny and introduced a rolling programme of Divisional policing inspections entitled *Local Policing+*.

This provides a consistent means of assessing the quality of local policing across Scotland and enables us to report publicly on how Police Scotland is delivering against local priorities and keeping people safe. We are interested in the effectiveness of local scrutiny and engagement as well as the contribution policing makes to the well-being of communities. This will include an assessment of Partnership, Prevention, Performance and People in support of the wider Scottish public service reform agenda<sup>xiv</sup>. We will continue to capture innovation and good practice and where relevant, we will make recommendations that drive improvement.

Through our local inspections, we will review the effectiveness and efficiency of both national and regional structures and the provision of specialist policing across Scotland. Our *Local Policing+* programme allows sufficient flexibility to respond to new and emerging issues that arise and would benefit from our scrutiny. These issues will be identified through stakeholder engagement and our scrutiny risk assessment in advance of each inspection. Where our + element represents a substantial area of policing, we will report separately from our Divisional inspections.

We will discharge our obligations under the *National Preventive Mechanism*<sup>xv</sup> through a programme of unannounced visits to police custody centres. These visits will be aligned to our Local Policing+ programme and will be reported separately from our Divisional inspections. Any recommendations made in respect of police custody centres will be followed up through our regular monitoring of progress.

Each formal *Local Policing+* inspection will take approximately three months and include time for research, stakeholder engagement, fieldwork, objective assessment and reporting. For larger divisions, we will extend this period to approximately six months. We will take a risk-based approach to the selection and timing of those Divisions to be inspected and will announce our selection in advance of our proposed scrutiny activity. We will undertake three formal *Local Policing+* inspections during 2015-16.



## Thematic Reviews

We will use *Thematic Reviews* to scrutinise cross cutting issues that benefit from a more holistic review or where we choose to inspect major functions that fall outwith the scope of *Local Policing+*. We will publish full reports for each of our *Thematic Reviews*. We will capture innovation and good practice and where relevant, we will make recommendations that aim to drive improvement. We intend to conduct two Thematic Reviews for 2015-16, namely:

- **Cyber Policing** – (*October 2015 to March 2016*) – Our review will consider how Police Scotland is responding to the increasing demands and complexity of cyber-enabled, cyber-dependent and internet-facilitated crime. We will be interested in the police response to the victims of such crimes and consider the extent to which the digital technology aspects of crime and policing may require new approaches, resourcing and future investment by Police Scotland. We will include comparative research within England, Wales and Northern Ireland as well as other jurisdictions. Our report will be forward looking, seeking to capture key issues and is intended to inform future policy development.

- **Forensic Services** – (*January to March 2016*) – This will scrutinise how the Scottish Police Authority is meeting its statutory obligations under Section 31 of the *Police and Fire Reform (Scotland) Act 2012* by providing forensic services to the Police Service, the Police Investigations and Review Commissioner and the Lord Advocate and procurators fiscal. This review has been carried forward from our 2014-15 Scrutiny Plan.

## Continuous Improvement Reviews

We will maintain our programme of *Continuous Improvement Reviews*, (CIR), working closely with both Police Scotland and the Authority to report on how they are meeting their obligations to secure best value and continuous improvement<sup>xvi</sup>. We will focus on:

- **Leadership and Governance** – (*April to September 2015*) – This will build on the CIR activity completed as part of our 2014-15 Scrutiny Plan which culminated in the creation of a comprehensive Improvement Plan by the Scottish Police Authority. We will now monitor continuous improvement within the Authority and support capacity and capability building amongst members and officers for the effective and sustainable scrutiny of Scottish policing.
- **Strategic Planning and Performance** – (*April 2014 to September 2015*) – This will assess the efficiency and effectiveness of strategic planning and performance management frameworks within Police Scotland, including consideration of the consultation and evidence used to inform policing priorities. It will also include an assessment of the extent to which these frameworks support effective scrutiny over the policing of Scotland by the Authority.

In undertaking these reviews, we will engage with Audit Scotland to ensure we can discharge our respective statutory functions and reduce the scrutiny burden on Police Scotland and the Authority.

We will publish summary reports for each of our Continuous Improvement Reviews, highlighting the activity that was undertaken and our commentary. These Reviews will inform our wider assessment of how well Police Scotland and the Authority have met their obligations to secure best value and continuous improvement. We will also publish a summary of our findings in our Annual Report.

## Audit and Assurance Reviews

Our *Audit and Assurance Reviews* will allow for more detailed scrutiny in areas where we believe there is a specific need to audit critical systems to ensure accurate and ethical recording or provide some external assurance over key processes in high risk areas. These reviews will also provide opportunities for HMICS to undertake short assignments to provide independent assurance over specific aspects of policing.

Our planned Audit and Assurance Reviews are:





- **Police Scotland's use of Facial Recognition Technology Capabilities within the UK Police National Database (PND)** – (June to September 2015) – The aim of this review is to consider the state, effectiveness and efficiency of the arrangements surrounding the use by Police Scotland of the facial recognition technology capabilities within the UK Police National Database (PND). In doing so, it will consider the statutory framework that underpins the police use of custody and other biometric images in Scotland; the governance and oversight arrangements; administrative and technical interfaces and the recording, weeding and retention of information. For completeness it will also provide comparisons with approaches used in England and Wales and the wider policing and societal opportunities and threats which arise from new and emerging biometric technologies.

- **Stop and Search Phase 2** – (January to March 2016) – This inspection builds on our previous scrutiny of stop and search<sup>xvii</sup>. This examined the processes for recording stop and search activity within Police Scotland and the associated procedures for supervision, audit and governance. We also examined the impact of the performance framework and targets in relation to stop and search activity. As part of Phase 2, we will undertake a statistically significant audit of both positive and negative searches. This is provisionally scheduled to commence in January 2016 to allow Police Scotland sufficient opportunity to consider our Phase 1 recommendations and implement improvements to stop and search across Scotland.

- **Crime Recording** – (Scoping to commence March 2016) – HMICS conducted a major audit of crime recording in November 2014, where the number of records examined was more than five times higher than in previous audits<sup>xviii</sup>. The purpose of this audit was to assess crime recording by Police Scotland and the extent to which recording practice complied with the Scottish Crime Recording Standard and the Scottish Government's Counting Rules. The audit also addressed the need for a comprehensive, independent audit of crime data as highlighted by the UK Statistics

Authority. We propose to conduct a follow-up audit of Crime Recording in 2016 and will commence our scoping in consultation with key stakeholders in March 2016.

We will publish concise reports for each of our Audit and Assurance Reviews, highlighting our findings and any recommendations. These Reviews will also inform our wider assessment of how well Police Scotland and the Authority have met their obligations to secure best value and continuous improvement, which we will publish in our Annual Report.

## Collaborative Reviews

We will continue to work with other scrutiny bodies and undertake joint inspection activity in areas where Police Scotland or the Authority work in partnership and contribute to shared outcomes with others.

Our planned Collaborative Reviews include:

- **Children's Services** – (*Full Year Programme*) – Under section 115 of the *Public Services Reform (Scotland) Act 2010*, the Care Inspectorate lead joint inspections of services for children and young people across Scotland. The inspections look at the difference services are making to the lives of children, young people and families. They take account of the full range of work within a community planning partnership area including services provided by health visitors, school nurses, teachers, doctors, social workers and police officers. HMICS participates in these joint inspections and seconds two staff on a full-time basis. Reports are published by the Care Inspectorate.
- **Multi Agency Public Protection Arrangements (MAPPA)** – (*Ongoing to November 2015*) – The purpose of this joint review with the Care Inspectorate is to assess the state, efficiency and effectiveness of MAPPA in Scotland, in terms of keeping people safe and reducing the potential risk of serious harm by registered sex offenders in our communities.

The main review objectives are to:



- Assess how effective the responsible authorities are in the discharge of their statutory duties, under the terms of the Management of Offenders etc (Scotland) Act 2005, including adherence to guidance and good practise.
- Assess how effective the processes are in relation to MAPPA Significant Case Reviews and the arrangements that are in place to promote organisational learning development across the responsible authorities.

## Assessing Our Impact

An inspection does not end with the publication of a report. It is important that we ensure that our work adds value and assists in driving improvement. We proactively monitor the recommendations made and assess the extent to which they have been implemented. Monitoring progress in this way also helps us to assess whether a follow-up inspection is required to address any residual risk.

In agreement with the Police Scotland and the Scottish Police Authority, HMICS receives an update on the outstanding recommendations three times a year. This includes evidence as to the action taken and requests to discharge recommendations. We carefully consider these updates and requests and discharge recommendations where appropriate. This may involve short focussed pieces of follow up work.

In the longer term, HMICS monitors the impact of our inspection activity by assessing the extent to which our recommendations have been implemented and to what effect. We will create plans for assessing the longer term impact of each inspection, including how we will follow up the report, and how we monitor progress, using potentially varied sources of information. Thereafter, generally 12 months after publication, we will produce an impact assessment, providing an overview of the impact of the report including improvements that could reasonably be attributed to the inspection, alongside other causal factors. It considers the effectiveness of our

methodology and the scrutiny burden, with the emphasis on minimising the latter whilst still addressing the scrutiny risk and objectives of the inspection activity. This methodology will be reviewed during 2015.

## National Preventive Mechanism (NPM)

HMICS is a member of the United Kingdom's National Preventive Mechanism, a group of organisations designated under the *Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment* (OPCAT) to monitor places of detention and report on the treatment of and conditions for detainees. OPCAT recognises that detainees are particularly vulnerable and aims to prevent ill-treatment through establishing a system of regular visits or inspections to all places of detention. OPCAT requires that States designate a 'National Preventive Mechanism' (NPM) to carry out such visits to places of detention, to monitor treatment of and conditions for detainees, and to make recommendations for the prevention of ill-treatment.

The United Kingdom NPM is made up of 20 bodies who monitor places of detention across Scotland, England, Wales and Northern Ireland. This includes police custody, prisons, court custody, immigration and military detention, secure children's homes, and places where people are detained under mental health legislation. The NPM members have the power to enter places of detention and speak to detainees and staff in private.

As a member of the NPM, HMICS carries out regular inspections of police custody in Scotland. We publish reports of these inspections, identify good practice and make recommendations for improvement. The HMICS Custody Inspection Framework<sup>xix</sup> focuses on the treatment of and conditions for detainees and includes a range of indicators setting out what we expect to find during our custody inspections.



## OUR FRAMEWORK

Our approach to inspection is supported by our Scrutiny Framework, which provides structure to our activities and the means to transparently, consistently and objectively assess policing in Scotland.



Our Framework has been developed using the principles outlined in the *Public Sector Improvement Framework* self-evaluation model used in many public sector settings. It has been adapted to provide a scrutiny framework model to assist specifically in the inspection of elements of policing or the Authority. It will form the basis of any inspection but provides sufficient flexibility to be adapted so that the key themes and sub-elements reflect the purpose of the inspection to be undertaken. The framework will support us when conducting inspections by providing a structure within which we can ensure a consistent and professional approach to our work.

### Outcomes

We will focus on the overall performance of the organisation or part of the service and examine successes in delivering demonstrable, high-quality and improved outcomes for service users, communities and the public in general. We will also consider fulfilment of statutory duties.

### Leadership and Governance

We will assess the leadership of Police Scotland and the Authority and the governance, accountability and scrutiny arrangements that have been put in place to ensure that the service is delivering its overall vision of keeping people safe and meeting national, regional and local priorities.

### Planning and Process

We will examine the effectiveness of strategy and planning processes in ensuring services are inclusive and focussed on user needs. As well as strategies, plans and policies, we will also examine the work of the organisation or service in relation to its key functions, in particular the delivery and development of the services it provides, by itself or in partnership with others, and how these are measured.

### People

We will look at the people within the organisation, their motivation, satisfaction and contribution to the development of the organisation or service area. We will assess how employees are managed, developed and empowered, and consider communication processes and whether people feel rewarded and recognised for their efforts.

### Resources

We will consider whether the organisations or service area manage resources in the most efficient, effective and sustainable way, including corporate, financial and information resources and assets. We will assess whether this supports key activities and outcomes. We will also consider collaborative working, looking at whether shared resources are used as efficiently as possible to deliver shared outcomes. A key element of resourcing is the consideration of best value.



## Partnerships

We will look at how well partners work together to support the delivery of outcomes as well as the approach to managing partnerships. Key elements include developing an agreed vision and objectives and aligning information, assets and resources in partnership to achieve shared outcomes. We will consider how well partners jointly plan and cooperate in delivering integrated working and whether the partnership ethos has developed a positive culture of involvement and working together.

We will work with others to ensure our Framework reflects best practice and has the potential to develop into a wider self-assessment tool.

## OUR REPORTS

We will publish a number of reports each year, which will be laid before Parliament in accordance with our statutory obligations. We will provide the bodies we scrutinise with copies of our reports and publish them on our website. Where we are directed by Scottish Ministers, we will report to them and they will present these reports to the Scottish Parliament.

We will typically produce reports from our individual scrutiny activities through Local Policing+, Thematic Reviews, Continuous Improvement Reviews and Audit and Assurance Reviews. These will be published throughout the year in accordance with our Scrutiny Plan. The publication of any reports from Collaborative Inspections will ordinarily be undertaken by the lead inspection body responsible.

We will produce an Annual Report at the end of the fiscal year and provide information summarising our activities. This will include an assessment of our impact and how our activities contributed towards positive outcomes. We will also comment on the overall state, effectiveness and efficiency of policing in Scotland and on the performance of Police Scotland and the Authority. We will aim to publish our annual report in June of each year.

## OUR COMPLAINTS PROCESS

Our complaints handling procedure reflects our values and commitment to deliver a transparent inspectorate. It seeks to resolve complainer dissatisfaction as quickly as possible and to conduct thorough, impartial and fair investigations of complaints. Our Complaints Handling Procedure is published on our website.

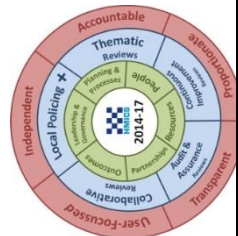
*Our complaints handling procedure does not extend to individual complaints about any police body, which should instead be addressed to the Police Investigations and Review Commissioner.<sup>xx</sup>*



## HMICS Scrutiny Plan 2015-16

This Plan is published in terms of Section 75 of the *Police and Fire Reform (Scotland) Act 2012* and sets out our priorities for inquiries to be carried out for the next 12 months. We will keep our Plan under review and may from time to time revise it. We will publish our Plan and any revised plan on our website and will make it accessible to those we consider are likely to have an interest in it.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Local Policing +</b>												
Local Policing Edinburgh												
Local Policing Dumfries and Galloway												
Local Policing (TBC)												
<b>Thematic Review</b>												
Cyber Policing												
Forensic Services												
<b>Continuous Improvement Reviews</b>												
SPA Leadership and Governance												
Strategic Planning and Performance												
<b>Audit and Assurance Reviews</b>												
Use of Facial Recognition Technology												
Stop and Search Phase 2												
Crime Recording												
<b>Collaborative Reviews</b>												
Children's Services (Led by Care Inspectorate)												
MAPPAs (Joint with Care Inspectorate)												
<b>Recommendations and Impact</b>												





## Document References

- <sup>i</sup> <http://www.hmics.org/publications/corporate-strategy-2014-2017>
- <sup>ii</sup> <http://www.scotland.gov.uk/About/Performance/scotPerforms/outcome/pubServ>
- <sup>iii</sup> Police and Fire Reform (Scotland) Act 2012, Section 74(2)(a)
- <sup>iv</sup> Police and Fire Reform (Scotland) Act 2012, Section 74(2)(b)
- <sup>v</sup> Police and Fire Reform (Scotland) Act 2012, Section 74(1)
- <sup>vi</sup> Police and Fire Reform (Scotland) Act 2012, Section 76(1)
- <sup>vii</sup> Police and Fire Reform (Scotland) Act 2012, Section 77
- <sup>viii</sup> Police and Fire Reform (Scotland) Act 2012, Section 80
- <sup>ix</sup> Police and Fire Reform (Scotland) Act 2012, Section 79
- <sup>x</sup> <http://www.scotland.gov.uk/Resource/Doc/198627/0053093.pdf>
- <sup>xi</sup> <http://www.scotland.gov.uk/Resource/Doc/352649/0118638.pdf>
- <sup>xii</sup> <http://www.audit-scotland.gov.uk/work/scrutiny/schedule.php>
- <sup>xiii</sup> Police and Fire Reform Scotland Bill Policy Memorandum, Paragraph 3.
- <sup>xiv</sup> Police and Fire Reform (Scotland) Act 2012, Section 74(2)(b)
- <sup>xv</sup> <http://www.hmics.org/what-we-do/national-preventive-mechanism-npm>
- <sup>xvi</sup> Police and Fire Reform (Scotland) Act 2012, Section 37(1)&(2)
- <sup>xvii</sup> <http://www.hmics.org/publications/hmics-audit-and-assurance-review-stop-and-search-phase-1>
- <sup>xviii</sup> <http://www.hmics.org/publications/hmics-crime-audit-2014>
- <sup>xix</sup> <http://hmics.org/publications/hmics-custody-inspection-framework>
- <sup>xx</sup> <http://pirc.scotland.gov.uk/>





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**To: HOUSING & COMMUNITY SAFETY POLICY BOARD**

**On: 25 August 2015**

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**Report by: DIRECTOR OF COMMUNITY RESOURCES**

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**Heading: COMMUNITY SAFETY PARTNERSHIP, OPERATIONAL UPDATE**

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## **1. Summary**

- 1.1 This report provides an update for the Housing and Community Safety Policy Board on recent activities carried out by the Renfrewshire Community Safety Partnership, including information on:
- environmental enforcement and improvement activities;
  - protecting vulnerable residents;
  - building safer communities;
  - diversionary activities;
  - the development of the integrated control room and CCTV.
- 1.2 The Community Safety Partnership Service and Operational Performance Report is attached as Appendix 1 and provides information on the performance of the Community Safety Partnership for financial year 2014/15. The performance information for the 3 previous financial years has also been included for comparison. The Community Safety Partnership activities include the Antisocial Investigations, Youth Team, Noise Enforcement Team, Mediation and Wardens Services.
- 1.3 Mediation and antisocial behaviour referrals have reduced due to proactive work by the Community Safety Hub.
- 1.4 The Community Safety Partnership has extended the utilisation of CCTV cameras as they are proving very effective in tackling antisocial behaviour.
- 1.5 Partnership working between Police Scotland and the Noise Enforcement Team is ensuring that domestic noise calls are being responded to in a timeous manner.

- 1.6 The Warden Service in December 2013 extended their working hours to tackle antisocial behaviour at peak times.
  - 1.7 The Community Safety Partnership's service pledges are continuing to be maintained a high level of 95% or above.
  - 1.8 Our community safety initiatives are recognised nationally as best practise.
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## **2. Recommendations**

That the Housing & Community Safety Policy Board note the content of this progress update report.

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## **3. Environmental Enforcement and Improvements**

### **3.1 Clean Up Europe Day 2015**

Several clean-up campaigns have been implemented in Europe over the past years to tackle litter problems. The European Clean-Up Day, "Let's Clean Up Europe!" brings these initiatives together to have a Europe-wide clean-up event that takes place on the same day all over the continent; involving and reaching as many citizens as possible. This year European Clean-Up Day took place on 8-10 May 2015. Nearly 300 Renfrewshire residents including over 150 children 'did their bit' by participating in 7 clean ups / litter picks in various locations including school grounds, public land and local neighbourhoods. These events were organised by environmental volunteer groups, primary schools and local businesses with support from Renfrewshire Council. We helped these participating groups by supplying litterpicking equipment and arranging uplift of the rubbish collected.

### **3.2 Noise Action Week**

In May, Noise Action Week 2015 took place to raise awareness of noise. Noise Action Week was co-ordinated by Environmental Protection UK who work year round assisting the work of professionals in noise management. The Community Safety Partnership supported the initiative by delivering a 'road show' focused on raising awareness of domestic and commercial noise. The Safe Bus travelled to a shopping area in a different LAC area each day during the Noise Action Week (including Paisley Town Centre & Braehead Shopping Centre). Noise Enforcement and Environmental Health Officers were available to give advice to the public on noise issues including:

- How excessive noise affects people;
- The work undertaken by the Council to control excessive noise;
- How to make complaints regarding domestic and commercial premises;
- A demonstration of noise monitoring equipment;
- Advice on acceptable decibel levels for various times of day and how the volumes of noise relate to decibel readings;
- The new working hours of the Night Noise Team and Wardens Service.

Residents who attended the road shows were keen to learn about our services and on some occasions highlighted noise issues they were experiencing. Some of these issues were anti social behaviour complaints that we referred to appropriate officers to be investigated.

### **3.3 Rural Watch**

In May 2015, Renfrewshire Rural Watch was launched. Renfrewshire Rural Watch is an independent crime watch group made up of farmers, land managers and rural businesses keen to share information and deter crime in their area. Similar to Neighbourhood Watch, the scheme is supported by Police Scotland, Renfrewshire Wardens, Scottish Land and Estates and the Scottish Countryside Alliance. Rural Watch is designed to make rural Renfrewshire secure against illegal activity such as theft and environmental crime, including wildlife crime and crimes against animals by creating a network of people who can share information and report suspicious activity to police. Police Scotland has introduced two dedicated rural officers who will undertake cycle and foot patrols within villages and mobile patrols across various estates, farms and the rural road network. Rural Watch signs will be displayed on roads, farm gates, steadings and road ends to publicise the scheme and deter criminals.

This new initiative will also see the introduction of two dedicated rural policing officers who will provide greater police visibility across rural Renfrewshire. These officers will be seen on cycle and foot patrols within the villages and will carry out mobile patrols across the various estates, farms and rural road network. They will receive specialist training with regard to wildlife crime and will be on hand to deal with some of the issues experienced on the local estates and farms.

This is a new scheme set up with the support of Police Scotland's Area Commander for Renfrewshire in conjunction with Elderslie Estates, Scottish Land and Estates, Scottish Countryside Alliance and Lycetts.

## **4. Protecting the Vulnerable**

### **4.1 I Am Me/Keep Safe**

In June, Renfrewshire Council (Safer and Stronger Renfrewshire Partnership) was a finalist at 2015 Alarm Risk Awards. This was the fourth year in succession that a project from Renfrewshire Community Safety Partnership has been shortlisted in these awards. This year we were runners up for the UK aware with the judging panel highly commending the community safety initiative, I Am Me and Keep Safe. I Am Me is a multi award winning community project which is supported by Renfrewshire Council and works in partnership with Police Scotland to raise awareness of disability hate crime. The project has two key initiatives - I Am Me and Keep Safe. I Am Me works with a range of partners to raise awareness of disability hate crime through innovative and engaging methods, such as drama and education. Keep Safe works with a network of local businesses to create safe places for disabled, elderly and vulnerable people when out in the community. Both initiatives are currently being rolled out across Scotland in partnership with Police Scotland and a number of other Scottish local authorities.

## **5. Building Safer Communities**

### **5.1 Stalled Spaces**

Renfrewshire Council has secured £20,000 of funding in 2015/16 to bring derelict or vacant land back to temporary use within the Renfrewshire area as part of the wider Stalled Spaces Scotland programme, managed by Architecture & Design Scotland. Community groups can apply for this funding in amounts of £250 - £5,000. In May 2015, Engage Renfrewshire hosted two community engagement events to promote Stalled Spaces to community groups and educational establishments. Since these community engagement events, several community groups have expressed an interest in applying for projects. The Greener Renfrewshire Thematic Board will assess their applications in August 2015 and at future thematic board meetings.

### **5.2 Brighter Renfrewshire Alcohol Awareness Week (BRAW)**

During June 2015, Renfrewshire Alcohol and Drug Partnership and Renfrewshire Community Planning Partnership hosted an alcohol awareness week, known as BRAW (Brighter Renfrewshire Alcohol Awareness Week). BRAW aims were to:

- Promote sensible drinking messages;
- Encourage people to seek support;
- Change attitudes to alcohol;
- Involve communities in tackling alcohol issues;
- Prevent or reduce harm caused by alcohol;
- Celebrate and support recovery from addiction.

Renfrewshire's inaugural BRAW Week took place on 15 – 19 June 2015, with the Renfrewshire Community Safety Partnership supported the week through the deployment of the Safe Bus at Bridge Of Weir and Barshaw Gala Days where the aim was to engage the community in a fun & interactive way about the effects of alcohol. As well as promoting safe drinking messages, we used "Alcohol Goggles" which simulate the experience of being uncoordinated as well as navigating/driving remote control cars around a predetermined obstacle route highlighting the serious consequences of drink driving and the inevitable consequences.

The Street Stuff programme also took part, with the new Youth Bus and Street Football present at the BRAW Street Party at Abbey Close, Paisley on 19th June 2015. The party also had live music, Science Centre Bodyworks, face painting, food and mocktails which all helped to create a family fun event.

## **6. Diversionary Activities**

### **6.1 Street Stuff**

In May 2015, Street Stuff and the national Bank of Scotland Midnight League initiative hosted the annual 'Festival of Football' at St Mirren Park in Paisley. The Bank of Scotland Midnight League is a national network of 5-a-side football supported by the Scottish Football Association (SFA). SFA coaches were able to team up with Street Stuff co-ordinators to run the festival. Over 300 young people from across five Council

areas (Renfrewshire, Glasgow, East Renfrewshire, Inverclyde, Argyle & Bute) took part in the 5-a-side games. The tournament received funding from the CashBack for Communities initiative which takes money recovered under the Proceeds of Crime Act and invests it back into local communities. This allowed players aged 10-16 to demonstrate their skills on the St Mirren main pitch. There were ultimately 4 victorious teams who all received winners' medals for their different age groups and all participants were able to meet several members of St Mirren's first team squad.

## 6.2 **Street Stuff Evaluation Follow Up**

The University of the West of Scotland undertook an independent evaluation of the Street Stuff programme during 2014. As a follow up in 2015, Social Work students from the University have been undertaking observation placements. In this quarter, 2nd year students visited 2 days per week over a 10 week period. They were shown how Street Stuff links into Social Work in practice. The feedback from students on the Street Stuff programme was very positive:

- *Street Stuff is giving children and young people an opportunity to thrive and develop. They have somewhere to go and something to do without getting themselves into trouble.*
- *The staff team get down to the children's level, having fun with them and building up a positive relationship, which in turn allows the child to feel comfortable to open up and share any concerns or worries.*
- *Issues or concerns can then be linked in with other agencies to get the appropriate support and help for the young person and their families.*
- *We gained more experience and knowledge from attending Street Stuff than we would have at a traditional social care setting due to the amount of partnership working.*

These pilot Social Work student observation placements have been successful, so further placements have been scheduled and will continue on a yearly basis. This will allow us to gain independent evaluation data on the Street Stuff programme on a regular basis.

## 7. **Integrated Control Room & CCTV System**

- 7.1 Construction works for the new integrated control room and CCTV network are progressing and are nearing completion, allowing the service to begin moving into the Community Safety Partnership Hub next month. All existing public space cameras on the network, have now been upgraded with the further 10 new cameras installed during July 2015. The improved mobile camera functionality is now being provided through the new mobile CCTV vans used within the Wardens Service. The current control room is now operating with upgraded software and functionality, which is producing images of a much higher quality than was previously possible. The CCTV system will continue to operate from Mill Street Police Divisional Headquarters until migration to the new integrated control room.

## 8. Background

- 8.1 Renfrewshire Community Safety Partnership is made up of services provided by Investigators, Youth Team, Noise Enforcement, Mediation, Wardens and CCTV. The Partnership is operationally managed within Community Resources and works in close partnership with other Council services, Police Scotland and Scottish Fire and Rescue Service to form the Community Safety Hub within Renfrewshire House.
- 8.2 Street Stuff is the Safer Renfrewshire Partnership's primary diversionary project with partners including Renfrewshire Council, St Mirren Football Club, Engage Renfrewshire, Police Scotland, and Scottish Fire & Rescue Service. Street Stuff delivers diversionary activities for young people in antisocial behaviour hotspots throughout Renfrewshire. This includes street football, and five 'Boxes' (mobile containers with games consoles; music and other activities aimed at young people). In addition, there is access to stadium facilities at St Mirren including professional gym equipment, table tennis and an indoor dome pitch. Activities are programmed and targeted to take place in key areas where evidence shows that diversionary activities will help to reduce youth antisocial behaviour. In 2014-15, over 25,000 young people have participated in Street Stuff events.
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### **Implications of this Report**

1. **Financial** - none.
2. **HR and Organisational Development** – none.
3. **Community Planning**

**Safer and Stronger Renfrewshire** – The Community Safety Partnership contributes towards Renfrewshire being a safe and secure place for those living, working or visiting the area, using intelligence led joint tasking arrangements. It addresses antisocial behaviour & crime and supports youth diversionary and education programmes.

**A Greener Renfrewshire** – Through tackling environmental crime, community safety activities supports a cleaner and more attractive Renfrewshire.

**Renfrewshire forum for Empowering Communities** – Engaging with communities and encouraging voluntary work to improve the local area.

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 and Safety** – none.
9. **Procurement** – none.
10. **Risk** – none.
11. **Privacy Impact** – none.

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**List of Background Papers** - none

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**Community Safety Partnership  
Service & Operational Performance Report  
April 2014 – March 2015**

## Community Safety Partnership, Service & Operational Performance Report April 2014 – March 2015

### 1. MEDIATION

- 1.1 Table 1 provides information on the number of referrals received by the Mediation Service within the Community Safety Partnership. The aim of mediation is to facilitate the resolution of disagreements between neighbours. The service is available to all residents of Renfrewshire, regardless of tenure (i.e. Council, Owner occupiers, Housing Associations, etc.) and deals with a range of problems including neighbour noise, loud music and low level harassment.
- 1.2 Mediation referrals were at a low point in 2012-13. Therefore we made more proactive referrals via the Community Safety Hub and focused our daily tasking arrangements to ensure early intervention before antisocial behaviour escalated further. This led to an all time high in Mediation referrals in 2013-14. There was a significant decrease in 2014-15. This was considered a natural drop as only new disputes were referred during the financial year. The number of cases progressing to full mediation sessions also reduced slightly. However this was offset by maintaining a high number of cases where the situation improved after initial mediation intervention.

**Table 1**

Mediation Service	2011-12	2012-13	2013-14	2014-15
Referrals	255	244	407	311
Referrals leading to a full mediation session	22	21	17	13
Cases resolved through mediation session	17	14	8	7
Cases where situation improved after mediation intervention	34	34	42	40

### 2. ANTISOICIAL BEHAVIOUR INVESTIGATIONS

- 2.1 Table 2 provides information on the number of referrals per annum received by Investigators (both public & private sector) and the Youth Team within the Community Safety Partnership. Similarly with Mediation, Antisocial behaviour (ASB) referrals decreased in 2014-15 after more proactive work by the Community Safety Hub and daily tasking led to a surge in 2013-14. Investigator and Private Sector referrals reduced slightly to return to normal levels which are similar to 2012-13 totals.
- 2.2 The number of Youth referrals reduced in 2014/15 as anticipated but still remained at a high level. This can also be attributed to the Community Safety Hub and daily tasking process which includes input and intelligence from the successful Street Stuff programme. Information sharing and dissemination is ensuring that more young people

are being identified earlier, subsequently monitored, and then diverted into more meaningful activities at a much earlier stage.

**Table 2**

<b>ASIST</b>	<b>2011-12</b>	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>
Investigator referrals	161	156	162	141
Private Housing Officer referrals	150	121	178	130
Youth referrals	97	157	255	192
<b>TOTAL</b>	<b>408</b>	<b>434</b>	<b>595</b>	<b>463</b>

### 3. OUTCOMES

- 3.1 Table 3 provides information on the outcomes for ASB cases after investigations have concluded. The proportion of cases where there is no reoffending within 6 months remained high over the last few years, averaging at around 93% and was sitting at 92% in 2014/15. This reflects the reduction in youth cases which have a significantly higher reoffending rate than adult cases.
- 3.2 Nearly all ASB Investigation activities reduced in 2014/15 which corresponds with the reduction in the number of referrals. The exception was the installation of CCTV cameras which are proving effective in reducing incidents of reoffending in relevant situations where evidence shows they may be effectively deployed. To support this we inherited 3 CCTV cameras from the former Planning & Transport Department, and there was also a significant increase in referrals via the Community Safety Hub and Police Scotland.

**Table 3**

<b>Outcomes /Outputs</b>	<b>2011-12</b>	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>
ASIST cases reoffending within 6 months	24	25	47	36
Proportion of antisocial cases reporting no further incidents within 6 months of our investigation	95%	96%	90%	92%
Contact with complainers	1815	1864	2219	1482
Visits to perpetrators	880	919	1068	837
Leaflet drops to communities	140	191	199	163
CCTV installations	13	14	12	27
Youth Notices served	63	55	111	55

Acceptable Behaviour Contracts	1	10	3	6
ASBO's	0	0	0	0

#### 4. DOMESTIC NOISE ENFORCEMENT

- 4.1 Table 4 provides information on complaints during 2014/15 to our Noise Enforcement Team for domestic noise from dwelling houses. The number of incidents reported to the Noise Team decreased slightly, but partnership working with Police Scotland ensured noise complaints were regularly referred. Response times continue to remain at a good level with average time below 30 minutes (0.46 hours) to attend. There was a significant increase in Fixed Penalty Notices being issued after initial warnings. However, the number of notices is within the expected range based on the number of warnings given.

**Table 4**

Domestic Noise Complaints	2011-12	2012-13	2013-14	2014-15
Settled without attendance on site	398	440	653	601
Required attendance on site	729	613	591	552
Total complaints	1127	1053	1244	1153

Average time (hours) to attend complaint	0.3	0.4	0.42	0.46
Warnings Given	143	141	95	102
Fixed Penalty Notices Issued	8	8	2	10

#### 5. ENVIRONMENTAL ENFORCEMENT NOTICES ISSUED

- 5.1 Table 5 provides information on environmental enforcement activity carried out by the Wardens Service. Enforcement activity has significantly reduced in recent years and this continues in 2014-15. Enforcement action has become more difficult as our education programmes and visible warden patrols have made the public more conscious of them. Litter and the enforcement of the smoking ban remain the highest enforcement activities within the Wardens Service. Dog fouling complaints remain high (see table 6) and unfortunately awareness of patrols by the Wardens has reduced the number of offences being witnessed. We are currently reviewing the visibility of wardens on patrol with a view to making their uniform less visible, to increase the likelihood of issuing Fixed Penalty Notices (FPNs) to perpetrators in the future.
- 5.2 Fly-tipping is the only enforcement activity which has seen significant increases in enforcement notices issued in recent years. During 2014-15, the wardens were more proactive in their investigations, sometimes monitoring cases over several months and

utilising CCTV cameras. This led to the increase in the issuing of FPNs for Fly-tipping and the clean up of a number of significant long term fly-tipping sites which has continued during 2015/16.

**Table 5**

<b>Enforcement Activity</b>	<b>2011-12</b>	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>
Litter	421	399	214	117
Dog Fouling	137	129	65	41
Fly-tipping	19	12	12	40
Smoking Ban related	132	147	96	53
Excessive Emissions	4	4	11	13
Abandoned Vehicles	15	7	15	8
Dog Control	0	13	32	19
<b>Total Enforcement Activity</b>	<b>728</b>	<b>711</b>	<b>445</b>	<b>291</b>

## 6.

### WARDEN SERVICE REQUESTS

- 6.1 Table 6 provides the number of requests for the Wardens Service over the last 4 financial years. In 2014/15, requests for Warden Service intervention continued to be less than during the previous financial years. Analysing the data further, highlighted that the working hours of the Warden Service required to be extended to tackle antisocial behaviour at peak times. In December 2014, the new working hours of the Warden Service were introduced:

Wardens new hours of work	Monday – Thursday	Friday & Saturday	Sunday
Summer	8am - 11pm	8am till midnight	12am – 11pm
Winter	8am - 10pm	8am till midnight	11am – 10pm

This has lead to an increase of ASB calls in 2015, and we anticipate a corresponding increase in warden service requests in 2015/16.

- 6.2 Dog fouling remains the most common complaint to the Wardens Service. There have been a number of dog fouling campaigns undertaken by the service to highlight, and better respond, to this issue. We have been encouraging our communities to report these issues to us anonymously, allowing prevention/enforcement activity to be better targeted at times and locations of concern. However, the key difficulty in addressing this issue is visibility of the wardens. Options to address this are being looked at.
- 6.3 Street disorder calls remained at a constant low compared to previous years. This is considered to be as a direct result of the improved partnership working approach and the increased deployment of Street Stuff activities through the Community Safety Hub to better target resources and support where it is most required.

**Table 6**

<b>Service Requests</b>	<b>2011-12</b>	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>
Smoking	149	149	104	59
Dog related	1660	1892	1963	1781
Public health	372	383	309	76
Environmental	1406	1470	1126	1111
Street disorder	1148	816	486	487
Estate management	539	442	532	344
Noise	250	350	323	323
Threatening behaviour	33	56	46	25
Vehicle issues	198	176	207	322
Community safety	739	579	488	462
<b>Total</b>	<b>6494</b>	<b>6313</b>	<b>5584</b>	<b>4990</b>

## 7. COMMUNITY CLEAN UPS

- 7.1 Table 7 provides information on community clean ups in each Local Area Committee (LAC) area. There was a marked decrease in community clean up activities in the Renfrewshire area in 2014-15. In previous years, we promoted the 'Do Your Bit' initiative with proactive communications with the community via LACs; schools; community groups and community councils. In 2015/16, we are returning to a more proactive approach by encouraging the community to be more involved in this positive activity.

**Table 7**

<b>Litter Pick Events</b>	<b>2011-12</b>	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>
Paisley North	19	23	26	6
Paisley South	7	27	29	10
Erskine & Riverside	10	17	39	15
Johnstone & Villages	10	21	18	9
Renfrew & Gallowhill	12	14	21	11
<b>Totals</b>	<b>58</b>	<b>102</b>	<b>133</b>	<b>51</b>



## 8. COMMUNITY SAFETY ACTIVITIES

8.1 Community Safety Services were also involved in a number of engagement, diversion, educational, public reassurance and environmental activities, to change behaviour and promote sustainable and vibrant communities throughout 2014/15. Listed below is an outline of some of these activities.

### 8.2 Education/Diversion

**Safe Kids** - Safe Kids is a community safety partnership educational event carried out over a three week period each March, involving St Mirren FC; Scottish Fire & Rescue; Police Scotland; Community Safety and other Council Services as well as relevant partnership organisations. Workshops were delivered to all Renfrewshire Primary 6 pupils regarding antisocial behaviour including vandalism; alcohol and drug awareness; internet safety; fire safety; litter and dog fouling.

**School Talks** – There were a range of promotional and educational visits to Renfrewshire School pupils undertaken by the Community Safety Partnership. These were targeted at P7 pupils in all Primary schools and S1 pupils in all Secondary schools throughout Renfrewshire encouraging young people to make better choices around responsible citizenship and community safety, and raise awareness of the impact of antisocial behaviour on the community.

In partnership with Scottish Fire & Rescue and Police Scotland, we undertake Firework Safety talks to all S1 and S2 pupils within Renfrewshire High Schools to raise awareness of the dangers around the use of fireworks and the consequences when things go wrong, encouraging their attendance at organised firework displays.

**Fire Reach** – Fire Reach is a 4 day programme run by Scottish Fire and Rescue Service and supported by our Youth Officers. They worked with a group of young people who had been, or were, at risk of being involved with fire related crime within Renfrewshire. The programme raised awareness of the dangers involved with handling fire and other related antisocial behaviours, with input from community safety partners such as Police and Wardens. The young people also experienced activities at the fire service training centre in Cowcaddens, Glasgow and learned about the risks facing fire-fighters in real life.

**Street Stuff** - Street Stuff is a partnership project of diversionary activity with Renfrewshire Council; St Mirren Football Club; Scottish Football Association; Engage Renfrewshire; Police Scotland, and Scottish Fire & Rescue Service. We delivered diversionary activities for young people in antisocial behaviour hotspots throughout Renfrewshire. This included street football, and five 'Boxes': mobile containers which provided games consoles; music and other activities to young people in LAC areas. In addition there was access to stadium facilities at St Mirren where gym equipment and table tennis provided as well as access to the Dome pitch.

**Kick and Collect** - An extension of the Street Stuff programme which encouraged young people to get involved with looking after their own communities. Young people carried out activities such as litter picks and graffiti removal, and in return for their hard work were offered recognition through being given football tickets, snowboarding or cinema tickets donated by partners and local businesses.

### 8.3 Public Reassurance

**Bonfire Night** - The Community Safety Partnership supported the work of Scottish Fire and Rescue Service on bonfire night by co-ordinating CCTV cover for fire fighters, with Wardens and Police attending call-outs in areas where there was a likelihood of attacks. This helped ensure the safety of officers by providing a visual deterrent, and if necessary evidence of attacks on fire crews. Prior to the 5 November, Wardens patrolled the local area ensuring that materials being used to create unofficial bonfires were identified and then removed by StreetScene Services.

**Safer Streets** – Community Safety Partnership supported visitors to Paisley Town Centre over the festive period by providing additional Warden and Police patrols; taxi marshalling; Safe bus treatment facility for minor injuries, and giving out practical safety awareness materials such as anti-pickpocket bells. The 2014 Paisley Lights Switch On was especially busy with 32,000 people in attendance. Wardens provided additional support with a community safety and crowd management role including operating the 'lost children' service.

**School Watch** – School Watch was carried out during school holidays throughout the year, with regular Warden and Police patrols of schools and other buildings taking place. Analytical work helped to direct resources to cover times and locations where youth disorder and vandalism has been demonstrated in the past.

### 8.4 Environmental Issues

**Vehicle Emissions Testing** - The Community Safety Hub coordinated two days of action on excessive vehicle emissions, in conjunction with Police Scotland and Licensing Standards in November 2014 and March 2015. A total of 561 vehicles were tested with 13 failing the prescribed test. Licensing Standards Officers tested a total of 56 taxis/private hire cabs and 8 notices were issued for various defects.

## 9. SERVICE PLEDGES

- 9.1 Table 8 provides information on meeting the Community Safety customer service pledges. Service pledge compliance levels have remained consistently high over the last few years. In 2013-14, the percentage of 'visits to persons being complained about' carried out within 10 days was at a low of 95% but improved during the 2014/15 financial year. This will continued to being closely monitored.

### Table 8

<b>Service Pledges</b>	<b>2011-12</b>	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>
Visit both neighbours within 5 working days	100%	100%	100%	100%
Offer those involved an initial mediation session within 5 working days	100%	100%	100%	100%
Contact complainer within 3 working days	99%	99%	98%	99%
Visit other affected neighbours within 5 working days	97%	100%	99%	99%
Consult other agencies within 5 working days	100%	100%	100%	100%
Visit the person being complained about within 10 working days	99%	97%	95%	96%

## 10. AWARDS

In 2014, Renfrewshire Council (Safer and Stronger Renfrewshire Partnership) won the Alarm Annual Awards for 'Community Risk' and was runner up at the APSE Awards for 'Best Public Partnership Working Initiative'. We were successful in these prestigious UK awards for our community safety initiatives including Safe Kids, Firereach and Youth Offending Project.



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**To: Housing and Community Safety Policy Board**

**On: 25 August 2015**

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

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**Heading: Customer Engagement Annual Report 2014/15**

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**1. Summary**

- 1.1 The Customer Engagement Annual Report for 2014/15 is attached as an appendix to this Board Report. The Annual Report reviews progress made in relation to our Customer Engagement Strategy and highlights what we have achieved in the previous 12 months. It also outlines the financial and other resources being made available by the Council to promote tenant involvement.
- 1.2 It also sets out what we want to achieve for the year ahead taking into account various factors which will influence how we consult and engage with our tenants and other customers.
- 1.3 The report will be made available to tenants' and residents' groups, staff and partner organisations. Copies will also be made available at the Customer Contact Centre and at our Johnstone and Renfrew offices and we will place an advert in the next tenant's newsletter, 'The Peoples News', to indicate where tenants can obtain a copy.
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**2. Recommendations**

It is recommended that the Policy Board:

- 2.1 Notes the contents of the Customer Engagement Annual Report 2014/15.

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### 3. **Background**

- 3.1. The Housing (Scotland) Act 2001 requires all local authorities and registered social landlords to:
- Implement, monitor and review a Tenant Participation Strategy;
  - Establish and maintain a register of tenants' and residents' organisations; and
  - Notify individual tenants and tenants' organisations on proposals relating to housing management, service standards and the Tenant Participation Strategy, and take account of their views.
- 3.2. The August 2010 Housing and Community Safety Policy Board approved the Customer Engagement Strategy. This builds on the existing Tenant Participation Strategy, but extends it to include other customers who are not tenants. Since then, a Customer Engagement Annual Report has been prepared and reported to the Policy Board. This reviews progress made in the last year, and sets out what we are looking to achieve in the coming year in terms of tenant participation and customer engagement.

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### **Implications of the Report**

1. **Financial** – The cost associated with providing support to recognised groups will be met from existing budgets.
2. **HR & Organisational Development** – None.
3. **Community Planning – Empowering our Communities** - The Customer Engagement Annual Report demonstrates our commitment to involving local people and supporting residents to communicate with the Council, its partners and other agencies  
  
**Safer and Stronger** - Resident involvement in service development can help create more stable communities. This Report shows what is being done to promote tenant/ resident involvement.
4. **Legal** - The Housing (Scotland) Act 2001 requires all local authorities and registered social landlords to implement, monitor and review a Tenant Participation strategy.
5. **Property/Assets** – None.
6. **Information Technology** – None.

7. **Equality & Human Rights – None.**

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.

The results of the assessment will be published on the Council's website.

8. **Health & Safety – None.**

9. **Procurement – None.**

10. **Risk – None.**

11. **Privacy Impact – None**

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**List of Background Papers**

(a) **Background Papers – None.**

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# Customer Engagement Annual Report 2014/15

**Housing Strategy and Development**

**Development & Housing Services**

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## Introduction

This year's report outlines how we have engaged with our different customer groups over the period April 2014 to March 2015. For the past couple of years, we have moved away from reporting specifically on Tenant Participation (TP), which we have historically done, to a wider remit of reporting on how we have engaged with our broader customer base and we will continue to develop the methods we use for engaging with our broader customer base.

Nevertheless, the formal TP structure is important and underpins the relationship between the Council as a social landlord and Council tenants as demonstrated in sections 1, 2 and 3 of this report.

Along with other public sector organisations, the Council is in one of the most challenging periods of recent times as the financial context within which it is operating has become tighter. The need to make savings and efficiencies mean that the Council is facing a very difficult financial outlook. However in spite of this, the service must continue to make the best possible use of its resources to meet the challenges it will face. Customer engagement remains essential for ensuring we provide 'fit for purpose' services, which meet the needs and expectations of our stakeholders.

This report outlines our progress over the last year, and also details how we plan to expand and develop this over the year ahead. The actions we will undertake during 2015/16 reflect a number of major drivers which are influencing our approach to customer engagement, these include

- Our requirements under the Scottish Social Housing Charter to involve tenants and other customers in the scrutiny of our performance
- The continual development of consultation and engagement with all our customer groups
- The development of a revised Customer Engagement Strategy, to reflect the priorities and outcomes we wish to achieve in the coming years

### 1. Developing Renfrewshire's Customer Engagement Strategy

The Housing (Scotland) Act 2001 requires every social landlord to have a strategy on how they will involve tenants in shaping and monitoring the service they receive, including:

- housing management, repairs and maintenance policies;
- standards of service to be provided in relation to housing management, repairs and maintenance policies; and
- any proposal to change landlord.

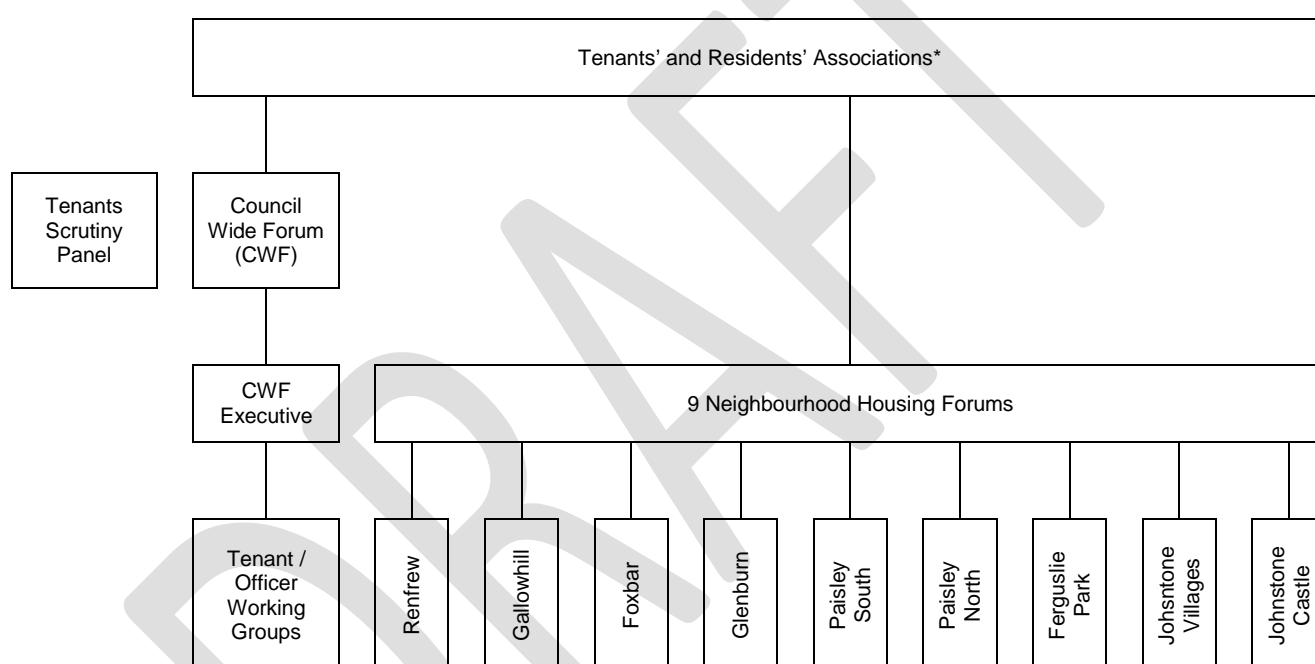
Our current Customer Engagement Strategy recognises these areas, but also sets out our plans for widening the scope of engagement across the range of Development and Housing services to reach a broader range of customers.

This complements and strengthens the formal arrangements for tenant participation and reaffirms our commitment to involving tenants in the decision making process.

During 2014/15, we developed opportunities for engaging with tenants who are not active in tenants' organisations and not part of the formal TP structure (see section 4, below).

## 2. Our Tenant Involvement Structure

Our current structure was introduced in April 2011 with the addition of the Tenants Scrutiny Panel during 2013. The structure maximises the use of available resources and provides a focus on local housing and housing related issues. It allows tenant groups to raise issues or concerns with local operational staff who can either deal with matters directly or liaise with the appropriate staff in other Council services or partner agencies.



\*Tenant and Resident Associations on Renfrewshire Council's Enhanced Register

The key elements of this structure are:

- a. **Registered Tenants' Organisations (RTOs)** – The Council keeps a register of all Tenants Organisations in Renfrewshire. Tenant organisations which meet the Council's registration criteria (as agreed by the Housing and Community Safety Policy Board in August 2010) are included in Renfrewshire's Enhanced Register of Tenant Organisations.

These groups have full access to the Council's Tenant Participation Structures (including participation in the Neighbourhood Housing Forum, Council Wide Forum and Council Wide Forum Executive) and are eligible for grant funding from the Housing Revenue Account.

The annual registration process for 2014/15 was carried out during July and August 2014 and as of September 2014, there were 11 tenant organisations on the Enhanced Register of Tenant Organisations in Renfrewshire. See table 1 below,

Bridge of Weir	Gallowhill	Quarrelton
Caledonia Glen	Johnstone Castle	Whitehaugh
Charleston	Maxwellton Court	Williamsburgh
Ferguslie Park North	Provost Close	

**Table1:** List of Enhanced Tenant and Resident Associations.

There are 7 other groups which are on the Register of Tenant Organisations but which do not currently meet the enhanced registration criteria.

The re-registration process for 2015/16 is taking place during July and August 2015 and our Tenant Consultation Officer is working with the Tenant and Resident Associations to offer assistance to help them meet the enhanced criteria.

Representatives of Registered Tenants Organisations are consulted by Council officers on a wide range of housing-related issues affecting their members through the various forums and groups in our tenant participation structure. They are also able to influence the development of housing policy and services.

- b. **Neighbourhood Housing Forums** – The Neighbourhood Forums concentrate on the day to day issues which affect tenant representatives – for example, particular problems with empty properties or antisocial behaviour. Officers from Development and Housing Services liaise with other Council services and partner organisations about issues raised by tenant representatives at the Forums.

The Forums monitor performance in their area, and progress in relation to any local housing initiatives. They also agree and prioritise small-scale environmental works.

Although nine Neighbourhood Forums are in the formal structure Johnstone Villages and Johnstone Castle have agreed to meet together, and Renfrew and Gallowhill have also agreed to meet together, giving a total of seven Neighbourhood Housing Forums.

The Forums are chaired by the Neighbourhood Services Coordinator for that area, and agenda items at Forum meetings have included:

- Local performance statistics (rent arrears, voids, anti-social activity)
- Estate Management issues
- Repairs
- Scottish Housing Quality Standard

A large part of the Forums remit is to agree on small scale local environmental works to help enhance the neighbourhoods in which they operate. During 2014/15, the total amount made available to the Forums for these works was £330,000. Examples of the type of work approved by the Forums include;

- hedge removal
- fencing, slabbing, monoblocking
- handrails at common paths
- close, door, fence painting
- security lights
- high spec door entry systems
- cleaning of communal launderette floor and wall tiles

- hard landscaping of backcourts
- power washing of slabbed areas

- c. **Tenant Scrutiny Panel** – The Tenants Scrutiny Panel (TSP) was set-up in 2013 as another vehicle for tenant involvement and to provide a mechanism for tenants to examine and evaluate our performance in specific service areas. Renfrewshire Council was selected as one of only 4 organisations within Scotland to participate in the Scottish Government funded pilot scrutiny training programme 'Stepping Up to Scrutiny'.

In March 2015 the members of the TSP were presented with a certificate in recognition of them completing the 'Stepping Up to Scrutiny' programme at the Chartered Institute of Housing Conference in Glasgow.

The first scrutiny exercise carried out by the TSP looked at the standard of our empty properties and this exercise resulted in an action plan to help improve the service we provide and the actions within this action plan have now been completed.

During 2014/15 new members were recruited to the TSP and refresher training delivered by outside consultants was provided. The TSP are currently undertaking their second scrutiny exercise, reviewing the experience of our customers at the Customer Service Centres in Renfrew, Johnstone and Paisley.

- d. **Council Wide Forum** - All Enhanced Registered Tenants' Organisations are invited to send delegates to the annual Council-wide Forum (CWF) which is where we consult on issues which affect all of our tenants, Renfrewshire wide. The Council Wide Forum met during December 2014 when the agenda items at this CWF meetings included:

- Scottish Housing Quality Standard (SHQS) – progress on achieving target by April 2015.
- Tenant Scrutiny Panel – update on activities
- Grass Cutting / Hedge Cutting – Q & A Session
- Rent Consultation - discussion with Head of Housing Services
- Welfare Reform / Universal Credit – Update
- Scottish Social Housing Charter / Tenants Report – Update

- e. **Council-wide Forum Executive (CWFE)** - The Executive comprises of up to 18 tenant representatives, 2 owner occupier representatives and Council officers as required (with 2 tenants to be appointed from each Neighbourhood Housing Forum and 2 owner-occupiers appointed at the Council-wide Forum). The Executive meets every 8 weeks and will regularly feedback to the Neighbourhood Housing Forums and the Council Wide Forum on issues discussed.

The CWFE which met 6 times in 2014-15 (May, July, September & November 2014 and January & March 2015), has a more strategic role including approving the agenda for the Council Wide Forum, being used as a sounding board and consultation body for new policies and other issues which arise.

- f. **Tenant / officer working groups** – Working groups are established from time-to-time to look at certain aspects of our services in more detail, and bring forward proposals

for change. Currently we have one group which is looking at the housing repairs service (Repairs Development Group).

The Repairs Development Group (RDG) met 6 times in 2014/15 (May, July, September & November 2014 & January, March 2015).

This structure works well as a means of involving Registered Tenant Organisations and tenant representatives and has been developed to be more effective when engaging with tenants who are not active in the tenants' movement and we are actively looking to develop more ways to involve as many of our customers as possible (as outlined in section 4).

### 3. Supporting Tenant Involvement

A range of measures to encourage tenant involvement are currently funded from rental income:

- Assistance to Registered Tenant Organisations with running costs (up to £600 per organisation per annum)
- One-off grants to groups requiring equipment such as printers or computers
- Production of a tenants' newsletter – The People's News – to keep tenants informed
- The costs of venue hire, catering and publicity for consultation events.
- Cost of sending delegates to seminars, training events and national tenant conferences
- Cost of transport for delegates to and from consultation meetings, conferences and seminars

During 2014/15, expenditure on Tenant Participation was:

Grants to Registered Tenant Organisations	£5,310
'Peoples News' - tenant magazine and Annual tenants report on the Scottish Social Housing Charter	£27,800
Subscriptions to the Tenant Information Service (TIS) and Tenant Participation Advisory Service (TPAS)	£2,810
Transport	£3,610
Conferences / training	£7,430
Tenant Scrutiny Panel (TSP) and facilitating other tenant meetings	£7,160
Total	£54,120

In addition, we:

- a. Make funds directly available to carry out a range of small scale local environmental works through the Neighbourhood Forum budget. These works are determined by Registered Tenants' Organisations, within certain agreed guidelines. The resources made available for these works during 2014/15 were £330,000.
- b. Ensure our Registered Tenants' Organisations have access to appropriate Council officers to enable them to operate as effectively as possible. This includes a dedicated Tenant Consultation Officer, whose duties include helping to support and sustain tenant organisations. Within the department, the Service Review and Development

team, the Finance Services Manager and the staff within the local Neighbourhood Services office are also involved in offering support to the RTO's.

#### 4. Tenant Engagement – what else was achieved during 2014/15

During 2014/15 we carried out various actions in order to help us achieve the objectives of our Customer Engagement strategy. These include:

- Developed and delivered our first #OpenHouse drop in events for tenants, and we are currently looking at how we can deliver these over the next year.
- Put together a tenant panel to help us to agree on the design and the content of our first ever tenant report on our performance against the Scottish Social Housing Charter. This was delivered to every tenant in October 2014.
- Recruited new members to the Tenant Scrutiny Panel and delivered training to help them in their activities.

Our Customer Engagement Strategy outlines how we seek to engage with all our customers – not just Council house tenants. In relation to tenant involvement, the strategy goes beyond our legal obligations in respect of 'tenant participation' – allowing all tenants (not just those who take an active interest in their local tenants' and residents' association) opportunities to influence those policies, procedures and service standards which are relevant to them.

As well as the established and robust structure which enables Tenants and Residents Associations to engage with us, we also recognise the need to communicate with our wider customer groups, who may not be represented through the formal framework.

We understand that the majority of our tenants are not actively involved in the formal Tenant Participation structure, and that we need to ensure we engage with them in ways that suit them.

During the last year, we have continued to expand and develop the methods we use to ensure we communicate and engage with tenants and our wider customer groups who have an interest in specific areas of work we are involved in.

Below is a list of those activities we have been involved in with our tenants during 2014/15:

- a. **Magazines and newsletters** – Three editions of our tenant magazine *The Peoples News*, was produced in a newspaper format from a renewable resource during 2014/15. The newspaper is delivered to all our tenants, and in the last year has included articles on Welfare Reform and available financial help, Right to Repair, updates on progress to meeting the Scottish Quality Housing Standard along with updates on Regeneration Initiatives and Energy Advice. The Peoples News has also featured articles on the Tenant Scrutiny Panel as well as other articles outlining how tenants can become involved in consultation and participation activities.

In October 2014, we published a special edition of the Peoples News on the Housing Charter Tenant Report. This outlined how well we had done as a landlord over a number of areas, such as repairs, rent collection and tenant involvement.

- b. **Quality Circles** – We have continued to support and develop the role of the Quality Circles (in multi-storey blocks and sheltered housing complexes) to expand ways in which they can become involved in shaping services – during 2014 members of the Quality Circle groups were also involved in helping design the layout of our Tenants Report.
- c. **Welfare Reform** – We contributed to the work of the Tackling Poverty Commission, and continued to support the work streams of the corporate Welfare Reform Programme to further explore options available to the Council as a landlord, our tenant base and internal/ external partners. Whilst taking opportunities that arise to access external funding in partnership for the benefit of Renfrewshire tenants and residents. As of June 2015, there were 1646 tenancies affected by Under Occupancy. Since April 2014, 1597 Discretionary Housing Payments have been applied to assist those affected by Under Occupancy.
- d. **Attendance at National Tenant Events** - We sent 8 delegates to the Tenant Participation Advisory Service conference in St Andrews in November 2014. Delegates contributed to group discussions, attended workshops and shared their experiences with other tenant activists.
- e. **#openhouse (tenants open days)** - As part of our revised customer consultation framework we held a series of tenants open days during early June which were branded as '#openhouse'. Planning for these events began in early 2014 in consultation with tenant representatives.

The events were a drop-in format with representation from many sections of Development and Housing Services, other Council Services, Partners and Volunteers. They were organised at a more decentralised local level with one in Renfrew, one in Johnstone, one in Paisley North and one in Paisley South. These events were intended as a way to expand our consultation arrangements with tenants and we will look to learn and build on the experience of these moving forward.

- f. **Delivering Housing Improvements – Communications Plan** - The Communications Plan outlines how we communicate with, and inform our customers of progress of the five year Scottish Housing Quality Standard investment programme to ensure tenants, owners and the local community in general understands the benefits and progress of the programme. As the Standard was achieved in March 2015 the focus of our communications is now publicising the work which has been carried out and the community benefits delivered by the investment programme, as well as our plans to maintain houses at the required Standard. Future investment programmes will also reflect the energy efficiency standards we are now required to meet and the Communications Plan will be developed to include this important element of the standard.
- g. **Choice Based Lettings Pilot - HomeChoice@Renfrewshire** – The pilot commenced on 28 January 2013 solely for the multi storey flats at Gallowhill in Paisley. Following on from this, the pilot was expanded to the Foxbar area of Paisley in November 2013.

In advance of the pilot operating in both areas, significant publicity and promotion was undertaken and ongoing activities continue take place to further promote



choice based lettings in the pilot areas. To ensure we monitor customer experience of the pilot, we continue to undertake a choice based lettings survey with successful applicants and make any changes to process that are highlighted through this where required.

- h. **Johnstone Castle Regeneration** – Following the approval of the Johnstone Castle Housing Regeneration Report presented to the Housing and Community Safety Policy Board on 26th August 2014, officers have been working closely with tenants, residents and owners of properties identified for demolition in Johnstone Castle. Our Regeneration Initiatives Coordinator and Development Officer base themselves within the local community centre two days a week to allow tenants and other interested parties to drop in and discuss matters with the team. Officers also attend home visits where requested.

We set up a Facebook group for persons at the affected addresses which allow them to receive information updates on progress of the regeneration of their area as well as allow them to ask questions and discuss issues with officers as they arise.

A project group has been set up with Council Officers, tenants and a representative of the local Tenants and Residents Association who meet 6-weekly to discuss rehousing, demolition and new build progress as well as other matters that arise throughout the regeneration project.

We have been working in partnership with other local registered social landlords to offer a greater choice of house type, size and area choice to our tenants who live at the identified addresses and who require rehousing.

- i. **Housing Consultation Register** – As part of the Tenant Satisfaction Survey, we asked those who participated if they would like to be placed on our Housing Consultation Register. As a member of the register, they could be contacted when we are looking to consult with our tenants on housing issues.
- j. **Customer Surveys** – We have a number of ongoing feedback surveys with customers across a variety of service areas, including;
- Repairs Satisfaction Survey
  - Satisfaction with standard of home when tenants move in
  - Housing Options survey

## 5. Engaging with our wider customer groups during 2014/15

We also engage with residents who are not tenants of Renfrewshire Council (including home owners, homeless people and people threatened with homelessness, people in private rented accommodation and tenants of other Registered Social Landlords).

Furthermore, we have internal clients for whom we carried out work through our Property Services division during 2014/15.

One of the key outcomes of the Customer Engagement Strategy is to ensure we are engaging with the various different customer groups we have, not just Council house tenants. We aim to increase opportunities for customers who are not tenant activists to be involved in monitoring performance and help shape service delivery.

a. **Homeless and potentially homeless People** – We understand that although these client groups may not be as easy to consult with as some of our other tenant and customer groups, that due to the nature of the services we provide, it is critical that we engage in order to provide the services which meet their needs.

- We carry out a satisfaction survey with every client after their first housing options interview, to gauge the standard of the service they received and the quality of the advice they were given. In 2014/15 of the 328 service users we consulted with, 97.6% stated that they were pleased with the quality of guidance and information they were given
- When clients are leaving temporary accommodation, they are asked to complete a satisfaction survey which asks them if the service met their needs, as well as what they liked and what they did not like about the service. Of the 181 service users who completed 'exit surveys' during 2014/15, 92% said they were either 'very satisfied' or 'satisfied' with the overall quality of the temporary accommodation provided.
- All service users who attend the George Street Service are asked to complete a satisfaction survey, the responses from these have helped to develop improvements within the service.
- Anyone who attends the Home For Keeps workshops at the George Street service complete a survey on their knowledge on all the workshops before and after, satisfaction surveys are also completed.
- We also conduct a satisfaction survey in relation to the Rent Deposit Guarantee Scheme. The results already show 100% satisfaction with the scheme from landlords who are participating and who would recommend the scheme to other landlords.
- In order to improve engagement levels for those who have been traditionally difficult to engage with before, such as those with a record of repeat homelessness, offending or addictions, we have commissioned Turning Point Scotland to intensively support and engage with these service users including the deployment of 'peer workers' to assist with effective engagement.

b. **Property Services Technical Unit** - Listed below are some of the varied projects that Property Services have worked on over the last year

- Early Years Programme - Pre 5 Provision - across Renfrewshire
- Johnstone Town Hall
- Linwood School
- Mossvale/St James Shared Campus, Paisley
- St Fergus Primary School, Paisley
- St John Bosco/Bargarran Shared Campus, Erskine
- St Paul's Primary School/Foxlea Nursery, Paisley
- Tweedie Hall, Linwood

Projects commence with a series of Focus Group meetings, where technical staff work collaboratively with colleagues from other Council departments, staff, parent groups, local users, local traders, stakeholders, Community Councils etc. The object is to enable the Groups to influence the design and deliver a highly efficient,

sustainable facility with flexible and effective spaces for working, teaching and learning.

In some projects there have been a series of public consultation meetings, in others, formal public Pre Planning Consultations. Furthermore, as construction work proceeds, local residents and elected officials are informed on progress by a series of newsletters and also by web updates.

c. **Energy Management Unit** – We engaged with our customers through a variety of different methods, including:

- Providing home visits from an Energy Advocate Service
- Providing visits to schools and other public building by an Energy Officer
- Identify and implement energy saving measures in all public buildings
- We were involved in the annual Renfrewshire Money Week – giving energy advice to those who attend
- We have established the Energy Advocacy Renfrewshire (EAR), which is an enhanced energy advice service which engages with the most vulnerable in our communities working with them to resolve complex energy issues. The advocacy service will resolve, as far as possible, billing issues and fuel debt.
- Chairs the Fuel Poverty Forum – which brings together many local groups to ensure that we are focusing on the correct customers and that the best services are offered

d. **Private Sector** - Owner Services continue to provide support to private landlords, private owners and tenants in the private rented sector.

The Council also engaged with over 4,090 owners during the year to consult with them to organise common repairs in blocks. The Council also provides a range of specific management services to 973 owners and 1,563 Council properties under the Property Factors Act (Scotland) 2011.

## 6. 2015/16 – Developing a new Customer Engagement Strategy

Over the next year, we will develop a revised Customer Engagement Strategy, to replace the existing strategy which has been in place since 2010. Some of the factors we will take into account when developing our new strategy will include;

- The views of our tenants and other customers and stakeholders
- Changes to customers preferred methods for consultation (e.g. growth in use of social media channels) since the last strategy was adopted
- Evaluation of who makes up our customer groups – changes since 2010
- Statutory requirements and identified areas of good practice for consulting with customers
- Revised structures and priorities of Development and Housing Services

We will involve our tenants and other customers in this exercise and the revised strategy will include improvement actions to enable us to achieve the desired outcomes of the new strategy.

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**To: Housing and Community Safety Policy Board**

**On: 25 August 2015**

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**Report by: Director of Development and Housing**

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**Heading: Scottish Housing Quality Standard – Programme Completion Report**

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**1. Summary**

- 1.1 This report advises members on the final outturn position for Renfrewshire Council in relation to meeting the requirements of the Scottish Housing Quality Standard (SHQS) by 1 April 2015. The report confirms that after taking allowable exemptions and abeyances into consideration all of the Council's housing stock met the required standard by the due date.
  - 1.2 The report also summarises the extent of the work carried out since commencement of the programme in May 2010, the final financial position, the community benefits that have accrued over the course of programme, and the strategy for maintaining the stock at the levels required by SHQS and the new Energy Efficiency standard for Social Housing (EESH).
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**2. Recommendations**

- 2.1. Note that the all of the Council's housing stock met the requirements of the Scottish Housing Quality Standard by the 2015 deadline, taking account of allowable exemptions and abeyances. Compliance with SHQS was 100% and the net figure was 84.56%.
- 2.2. Note that the total HRA capital expenditure over the period of the programme, from 2011 to 2015, was c. £138m. Section 5 sets out the financial outturn

- 2.3. Note that allowances for work required to address allowed abeyances will be incorporated within future HRA capital programmes, taking account of expected demand and the availability of funding.
  - 2.4. Note the community benefits delivered over the course of the programme as set out within section 7.
  - 2.5. Note that future HRA capital programmes will take account of the requirement to maintain the Council housing stock at the level required by the SHQS.
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### 3. **Background**

- 3.1. The Scottish Housing Quality Standard was introduced by the Scottish Government in February 2004. It set out a range of minimum standards which all social rented housing in Scotland was required to meet by April 2015.
- 3.2. Social landlords were asked to set out their strategy for delivering SHQS within a Standard Delivery Plan. The Renfrewshire plan was approved by the Council on 21 May 2009. Thereafter a 5 year investment plan totalling approximately £138m was approved by the Housing and Community Safety Policy Board on 2 March 2010. The primary elements of the programme consisted of internal improvements (comprising replacement kitchens, bathrooms, heating systems and electrical wiring) and external improvements (roofing, render, insulation, gutters and downpipes). A number of smaller programmes were also carried out including door entry systems and replacement flat entrance doors.
- 3.3. Regular progress reports including recommendations to improve tenant liaison were provided to Council as the programme progressed. In addition a Project Board with representation from a number of Council departments was established to monitor the delivery of the programme, assess contractor performance and tenant satisfaction, and manage a range of low, medium and high category risks which could impact on delivery.
- 3.4. Common works require participation of owners and the programme structure reflected the need to liaise with owners and support their participation. Given the timescales available to deliver the programme projects involving owners were in the main placed towards the latter years in order to provide time to discuss work requirements and costs, and arrange any financial support including Council grant assistance.
- 3.5. The programme was principally funded from the HRA with support from General Services Private Sector Housing Grant Programme (PSHG) for

owners' grants. In addition the Council was able to secure additional support for both tenants and owners through a number of energy and carbon reduction related initiatives such as CERT, CESP, ECO and HEEPS:ABS. The financial support obtained allowed the Council to fund a range of measures which may not have been feasible through the core programme and in doing so provide better insulated more energy efficient homes, and address fuel poverty.

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#### 4. SHQS – Final Outturn Position

4.1. Compliance with SHQS from commencement to conclusion, excluding allowable exemptions and abeyances, is set out in the table below:

Period (Year to):	31 March 2011	31 March 2012	31 March 2013	31 March 2014	31 March 2015
Healthy, Safe and Secure	60.70%	89.03%	90.87%	95.72%	96.57%
Modern Facilities	18.65%	51.02%	67.95%	76.41%	90.62%
Energy Efficient	45.35%	60.70%	72.86%	91.09%	97.35%
Free from Serious Disrepair ( <i>note: all disrepair relates to secondary SHQS element failures</i> )	33.91%	44.60%	65.12%	91.69%	100%
Tolerable Standard	100%	100%	100%	100%	100%
Overall Compliance	2.9%	15.1%	32.30%	62.10%	84.56%

4.2. The Council achieved 100% SHQS compliance within all of the properties to which access was agreed. The reported compliance rate achieved (84.56%) and the consequential rate of exemption and abeyance recorded (15.44%) is in line with projections made at the commencement of the programme and reflects the challenges associated with carrying out comprehensive internal programmes within occupied properties, particularly where tenants are elderly, as well as to a lesser degree the challenges of coordinating common works in multiple tenure blocks. Whilst some local authorities were able to show net compliance in excess of 90%, most authorities with a comparable profile to

Renfrewshire achieved similar figures to ourselves. The lowest compliance level recorded was 75.3%.

Further information on the high level programme outcomes are provided in the tables below:

#### 4.3. Internal Works – Summary Outcome Table

<b>Element</b>	<b>No. of Completions</b>
Kitchen Replacement	6,177
Bathroom Replacement	8,443
Rewiring	9,019
Central Heating	6,484

#### 4.4. External Works – Summary Outcome Table

<b>Element</b>	<b>No. Of Tenants</b>	<b>No. Of Owners</b>	<b>No. Of Blocks</b>
Roofs	2,554	932	484
Render	2,651	1,022	525
Rainwater Goods	4,566	1,317	752



**5. SHQS – Final Financial Position**

- 5.1. At its meeting of 21<sup>st</sup> May 2009, Council approved the SHQS Standard Delivery Plan and the HRA Business Plan which underpinned the investment required to deliver the SHQS by March 2015. The Housing and Community Safety (HACS) Policy Board of 2<sup>nd</sup> March 2010 approved the indicative Capital Investment Plan 2010-2015 totalling approximately £138m which detailed the programmed expenditure over the next 5 years required to achieve SHQS.
- 5.2. It was also agreed at the HACS Policy Board of 2<sup>nd</sup> March 2010 that the 5 year plan would be subject to a regular review against the HRA Business Plan. The HACS Policy Board of 10<sup>th</sup> August 2010 also recognised the need for flexibility between both elements of the programme and between financial years to ensure the effective and optimum use of resources and to achieve optimum programme loading. The Policy Board approved the necessary authorisation for officers to reprofile and revise the programme as required, which proved to be a key factor in the successful delivery of the programme on time and on budget.
- 5.3. The Capital Investment Plan has been reviewed annually and reprofiled and revised as required and Appendix 1 details the final outturn on each expenditure programme category required to deliver the SHQS compliance achieved in 2015.
- 5.4. The delivery of the SHQS programme has been complex and challenging. The £138m of investment in council properties has been augmented by external grant funding levered in and expenditure on owners' properties in schemes with both council and private ownership. It is expected that c. £4m will be recovered on final completion of the 10 phases of investment in external envelope upgrading from those schemes with both Council and private ownership. The £4m will be funded from Private Sector Housing Grant, grant from the Home Energy Efficiency Programme for Scotland: Area Based Schemes (HEEPS:ABS) and from owners.
- 5.5. Grant funding has been levered in to augment the Council's investment from several sources over the course of the 5 year investment plan:
- £0.50m from the Scottish Government for Mortgage to Rent,
  - £0.66m from the Community Energy Safety Programme (CESP) for the overcladding of Gallowhill and Glencairn Courts in partnership with British Gas,
  - £2.311m and £2.056m from the Home Energy Efficiency Programme for Scotland : Area Based Schemes in 2013/14 and 2014/15 respectively, and

- Energy Company Obligation (ECO) funding has also provided support totalling c. £8.5m from British Gas to carry out a “managed” programme of external wall insulation and District Heating upgrading in the Charleston Area.

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## 6. Programme highlights and Issues emerging

- 6.1 The huge scale of the investment programme meant that internal improvements were carried out in 85% of our housing stock and the remaining 15% had the opportunity for work to be carried out but did not agree.

This equates to internal improvements being completed in 10,706 properties across Renfrewshire.

- 6.2 Throughout the five year investment programme continual efforts were made to make contact with householders and encourage their participation in the programme. The Council’s appointed contractor would make two attempts to contact and gain access to each property following which the Council would be formally notified where there was ‘no access’ and our liaison officers would make one further attempt. If unwilling to proceed with internal works, the tenant would be asked to sign a final refusal form. In some instances, despite repeated attempts, it was not possible to gain access in which case the Housing Management team would be notified to ensure the tenancy had not been abandoned. All Year 1 – 4 refusal properties were added to the “Catch – Up Programme” in Year 5 and a further three attempts made to carry out work. In addition to the “Catch – Up Programme”, the SHQS Voids Project picked up all properties becoming vacant and requiring investment work ensuring tenants did not lose out due to a previous householder’s refusal.

- 6.3 Analysis of the tenants’ reasons for refusing internal improvement works indicates the reasons for refusal as follows:

- |  |     |
|--|-----|
| • Too much disruption, tenant didn’t want upheaval     | 31% |
| • Tenant refusing rewire element of work               | 14% |
| • Tenant elderly / health problems                     | 13% |
| • Tenant not willing to make contact/ no access        | 12% |
| • Tenant happy with current condition                  | 9%  |
| • Tenant not willing to have flooring / carpets lifted | 7%  |
| • Tenant already carried out own upgrade               | 2%  |
| • Other / miscellaneous reasons                        | 12% |

6.4 Where the Council has been unable to carry out works through tenant refusal or no access, these properties are classed as 'abeyances' in terms of Scottish Government guidance and therefore are not failures. There are 1,929 properties where an abeyance has been recorded at 31<sup>st</sup> March 2015. The majority of these (1,782) are where it has not been possible to carry out internal improvement works due to tenant refusal or no access with a further 147 abeyances where it has not been possible to carry out external improvement works due to lack of owner participation. Those properties where abeyances have been applied must be monitored on an ongoing basis and any tenancy which is terminated will be reviewed to ensure any outstanding SHQS works are completed before the property is relet.

6.5 All contractors were monitored throughout the course of the works via Key Performance Indicators (KPI's) which were pre-agreed prior to work commencing. These covered such areas as tenant satisfaction, timescales, client satisfaction and contractor satisfaction with Renfrewshire Council performance. Careful monitoring ensured that over the course of the five year project the agreed targets were either met or exceeded in all instances and the table below demonstrates how satisfaction levels improved year on year.

<b>Performance Indicator</b>	<b>2010/2011</b>	<b>2011/2012</b>	<b>2012/2013</b>	<b>2013/2014</b>	<b>2014/2015</b>
Council Satisfaction with Contractor	72%	72%	85%	100%	98%
Tenant Satisfaction with improvements	87%	90%	94%	94%	95%
Works Complete within Target Timescale	44%	71%	78%	99%	98%
Contractor Meeting Target Allocation of Work	79%	92%	93%	100%	100%

- 6.6 Improving energy efficiency and tackling fuel poverty have been key outcomes of the investment programme with the installation of almost 6,500 modern, energy efficient heating systems. The external improvement programme has seen over 1,300 properties benefit from either loft and cavity wall insulation or external wall insulation. These measures will have a significant impact on tenants' ability to heat their homes whilst reducing their fuel costs. Through both insulation and heating programmes, it is estimated these measures have already saved tenants over £4.8 M over the last five years. Work is ongoing with utility providers to ensure the remaining 160 properties on the programme, awaiting a gas connection are progressed as quickly as possible to allow them to be switched from electric to gas heating.
- 

## **7. SHQS – Community Benefits Summary**

- 7.1 Over the course of the SHQS programme contractors have provided 234 employment places with 144 of these being through sub-contractors. There have also been 23 apprenticeship positions, some continuing on to take up permanent employment with the contractor. Workplace training has been given to all employments allowing staff members to develop and progress on to other positions. Work experience placements for local school pupils have also been provided.
- 7.2 Additionally contractors have carried out the following Community Benefit Projects:
- Sponsorship of local youth football teams
  - Football Coaching to local schools
  - Health & Safety talks to local schools
  - New kitchens in all Renfrewshire Council Sheltered Housing Communal kitchens
  - Charitable events, raising money for local causes such as Barnardos, Macmillan Nurses and St Vincent's Hospice
  - Tenant open days, decorating workshops, coffee mornings, easter egg hunts and christmas hampers
  - Repairs or renovations to local nurseries, Cartside Community Centre, Glenburn Community Centre, Inkerman Bowling Club
  - Fence painting at Canal Street and fence replacement at Williamsburgh Court
  - Providing respite accommodation for tenants receiving upgrades
  - Working with local supply chains
-

8. **Compliance with SHQS and EESSH in future years**
  - 8.1. SHQS in its current form concluded on 31 March 2015. Landlords are required to maintain stock at SHQS thereafter. Revised guidance is expected from the Scottish Government regarding post 2015 compliance and the reporting format for compliance from 31 March 2016 onwards.
  - 8.2. The Energy Efficiency Standard for Social Housing (EESSH) has been introduced with the first milestone to be achieved by 2020. Certain elements of the Council's SHQS investment programme to April 2015 also achieved EESSH compliance measures. Approximately 62% of Council properties are assessed as meeting the meet the 2020 standard.
  - 8.3. A review of EESSH which will assess progress towards meeting the 2020 milestone is expected to take place in 2017. We will continue to pursue any possible energy grant funding to help fund EESSH and report any updates to the Board in future reports.
- 

## **Implications of the Report**

1. **Financial**  
None
2. **HR & Organisational Development**  
None.
3. **Community Planning –**  
**Community Care, Health & Well-being** - improving and maintaining housing conditions to the benefit of tenants and private owners. Meeting the Scottish Government requirements for social housing standards. Addressing fuel poverty.  
**Jobs and the Economy** - construction firms employ local staff  
**Safer and Stronger** - ensuring the long term sustainability of the housing stock in both social rented and private sectors
4. **Legal**  
None.
5. **Property/Assets**  
Improvements
6. **Information Technology**  
None

7. **Equality & Human Rights**

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

8. **Health & Safety**

None.

9. **Procurement**

None.

10. **Risk**

A full risk plan was in place for the duration of the Programme.

11. **Privacy Impact**

None.

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**List of Background Papers**

- (a) Report to the Housing and Community Safety Policy Board on 20 January 2015 and 26 August 2014 entitled "Scottish Housing Quality Standard – Financial Review and Update".

The foregoing background papers will be retained within Development and Housing Services for inspection by the public for the prescribed period of four years from the date of the meeting. The contact officer within the service is Louise Feely 0141 618 6049

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**Capital Investment Pla 2010-2015**  
**Summary**

**Appendix 1**

		<b>Final Outturn *</b>
<b>Programme Head</b>	<b>Sub Element</b>	<b>£000s</b>
Kitchens, Bathrooms, Rewiring	Planned Phases	41,484
	Catch Up Programme	7,412
	Void Programme	1,172
	Misc Wiring/Isolators/Earthing	490
		<b>50,558</b>
Heating	New Gas/Electric Replacement Programme	15,008
	Back Boiler Replacement/Gas Boiler Renewal	451
	District Heating	744
	Gas Infrastructure	739
		<b>16,942</b>
External Improvements	External Envelope upgrading	31,835
	Windows and Doors	4,147
		<b>35,982</b>
Energy Programme	Insulation measures - CWI	261
		<b>261</b>
Multi storey Flats	Lift Refurbishment/Renewal	1,229
	M&E Requirements	90
	Health & Safety Issues	1,717
	External Cladding	6,805
		<b>9,841</b>
Common and Environmental Works	Footpaths/Railings	53
	Environmental Improvements	245
	Door Entries	648
	Common Lighting	0
		<b>946</b>
Demolition	Demolition and Landscaping	2,102
	Home Loss and Disturbance	235
	RTB Buybacks	313
	Regeneration	77
		<b>2,727</b>
Other Council Priorities	Disabled adaptations	2,745
	Asbestos	1,525
	Rot	2,098

	Essential Property Improvements	236
		<b>6,604</b>
Other Assets	Garages	70
	Shops	509
	Launderettes	674
		<b>1,253</b>
Initiatives	Mortgage to Rent	1,367
	House Purchase Minority Stock	5
	Sheltered/Amenity Housing	1,037
		<b>2,409</b>
Non Property Expenditure	House sales fees	145
	IT Equipment	195
		<b>340</b>
Non Physical Investment	Investment Assessment	120
		<b>120</b>
	<b>Total Expenditure</b>	<b>127,983</b>
	Professional Fees	9,612
	<b>Total SHQS Capital Programme</b>	<b>137,595</b>

\* Note

It should be noted that an element of the final outturn expenditure required to deliver SHQS was paid in financial year 2015/16.



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**To: Housing & Community Safety Policy Board**

**On: 25 August 2015**

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

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**Heading: Development and Housing Services Annual Health and Safety Report**

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**1. Summary**

- 1.1 The Council's Health and Safety Policy requires that all Services including Development and Housing Services prepare an annual Health and Safety Report. This report therefore summarises Development and Housing Services approach to Health and Safety and concentrates on issues affecting Development and Housing Services employees.
- 1.2 The Health and Safety Report is attached to Appendix 1. At present the Action Plan for 2015/16 is not available due to the changes to Services, the new action plan will be reported separately.
- 

**2. Recommendations**

- 2.1 That the Board note the content of this report and that the report is also being sent to the Planning and Property Policy Board.
- 

**3. Background**

- 3.1. The annual report is prepared by Development and Housing Services in accordance with Renfrewshire Council's Health and Safety Policy. The purpose of which, is to evaluate the Health and Safety performance of Development and Housing Services and set future Health and Safety objectives.
-

## Implications of the Report

1. **Financial** – Potential exists for financial liability from property damage, civil or criminal prosecutions through the outcome of accidents and / or ill health and OSHAS 18001: 2007 accreditation annual assessment costs. This report demonstrates Development and Housing Services compliance and commitment to Health and Safety Policies and Procedures.
2. **HR & Organisational Development** – Improved health, safety and welfare of employees.
3. **Community Planning**  
**Community Care, Health & Well-being** – Development and Housing Services will improve the physical and healthier wellbeing of staff across the Service through participation in the 'Healthy Working Lives' and 'Your Health Matters' programmes and any other corporate initiative for a healthier life.  
  
**Safer and Stronger** – Recognising that the employees are its most valuable asset, Development and Housing Services will provide training and support to allow them to develop within the organisation and gain the skills and experience necessary to provide top quality services to customers.
4. **Legal** – Compliance with Statutory Legislation and Corporate Health and Safety Policies and guidance.
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 for example it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – This report supports and demonstrates Development and Housing Services commitment to ensuring effective Health and Safety management.
9. **Procurement** – None.
10. **Risk** – Potential prosecution, or civil action from work related accidents..
11. **Privacy Impact** - None

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## **List of Background Papers**

- (a) Background Paper 1: Development and Housing Services Health and Safety Annual Report 2014.

The foregoing background papers will be retained within Development and Housing Services for inspection by the public for the prescribed period of four years from the date of the meeting. The contact officer within the service is (JohnMcGarrigle, Health & Safety Coordinator, 0141 618 6227, [john.mcgarrigle@renfrewshire.gov.uk](mailto:john.mcgarrigle@renfrewshire.gov.uk))

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## **Appendix 1**

### **DEVELOPMENT AND HOUSING SERVICE**

### **ANNUAL HEALTH AND SAFETY REPORT**

**2014/15**

This annual report is prepared by Development and Housing Services in accordance with Renfrewshire Council's Health and Safety Policy and the purpose of which is to evaluate the health and safety performance of the Service and set future health and safety objectives.

## **1. Management of health and safety within the Service**

Development and Housing Services contained the following until 31 March 2015:

- Building Services
- Housing Services
- Property Services
- Planning & Economic Development

This Development and Housing Services health and safety policy reflects the commitment of the Director, Heads of Service and managers to ensure that the main priorities for action are achieved within an environment which is safe and is not harmful to the health of employees, clients and other users of the service.

It is intended that this report will demonstrate our commitment to maintaining and developing the Development and Housing Services health and safety policy and highlight our intention to maintain a high level of health and safety performance.

### **1.1 Broad context of health and safety policy**

The Director of Development and Housing Services is responsible and accountable, as far as is reasonably practicable, for ensuring the health, safety and welfare at work of employees within Development and Housing Services. The Director is assisted in this by Heads of Service, managers and employees themselves who are expected to co-operate in the implementation of Development and Housing Services health and safety policy.

Health and safety is managed through Directorate meetings and, the Health and Safety Joint Committee and Planning Group which has representation from senior management and trade unions.

Finance and Corporate Services Health and Safety Policy and guidance documents will be incorporated into the Development and Housing Services Health and Safety Policy. All employees are informed of updates to the Health and Safety Policy, managers are instructed to print off hard copies and display on notice boards for employees who do not have access to the internet.

## **2. Organisation for implementing health and safety management**

### **2.1 Health and Safety Planning**

The Crisis & Resilience Management and Health & Safety SMT review all Development and Housing Services health and safety issues. It is chaired by the Director of Development and Housing Services with senior representatives including, Heads of Service, Principal Officers and a Senior Health and Safety Officer from Finance and Corporate Services. This group meets quarterly with health and safety as an agenda item.

A senior manager and department Health and Safety Co-ordinator attend the quarterly Corporate Health and Safety Committee meeting. At these meetings information is provided by Finance and Corporate Services Health and Safety Managers regarding the latest Health and Safety initiatives and any updates or revisions on Health and Safety Legislation or Corporate Policies.

The Joint Committee and Planning Group comprises of a senior manager from each of the Development and Housing Services divisions, the Service's Health and Safety Co-ordinator, Finance and Corporate Services Health and Safety Manager, Finance and Corporate Services Health and Safety Officer attached to Development and Housing Services and representatives from trade unions. The Joint Committee and Planning Group meet quarterly following on from the Corporate Health and Safety Meetings. Minutes of the meetings are distributed to the Director, Heads of Service, Senior Managers and trade union representatives.

The Joint Committee and Planning Group monitor the accident statistics to identify any trends that may be developing and to ensure that the appropriate action is taken to remove or control the risk. The Joint Committee & Planning Group is responsible for the Service's Action Plan and ensuring that it is updated and points actioned.

### **2.2 Consultation mechanisms**

Development and Housing Services has a proactive policy with regard to Health and Safety issues and the dissemination of Health and Safety information to employees along with encouraging all employees to be proactive with reporting and bringing Health and Safety issues to their line managers' attention.

The communication routes in place for the dissemination and collation of Health and Safety information are:

- Crisis and Resilience Management and Health and Safety SMT quarterly meetings, chaired by the Director with representation from Heads of Service and Senior Managers, where Health and Safety is discussed and appropriate action instructed to address any identified Health and Safety issues.

- Development and Housing Services Health and Joint Committee and Planning Group comprising of representation from Senior Managers and Trade Unions.
- Building Services bi-monthly Divisional Works Council's Health and Safety meetings chaired by Building Services Manager with representation from both Senior Managers and Trade Unions.
- Corporate Health and Safety guidance is on Renfo. Managers inform all employees including those with no access to the system of any new or amendments to circulars or policies that are issued. Managers are required to ensure that all policies are adhered to and implemented.
- Finance and Corporate Health and Safety officer attached to Development and Housing Services is based at Building Services' Clark Street Depot, two days per week to provide guidance and clarification on Health and Safety issues for all staff.
- Development and Housing Services operate an open door policy from the Director down for all Health and Safety issues.
- Health and Safety is a standing item in all staff meetings. Briefings and Bulletins are added to the circulation list of documents sent round the office. Individual items are noted and explained at the team meetings.

### **3. Planning and setting standards**

#### **3.1 Setting of health and safety objectives**

The Joint Committee and Planning Group have the responsibility to encourage and develop a positive health and safety culture throughout Development and Housing Services. The Joint Committee and Planning Group convene four times per year. An update of any health and safety issue discussed at the Joint Committee and Planning Group will be raised at the Crisis and Resilience Management and Health and Safety SMT meeting. Any issues that requires immediate attention is addressed as soon as possible.

Development and Housing Services employees routinely face a number of hazards on a daily basis on the course of their work. The hazards encountered are numerous and vary depending on the operations of the various divisions of Development and Housing Services. The potential hazards encountered are:

- Construction sites
- Surveying work
- Home visits
- Working in void properties
- Maintenance work, both in occupied and void properties
- Lone working
- Exposure to needles and blood and body fluid contamination
- Physical violence and verbal abuse



- Exposure to substances hazardous to health e.g. asbestos, saw / cement dust, and various chemicals
- Manual handling
- Work stations and use of display screen equipment
- Working at height
- Hand arm vibration
- Work related stress
- Dangerous Buildings
- Demolition

The above list is not intended to be exhaustive, and identification of potential hazards and evaluation of risks is continual. Risk assessments are carried out for all identified hazards and procedures are prepared and issued to the relevant employees who are then given the appropriate training for the task.

The Health, Safety and Welfare of Development and Housing Services employees is paramount, and so far as is reasonably practicable, every measure will be taken to provide a Safe and Healthy working environment for all employees.

Training on risk assessment, violence and aggression, IOSH accredited managing safely courses for managers and supervisors and operatives, manual handling, safe working at height and asbestos awareness training have all been delivered to relevant employees. Health and Safety policies and guidance are available on 'Renfo' and Building Services Health and Safety handbook is under regular review, amendments are made as necessary. All employees are informed of any alteration to them and receive the appropriate training for any revised or addition procedure.

Building Services have purchased equipment to monitor for hand arm vibration and exposure to noise. Any Building Services operative identified with hand arm vibration syndrome or hearing problems is monitored by Occupation Health and if necessary alternative work found for them. All equipment bought or hired by Building Services has to comply with current vibration and noise legislation and is serviced in accordance with manufacturers' instructions.

The Corporate Health and Safety electronic General Risk Assessment Database (GRAD) contains a number of risk assessments and it is the responsibility of relevant officers to ensure that risk assessments are available reviewed and updated as necessary. All employees who require details of a risk assessment will be given access to the database, and will be able to print off the risk assessment or if they do not have access, their manager will print off for them.

The OHSAS 18001: 2007 accreditation assessment audits in May and October 2014 audited various areas of Development and Housing Services to assess the ongoing effectiveness of Health and Safety management system. Development and Housing Services is continually monitoring its communication systems and looking for ways to improve it. Development and Housing Services

communicates and ensures that all relevant Health and Safety information is conveyed to all employees.

Employees are encouraged not only to report all accidents and incidents but to also report near misses and any violence or aggression incidents. This allows Development and Housing Services the opportunity to have them investigated in order to determine what action may be required to prevent recurrence and identify any trends.

### **3.2 Training**

Development and Housing Services recognises that training is essential to raise the awareness and standard of Health and Safety with all employees, and for them to endorse a Health and Safety culture and to work towards a safe working environment. General and Health and Safety training courses are available throughout the year, with other, more specific courses available on request. Most of the statutory training is delivered by FCS Health and Safety section and if required, further training is delivered by external providers where appropriate.

Training has been delivered on the following;

<b>Course Titles Attended 2014-15</b>	<b>Number of D&amp;HS staff</b>
Fire Wardens	13
Risk Assessment	7
Violence and Aggression Awareness	32
Asbestos Awareness	3
Manual Handling Awareness	6
Working Safety – IOSH	2
Supervising Safely – IOSH	5
Managing Safely – IOSH	3
Ladder Safety Awareness & Inspection	3
Legionella Awareness	18
Blood Borne Virus & Needle Stick Awareness	2
COSHH Awareness	5

### **4.0 Measuring performance**

Development and Housing Services have helped maintain the Council's OHSAS 18001: 2007 accreditation after two visits during 2014 by NQA auditors.

The next scheduled visit by new auditor's BSI has still to be confirmed. Maintaining Renfrewshire Council's overall OHSAS 18001: 2007 accreditation

is one of the key performance indicators regarding Health and Safety for the Service.

Development and Housing Services continually monitor their contractors' health and safety performances. Any identified health and safety issues are investigated and the contractors' health and safety documentation reviewed as appropriate. The site hazard / unsafe practice notification book is used within Development and Housing Services as a way of monitoring working practices of contractors on any of our sites.

#### **4.1 Active monitoring**

Finance and Corporate Services, Health and Safety Section carried out a number of sample health and safety inspections of selected offices and working procedures throughout the year.

The external OHSAS 18001: 2007 auditors, NQA, audited Development and Housing Services, in May 2014 and identified three opportunities for improvement, staff at Clark Street could not access the health and safety database, display screen equipment assessments had not been carried out and a review of first aid box contents was required. These observations have now been addressed.

The second NQA OHSAS 18001: 2007 audit in October 2014, looked at the processes of Property Services and how projects are coordinated on behalf of other client departments, the responsibilities of staff for health and safety as part of construction management and recognise the key risks in the construction industry and precautions to be taken. The conclusion of the auditor was that all processes were well controlled. The auditor also looked at the process within Economic Development and events organised by Town Centre Project Management team. In particular the auditor looked at the firework event and the hazards identified with this and the procedures in place for risk control. Again the conclusion was that all processes were well controlled.

Development and Housing Services accident statistics is an agenda item on the Joint Committee and Planning Group meetings. Statistics are analysed for trends and referred to senior management in the group for the appropriate action to be taken to address them. The Joint Committee and Planning Group met on four occasions after the quarterly Corporate Health and Safety meetings.

All accidents, incidents, near misses and violence and aggression incidents are recorded in the Accident Incident Reporting Database and every record is checked by the Service's Health and Safety Co-ordinator. Any serious accident is investigated by Finance and Corporate Services Health and Safety Officer.

## **4.2 Re-active monitoring**

The quarterly accident statistics are discussed at the Joint Committee and Planning Group to identify any trends and implement initiatives to address them. The number of reported accidents for Development and Housing Services for the period April 2014 to March 2015 was 54. The majority of accidents involved slips and trips and manual handling, the figure also included violence and aggression incidents. Any trends identified are investigated and risk assessments reviewed and amended as necessary.

Development and Housing Services contractors are assessed for their Health and Safety competence in two stages as part of the PQQ process, prior to award of contract and continuous monitoring throughout the contract. Any contractor identified breaking Health and Safety guidelines is issued with a "Notification of Site Hazard / Unsafe Practice" notice. This requires the contractor to address the issue on site immediately and to respond to the follow up investigation by the Service's Health and Safety Co-ordinator and Corporate Health and Safety, as required.

## **5.0 Review of Health and Safety Management**

To help retain accreditation to OHSAS 18001:2007, the external auditors, NQA, audited Development and Housing Services twice during 2014 and there were no major non-conformities raised. The first audit of 2014 took place in May with second audit carried out in October.

The SHQS team continue to work closely with the contractors involved with both the internal and external SHQS improvements and have regular health and safety progress meetings as well liaise closely with the tenants having these works carried out on/in their properties.

Property Services continue to manage asbestos and legionella. All information and guidance is shared with all relevant Services as required. Property Services, is now part of Finance and Resources and will continue to manage asbestos and legionella.

Maintenance section will continue to provide advice and support in matters of statutory compliance, which include, annual gas inspection and maintenance, portable appliance testing, fire detection and alarm testing, emergency lighting, signage and annual service of fire fighting equipment as well as asbestos and water management. Log books have also been introduced in each property and will continue to be signed by all visitors arriving and leaving the property. The maintenance section is now part of Community Resources and will continue to manage the above.

## **5.1 Occupational Health**

Development and Housing Services continues to work in partnership with Finance and Corporate Services and the Occupational Health Service to promote health and wellbeing for employees. Staff within Development and Housing has made good use of the services provided by Occupational Health. Development and Housing Services employees have attended Occupational Health's physician, physiotherapist, nurse, and employee counselling service. Occupational Health continues to monitor Building Services' employees regarding hand arm vibration and noise. Development and Housing also utilises the Occupational Health, Early Intervention Service, to assist with the managing absence process within the Council. Development and Housing recognises that early intervention can reduce absence levels and the associated costs.

## **5.2 Future Objectives**

Due to the reorganising of services, the future objectives of Development and Housing Services will be identified following restructuring within the service.
















DHS Health & Safety Action Plan 2014 15

Report Type: Scorecard Report










Report Author: Paul McLean

Generated on: 01 October 2014

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

Status Icon	Action Code & Title	Progress Bar	Due Date	Assigned To	Latest Note
	DHSHS1401.01 Building Services, Toolbox Talks to be carried out by supervisor for all trades on employee H & S Handbook	<div><div>100%</div></div>	01-Apr-2015		
	HPHS1101.01c Continue with refresher training for asbestos for staff where required.	<div><div>100%</div></div>	01-Apr-2015		
	HPHS1101.01f Ensure fire risk assessments are undertaken at each property.	<div><div>100%</div></div>	01-Apr-2015		
	HPHS1101.02 Ensure each location within service undertakes Work Observation Inspection Report (WOIR).	<div><div>100%</div></div>	01-Apr-2015		
	HPHS1101.02b Ensure risk assessments are reviewed and updated as required.	<div><div>100%</div></div>	01-Apr-2015		
	HPHS1101.03 Review & update DHS health & safety policy, 3 year cycle	<div><div>100%</div></div>	01-Apr-2017		
	HPHS1101.04 Preparation for auditors for OSHAS 18001:2007.	<div><div>100%</div></div>	01-Apr-2015		
	HPHS1101.05a Review & update annual health & safety report & action plan.	<div><div>100%</div></div>	01-Apr-2015		



Status Icon	Action Code & Title	Progress Bar	Due Date	Assigned To	Latest Note
	HPHS1101.05b Participate in quarterly H&S Joint Committee & Planning Group meetings.	<div><div>100%</div></div>	01-Apr-2015		
	HPHS1101.06a Ensure H&S training is carried for all staff where required	<div><div>100%</div></div>	31-Mar-2015		
	HPHS1201 Health and Safety Action Plan	<div><div>100%</div></div>	01-Apr-2015		
	HPHS1201.07 Analyse quarterly accident statistics and identify any trends.	<div><div>100%</div></div>	01-Apr-2015		
	HPHS1201.08 Prepare H&S quarterly report for SMT meetings and CHSC Meetings.	<div><div>100%</div></div>	01-Apr-2015		
	HPHS1201.10 Monitor asbestos management plan	<div><div>100%</div></div>	01-Apr-2015		
	HPHS1201.11 Undertake asbestos surveys where required	<div><div>100%</div></div>	01-Apr-2015		
	HPHS1201.14 Continual management of Legionella in accordance with L8 approved code of practice	<div><div>100%</div></div>	01-Apr-2015		
	HPHS1301.15 Ensure all staff carry out DSE assessments where required	<div><div>100%</div></div>	01-Apr-2015		



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**To: Housing and Community Safety Policy Board**

**On: 25<sup>th</sup> August 2015**

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

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**Heading: Response to Shelter Scotland's request for support for their 'Make Renting Right' campaign**

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**1. Summary**

- 1.1 Shelter Scotland approached the Council in late June 2015 seeking support for their 'Make Renting Right' campaign which aims to promote reform and improvement within the private rented sector.
  - 1.2 This campaign follows on from The Scottish Government's recent consultations on a new tenancy for the private rented sector in December 2014 and May 2015, with Renfrewshire Council responding to both consultations.
- 

**2. Recommendations**

It is recommended that the Policy Board

- 2.1 Approves the signing up of Renfrewshire Council in support of Shelter Scotland's campaign as requested in their letter of 26<sup>th</sup> June 2015, (attached as Appendix 1).
-

### 3. **Background**

- 3.1. The private rented sector (PRS) in Scotland has more than doubled in size over the last 15 years. The 2011 Census found that around 10% of all homes in Renfrewshire are now in the private rented sector.
- 3.2. Against this backdrop, the Scottish Government set out its policy in relation to the sector in its 2013 private rented sector strategy, "A place to stay, a place to call home".
- 3.3. Following publication of this strategy, the government set up the Private Rented Sector Tenancy Review Group to examine how suitable and effective the current private rented sector system was and to consider whether changes in the law were needed.
- 3.4. The Review Group produced a report in May 2014 with one main recommendation; that the current tenancy system for the PRS be replaced by a new private tenancy that covers all future PRS lets.
- 3.5. Following publication of this report, a consultation on a New Tenancy for the Private Rented Sector was issued in October 2014, this was followed by a second consultation that took account of feedback and tried to address the key issues raised, seeking views on more developed proposals.
- 3.6. Overall, Renfrewshire Council's response to the second consultation welcomed the Scottish Government's proposals for a new private sector tenancy regime as a positive step to increase security of tenure for private sector tenants, to create clarity for both landlords and tenants in their roles and responsibilities and to simplify the procedure for setting up and ending tenancies.
- 3.7. The Council's response included reference to Renfrewshire's Tackling Poverty Commission report, which was published in March 2015 and highlights concerns about housing costs and affordability in the private rented sector, and called for additional powers to ensure that private tenants are charged a fair price.
- 3.8. This response also notes that despite rapid growth in the private rented sector in recent years, there is no effective and comprehensive control over rents and standards in the sector and this wider issue should be addressed by the Scottish Government with consideration given to the proportion of income spent on rent, the need for recourse to housing benefit (including working households claiming benefit) and patterns of housing benefit expenditure.

- 3.9. Shelter Scotland's campaign has attracted support from a number of other Scottish local authorities including Edinburgh and Glasgow, as well as organisations such as ALACHO and the Scottish Federation of Housing Associations (SFHA). Ahead of Scottish parliament legislation later this year, the campaign seeks to gather support to promote the creation of a more stable, predictable and flexible private rented sector. The campaign seeks:
- Stability for people wanting to make rented housing their home;
  - Flexibility for people to stay in their home as long as they need to;
  - A modern tenancy that gives security and flexibility for tenants and landlords;
  - A fair system for sorting out renting problems when they occur; and
  - Predictable rents for tenants and landlords.
- 3.10. These aims are in line with the Councils own aspirations and are reflected in the responses from the Council to the two consultations on a New Tenancy for the Private Rented Sector recently submitted to the Scottish Government and with the recommendations included within Renfrewshire's Tackling Poverty Commission report and the recent agreement by the Council to invest £6 million in a scheme to tackle child poverty (including £60,000 to maximise the councils current and future powers to register and regulate private landlords to boost standards in the private rented sector).

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## Implications of the Report

1. **Financial – None.**
2. **HR & Organisational Development – None.**
3. **Community Planning – None**
4. **Legal – None.**
5. **Property/Assets-None.**
6. **Information Technology – None.**
7. **Equality & Human Rights –** The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations

and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

8. **Health & Safety** – None.
9. **Procurement** – None.
10. **Risk** – None.
11. **Privacy Impact** – None.

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### **List of Background Papers**

- Consultation on a New Tenancy for the Private Sector, Housing and Community Safety Policy Board, 20<sup>th</sup> January 2015
- Second consultation on a New Tenancy for the Private Sector, Housing and Community Safety Policy Board, 12<sup>th</sup> May 2015

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**Author:** Mark Campbell, Housing Strategy Officer, 0141 618 6268,  
mark.campbell@renfrewshire.gov.uk

26 June 2015

Sandra Black  
Chief Executive Renfrewshire council  
Council HQ,  
North Building,  
Cotton Street,  
PAISLEY,  
PA1 1TR

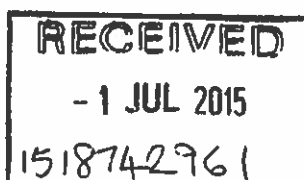
Dear Ms Black

## Shelter Scotland – Make Renting Right campaign

Shelter Scotland is campaigning to reform and improve the growing private rented sector to make sure it is a safe, secure and stable housing option. We are building a coalition of supporters to 'Make Renting Right' and I wanted to ask if your council would be interested in signing up and supporting the campaign?

We have Edinburgh, Glasgow, Fife and Dundee councils signed up already and we have broad cross party support with 84 MSPs signed up so far. We also have 30 organisations and over 2000 individuals signed up. The organisations include ALACHO, SCVO, SFHA, Quarriers, Educational Institute Scotland (EIS), Govan Law Centre and Citizens Advice Scotland, amongst others. You can see all those who have signed up on our website at [www.shelterscotland.org/makerentingright](http://www.shelterscotland.org/makerentingright)

312,000 households in Scotland now live in the private rented sector and in Renfrewshire 10% of households are in the private rented sector, compared to the Scottish average of 13%. The private rented sector has become home to a more diverse group of tenants in the last 10 years. The number of families with children for example has more than doubled in the last 10 years, with 80,000 households with children now living in private rented accommodation. We believe the current tenancy regime needs to change to reflect the needs of this diverse group of tenants, many of whom now see the sector as a long term housing option rather than a stepping stone to home ownership or accessing social rented housing.



Shelter: the National Campaign for Homeless People (cited)

Registered address  
88 Old Street, London EC1Y 9AU  
Registered in England and Wales  
Company number 1018133  
Registered VAT number 626 551674  
Registered charity in England  
and Wales (262112) and in

# Until there's a home for everyone

The Scottish Government has recently consulted with a range of stakeholders through the Scottish Government's Private Rented Sector Tenancy Review Group and we were very pleased to see the group recommend *'that the current tenancy for the Private Rented Sector, the Short Assured Tenancy and the Assured Tenancy, be replaced by a new private tenancy that covers all future PRS lets'*.

Following on from this recommendation the Scottish Government recently consulted on a new tenancy for the Private Sector. We have responded to these consultations which are a precursor to forthcoming private rented sector legislation which will change the tenancy regime and is due to be introduced to the Scottish Parliament this autumn. We are therefore gathering support ahead of this legislation to ensure we can create a more secure, stable, predictable but still flexible private rented sector.

To Make Renting Right we are asking for:

1. **Stability** for people wanting to make rented housing their home
2. **Flexibility** for people to stay in their home as long as they need to
3. A **modern** tenancy that gives security and flexibility for tenants AND landlords
4. A **fair** system for sorting out renting problems when they occur
5. **Predictable** rents for tenants and landlords

We would very much appreciate your council's support for this campaign.

Information about the campaign can be seen on our website at [www.shelterscotland.org/makerentingright](http://www.shelterscotland.org/makerentingright).

I look forward to hearing from you.

Best wishes

A handwritten signature in black ink, appearing to read 'Adam Lang', with a long, sweeping horizontal line extending to the right.

Adam Lang  
Head of Communications and Policy, Shelter Scotland

CC Cllr Mark MacMillan, Council Leader  
CC Councillor Williams, Convenor Housing and Community Safety Board



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**To: Housing and Community Safety Policy Board**

**On: 25 August 2015**

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

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**Heading: The Rental Exchange Project**

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**1. Summary**

- 1.1 Big Issue Invest (BII) ( the social investment arm of The Big Issue) partnered with Experian, a large, national credit reference agency and initiated a project called 'The Rental Exchange' to use rental payment data to build a credit score for Social Sector tenants.
- 1.2 The primary purpose of the project is to assist financially excluded tenants, by helping them to build a profile with the credit reference agency and access mainstream/cheaper finance and avoid unregulated lending. The Rental Exchange also takes tenants' rent data to create an electronic identity, which is essential when applying for direct debits and other credit based services.

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**2. Recommendations.**

Members are asked to:

- 2.1 Agree to participate in the 'Rental Exchange Project' following tenant notification.
-

### 3. Background

- 3.1 A lot of companies/organisations rely upon credit scoring to decide whether to give customers access to mainstream financial services such as mobile phone contracts, a bank account or a loan at an affordable interest rate. The Big Issue Invest (BII) which is the social investment arm of The Big Issue, have led on a great deal of research on financial exclusion. BII found that many social housing tenants are excluded from affordable credit and other services due to the lack of a credit history. This means they are more likely to be refused or pay more for credit, goods or services, putting extra pressure upon already challenging finances
- 3.2 Experian, a large, national credit reference agency were chosen as partners for 'The Rental Exchange' by Big Issue Invest (BII) to use rental payment data to build a credit score for Social Sector tenants. In the same way that mortgage history can count towards a credit history, the partnership aims to enable rental payment history to be used as proof of financial standing and reliability. Sharing rental payment history will also help create an online proof of identity, a good credit history can make it easier for tenants to open or change bank accounts, shop online, receive better mobile phone rates, receive better gas and electricity rates, or obtain cheaper credit.
- 3.3 The majority of tenants pay their rent on time so this information will enhance their credit score and help them to access more affordable mainstream credit/services. If a tenant is unable to pay their rent, it is unlikely they are suitable for a loan or other payment agreement, therefore the Rental Exchange supports responsible borrowing and lending and helps people avoid becoming over-indebted. Tenants on full housing benefit would see no effect to their credit score but will benefit from digital authentication.
- 3.4 To help illustrate this, Experian provided the 2 examples below:
- When sourcing online to purchase an item of furniture (corner sofa) the difference in having a positive credit score and not was significant. If a positive credit score was held customers could purchase the corner sofa over 36 months with 0% APR charged to the purchase price from a mainstream store. If a poor or no credit profile was held customers would likely only be accepted at higher cost stores and although would still have the opportunity to purchase over 36 months the APR offered was 64.7%.
- In an online search for car insurance, an individual who can be digitally authenticated received 108 quotes, with a £26.50 deposit and £177.30 per annum. The same search where the individual changes their house number only, and therefore cannot be firmly digitally authenticated (no proof of address) received 98 quotes, with a £31.80 deposit and £212 total.
- 3.5 Experian have developed a system to ensure that 'one off' missed payments do not have an impact upon an individual's credit score. Arrears will be reported but the scoring is set up so that only payments missed across a 2 month/8 week period will adversely impact a tenant's credit score. This should help to address concerns of individuals who have accidentally missed a payment or have had an unforeseen problem.

- 3.6 One of the benefits of the scheme is that it will reward tenants for paying rent on time and helps them access affordable mainstream credit and services. The Rental Exchange could act as an incentive to pay rent on time which could increase collections and reduce late payments. The scheme can also help identify those tenants who are financially vulnerable and enable the service to provide an appropriate support strategy to help.
- 3.7 In setting up the project Experian sought the advice of the Information Commissioner's Office (ICO) who have confirmed that there is 'legitimate interest' and no explicit consent is needed to use rent account information for this purpose. However, in terms of the Data Protection Act 1998, the Council has an obligation to notify the Service Users and provide the opportunity to opt out, by communication addressed to the individual household rather than part of a newsletter or equivalent. Tenants will therefore be notified and given the opportunity to opt out before we proceed with the scheme.
- 3.8 There is no cost involved in participating in the Rental Exchange. Experian would need to work with our housing systems IT team to extract the relevant data. They are working closely with Northgate on data sharing for many other organisations, our IT team have assessed the data requirements and have no issues with the process required.
- 3.9 Across the UK, 36 landlords have now signed up to this project.

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## Implications of the Report

1. **Financial** - There is no cost involved in participating in the Rental Exchange Project
2. **HR & Organisational Development** - The activity is consistent with developing systems within the organisation.
3. **Community Planning**  
**Community Care, Health & Well-being** - The activity is consistent with supporting the most vulnerable in the community.  
  
**Jobs and the Economy –**  
This activity supports financial inclusion.
4. **Legal** – An Agreement is in place between the Council and Experian to regulate any data sharing or data processing. Legal and Democratic Services have reviewed the agreement.
5. **Property Assets** – None
6. **Information Technology** - implications are in relation to electronic data transfer and there is no significant resource implication

7. **Equality & Human Rights** –  
No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** - None
9. **Procurement** – None
10. **Risk** – The Legal Agreement in place mitigates any information risk. All data is protected on secure server.
11. **Privacy Impact** – The Information Commissioner has confirmed that there is 'legitimate interest' and no explicit consent is needed to use rent account information for this purpose. A full privacy impact assessment has been carried out.

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#### **List of Background Papers**

BII Rental Exchange White Paper

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**Author:** Ann Bennett, Housing Services Manager, 0141 618 6232  
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**To: Housing and Community Safety Policy Board**

**On: 25 August 2015**

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

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**Heading: Housing Impacts of Welfare Reform progress update**

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**1. Summary**

- 1.1. This report summarises the position for Council tenants at end of financial year 2014/15 and the ongoing action being taken within Housing Services to support tenants through Welfare Reform changes. In addition, the report also provides an update on the latest position in relation to Universal Credit roll out in Renfrewshire as it affects Council tenants.

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**2. Recommendations.**

Members are asked to:

- 2.1 Note the position for Council tenants at end of financial year 2014/15 and the ongoing action being taken within Housing Services.
- 2.2 Note the latest position in relation to Universal Credit roll out in Renfrewshire as it affects Council tenants
-

### **3. Background**

- 3.1 Previous reports to this Board have updated on the Housing Policy response to Welfare Reforms to date and in particular the impact of the spare room subsidy, also known as the 'bedroom tax' as it affected Council tenants in Renfrewshire.
- 3.2 At the Finance and Resources Policy Board meeting on 27 August 2014, the Board approved a revised policy for Discretionary Housing Payments and agreed to introduce a streamlined application process for applicants affected by the under occupancy reduction. The revised policy included arrangements where local RSLs and the Council's Housing Services can make the DHP application on behalf of affected tenants, providing the tenant has agreed to the landlord acting on their behalf. This policy intention, removed the requirement for a financial hardship assessment for these applicants.
- 3.3. It was also agreed that for applications from those affected by under occupancy deductions, awards of DHP would be provided to fully mitigate the impact of the under occupancy deduction in 2014/15. With the inclusion of backdating applications to the date the tenant was affected by under occupancy the financial impact on tenants and the Housing Revenue Account has been minimised significantly.
- 3.4 The revised policy approved for Discretionary Housing Payments and the resources made available to implement the Scottish Governments objective of fully mitigating the effects of the under occupancy deduction across Renfrewshire, resulted in the Council Tenant Assistance Fund (CTAF) not being required. Consequently the resources set aside through CTAF for 2014/15 were carried forward at the year end, through the HRA reserves set aside for Welfare Reform, for use in future years.
- 3.5 The Council's investment in additional staffing resources to contact customers and maximise support and assistance to access funds available was successful. Contact was made with all customers affected and 97% took up the offer of support which enabled access to DHP of just under £1m for Council tenants to mitigate the impact of under-occupation.

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### **4. Outcomes for Council Tenants affected by the Housing Benefit reduction for year ending 31 March 2015.**

#### **4.1 Financial assistance**

- 4.1.1 Efforts were maximised to communicate with Council tenants affected to allow staff to make the DHP application on their behalf (as outlined in section 3 above) offering support and completing the DHP application to address the shortfall. At financial year end 2014/15, 97% of Council tenants affected by the Housing Benefit reduction for under occupancy had been awarded a DHP. During 2014/15 improved take up of DHP resulted in £929,000 overall being paid to rent accounts from the DHP fund.

4.1.2 The remaining 3% equates to 45 households affected by the under-occupancy rules at the year end with no DHP in place. Of these, only 6 were in arrears, totalling £4,167, of which £1,890 related to under occupation. All tenants were offered support and the outcomes outlined above confirm that only a small proportion chose not to respond to the opportunities the council offered for additional support. Housing staff continue to assist tenants in the completion of Discretionary Housing Payment (DHP) applications.

4.1.3 Two dedicated Money advisors are located within Housing, one of which was funded by a successful funding application to the Scottish Legal Aid Board. At the end of March 2015, 773 customers had been given money advice with £816,438.78 of additional income being secured as a result of assistance to access additional benefits for Council Tenants. An additional £260,777 of debt in Council tenant households is now being managed through discussion with creditors to seek suitable and affordable repayments for other debts owing.

4.1.4 Based on the success of outcomes from this post, the Council has been successful in securing additional funds from the Scottish Legal Aid Board to continue dedicated money advice for Council tenants impacted by the reforms for an additional 18 months commencing April this year, in addition to funding for an additional post to extend the contact and advice on offer.

4.1.5 During 2014, the Council was also successful in securing funding from the Welfare Reform Resilience Fund, which funded 2 Energy Advisors. The project commenced on 1 September 2014 and to date 234 Council Tenants have been referred resulting in savings of £31,059.78 for 135 households.

## **4.2 Housing options**

4.2.1 Although we are doing all we can to help people move within the context of limited stock available, most of our tenants do not wish to move and wish to stay in their own community. Of those affected by the occupancy rules only 305 were on the waiting list at the end of March 2015, of which 117 (38%) were on the list prior to the under-occupancy rules being introduced.

4.2.2 In partnership with our Housing Association partners, the 'joint drop in' Housing Options and Mutual Exchange shop in Paisley Town Centre was opened to the public on the 21 October 2013 – key outcomes for financial year 2014/15 were:

- 1862 customers called into the shop, and received advice and assistance
- 319 have registered for a mutual exchange through the on line service
- Of the customers calling into the shop 1046 found out about it by walking by and a further 609 found out from Council staff advice (the remaining 207 through a variety of sources).
- 61 tenants found a suitable match and exchanged properties last year, 24 of which were impacted by under occupancy.

4.2.3 Although relatively small in number the increase in exchanges is a valuable outcome for the housing system in Renfrewshire. There are positive outcomes from mutual exchanges for those involved in terms of meeting housing needs for respective applicants with an element of choice. In addition to meeting

housing need, the benefit for the Council in mutual exchanges 'swaps' is that the properties involved do not enter the 'void process' which avoids the associated costs (outwith safety checks). Last year the Scottish Housing Best Value Network reported the average void cost to be £2300 for repairs alone.

The footfall in the shop also continues to be high, with extended opportunities for marketing and promotion, 7 housing association partners shared the cost of the shop frontage which promotes the partnership within Renfrewshire and the opportunity to access housing association stock.

Sanctuary Housing Association who do not have a base locally utilise the shop to hold their 'housing surgery'. This co-location whilst it is only once a week, strengthens joint work at an operational level. Local Associations make use of the shop front and displays to display their housing options.

4.2.4 The Council approved an amendment to the Housing Allocation Policy on June 2013 to prioritise those Council tenants who are worst affected by under-occupancy within the existing Group 4 Exchanges. During 2014/15, 27 under occupying tenants were re housed by the Council.

### **4.3 Employment**

4.3.1 Plans to help mitigate the impacts of welfare reform included improving the employment prospects for tenants and their families including:

- The extension of Housing Options advice to include employment sign posting and relevant housing staff have been trained. A dedicated Employment Advisor is now part of the Housing team and awareness sessions have been carried out across the service. In 2014/15, 205 tenants/members of their household have been supported with employability services to enable progression in the transition to work. 20 of these individuals are now in employment and 15 moved into further training. 38 clients received support with CVs and/or IT access. 36 received specialist provision such as referrals to Advice Works, Crisis or REEM (Renfrewshire Efforts to Empower Minorities).
- Further to the 2 'housing trainee' projects previously reported to the Board, in which 10 young people joined the Housing service as trainees, an additional 2 trainees joined Housing Services as part of a Household Review team during 14/15, both of which are now in full time employment. These projects have allowed the trainees to gain work experience and skills to assist in success in the employment market. The teams remit was to gather information on households and their awareness/ability to cope with current or forthcoming Welfare Reform changes which may affect their household. The team proved to be very successful – conducting in excess of 3000 household reviews with Council tenants and during their time in housing both trainees also gained an accreditation in Level 2 SVQ Administration through the employability initiative.
- In partnership with Community Resources, during 2014/15, 18 trainees worked as part of a 'Neighbourhood Environmental Team' (including 4



replacements for trainees who left during the programme). 14 clients in total moved into employment either with the council or elsewhere

The Council piloted a new approach which has proven to be very successful in Glasgow - empowering the team to provide neighbourhood environment services using a “what’s needed” approach to environmental issues such as clearances, litter picking, weed killing, graffiti etc in conjunction with the local housing officer and residents, as opposed to traditional methods involving schedule of work and responding to individual complaints/requests. This scheme enables skills development for the individual trainees whilst delivering an intensive estate environment management service to improve local housing areas. This scheme has recently been developed and integrated within a wider employment initiative in partnership with Community Resources and ‘Invest in Renfrewshire’ which as well as trainees, involves volunteerism and a town centre initiative. Intensive Estate Management will be provided in targeted areas for part of their working week. 8 trainees have recently joined the team as part of this employment initiative.

#### **4.4 Temporary Accommodation**

4.4.1 Maximum rent restrictions apply to HB recipients who are homeless and placed in Council owned temporary accommodation. (The restrictions do not apply in circumstances where homeless applicants are placed in privately sourced/leased accommodation used for this purpose or the accommodation provides more than minimal care, support or provision).

4.4.2 In Renfrewshire 133 out of 157 properties (85%) used to provide accommodation to homeless applicants are Council owned, therefore the new maximum rent rules potentially places an additional burden on the Council. The majority of households living in temporary accommodation receive Housing Benefit and are placed in accommodation available and arising from an urgent need, rather than a requirement for a particular size of property.

4.4.3 Work is ongoing to look at the current modelling of temporary and supported accommodation to determine the future viability of the current model of service delivery, which at present proves to be highly effective at meeting the immediate needs of vulnerable individuals and families and has allowed the Council to cease the use of Bed and Breakfast accommodation. By the end of 2014/15 almost £53,000 under occupancy arrears had accumulated.

4.4.4 It is also noted that the DWP intend that housing costs for short stay tenants will be included in Universal Credit at Local Housing Allowance (LHA) rates and paid direct to tenants, with a separate element for management costs paid direct to landlords. While these changes are unlikely to affect many tenants during the first phase of transition to Universal Credit, over the longer term this proposal is concerning and this would place significant pressure on already extremely vulnerable clients. It is also fully anticipated that a very high level of non payment of associated rent will occur as a consequence which is expected

to have an impact on the Council's financial arrangements for the provision of Short Stay, temporary accommodation.

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## **5. Universal Credit in Renfrewshire**

- 5.1 On 22 June 2015 the UK Government's roll out of its new benefit, Universal Credit (UC), was extended to Renfrewshire. Only residents who meet the criteria below apply for UC. Claim numbers are expected to be low initially.

Residents are asked to apply for Universal Credit (UC) if they are:

- Aged between 18 and 60
- Single
- Live in Renfrewshire (apart from PA11, PA14 and PA2 8 postcode areas), and
- About to make a new claim for Income based Jobseekers Allowance. They'll instead apply for UC.

- 5.2 Universal Credit benefit payments are paid monthly (instead of fortnightly) and there are changes to the way housing benefit is paid. Council, housing association, and private tenants who fall into the categories above will receive their housing benefit as part of their UC claim (and it is called the 'housing element'). It is paid directly to them and won't go straight to their landlord, meaning the tenant will have to pay the 'housing element' of their UC money to their landlord to cover their rent.
- 5.3 There is a process available called 'alternative payment arrangements' where requests can be made for the 'housing element' payments to go directly to landlords if residents can explain why paying rent would be difficult for them. Landlords can apply for alternative payment arrangements (ie rent direct from benefit to the landlord) if the tenant has 2 months rent arrears or more in their account. Residents can wait for around 5 weeks to receive their first UC payment as it is paid in arrears. There is also a Statutory Instrument that effects a 7 day waiting period from 3 August 2015 (ie no entitlement to benefit) for UC customers. This 7 day waiting period with no entitlement added to the 35 days assessment period results in 42 days prior to any payment from 3 August 2015.
- 5.4 As previously reported to the Board this new benefit system is in contrast to the existing Housing Benefit administration, where, Housing Benefit is paid directly to social sector landlords. Whilst there will be some exceptions to this where particularly vulnerable tenants will continue to have their rent paid direct to the landlord. Universal Credit has been designed as an online system with the intention that claims will be made through online accounts accessed via the internet.
- 5.5 At the start of August, 277 claims have been made for UC in Renfrewshire, 37 of which we know are Council tenants. The nature of the new benefit system changes many of the components of rent payment for customers in receipt of benefit; as outlined above, the housing element of their benefit (within their UC benefit payment) is paid 5 weeks in arrears. The payment date for each

claimant is calculated based on their claim date, therefore, dates will vary for tenants in contrast to housing benefit where all payments are made on the same day and directly into rent accounts from the Council's benefit system; in line with rent charging periods.

- 5.6 As mentioned above, there are now 37 Council tenants known to be in receipt of UC at at 31 July 2015 and outcomes from the changes for customers and the rent system are being monitored and will be reported to a future meeting. Noteable changes include:

**Housing Benefit customer**

Benefit paid from first Monday

28 day processing target

Automatic payment to rent account

Landlord notified HB in payment & details

**Universal Credit customer**

7 day waiting period (from 3.8.15)

35 day assessment period

Housing element paid direct to tenant\*

Customer notified of UC direct (not landlord)

\*alternative payment arrangement can be applied for in certain circumstances

- 5.7 As previously reported, the Housing Service will need to have more detailed knowledge of our tenants and their household circumstances as we deal with the roll out of UC. Although in these early days the numbers are relatively low, we are using this period to strengthen relationships with tenants, internal colleagues and DWP to make sure that communications are effective and contacts are targeted: to maximise income for customers impacted by the benefit changes, and protect rental income as far as possible as the roll out progresses and numbers of tenants in receipt of the new Universal Credit increases.
- 5.8 Housing Services is in the process of realigning resources and decentralising central teams from October this year. Allocations and Intervention staff will integrate within the 4 local Housing teams in Renfrew, Johnstone, Paisley North and Paisley South. This decentralisation into local neighbourhood teams will hopefully contribute to closer working and improved sharing of information for the benefit of customers and tenants; building on systems already in place which will be a crucial element of our preparation for further roll out Universal Credit and other welfare reforms.
- 5.9 The Housing Service will continue to contribute to the work associated with the Tackling Poverty action plan and related workstreams of the corporate Welfare Reform programme; to maximise opportunities that arise to continue external funding in partnership for the benefit of Renfrewshire tenants and residents.

## Implications of the Report

1. **Financial** - The funding required to address the impact of the under occupancy deduction for Council Tenants in 2014/15 was £929k, which was met through DHP and Scottish Government additional allocations. The HRA also utilised £600k of Welfare Reform reserves to cover additional staffing costs and employability initiatives during 2014/15. The unspent balance of this year's Welfare Reform reserves that related to the CTAF was carried forward at the year end in light of the continuing uncertainty over the roll out of Universal Credit and other Welfare Reform changes beyond 2015/16.
  2. **HR & Organisational Development** - The activity is consistent with supporting and developing staff and systems within the organisation.
  3. **Community Planning**  
**Community Care, Health & Well-being** - The activity is consistent with supporting the most vulnerable in the community to adapt to significant changes to welfare provision  
**Jobs and the Economy** – This activity supports the Council's 'Invest in Renfrewshire' initiative through the creation of traineeship positions and provision of employability advice and support to Council Tenants contacted.
  4. **Legal** - None
  5. **Property Assets** – None
  6. **Information Technology** - implications are in relation to the updating existing systems to identify universal credit housing cost element as a payment source in tenant's rent accounts.
  7. **Equality & Human Rights** –  
No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
  8. **Health & Safety** - None
  9. **Procurement** – Procurement of energy efficient projects.
  10. **Risk** – The welfare reform risk has been built in to the financial sustainability risk and the tackling poverty and inequality risk which are the top 2 risks for the Council.
  11. **Privacy Impact** - None
-

## List of Background Papers

- Housing and Community Safety Policy Board report 11 November 2014: Housing Policy response to Welfare Reform
- Finance and Resources Policy Board report 27 August 2014: 'Discretionary Housing Payments – revised policy'
- Housing and Community Safety Policy Board 27 August 2013: Housing Policy Response to Welfare Reform – Council Tenant Assistance Fund
- Housing and Community Safety Policy Board 14 May 2013: Housing Allocations Monitoring Report 2012/13 and targets for 2013/14
- Planning and Property Policy Board 14 May 2013: Lease of Premises at 7a Moss Street, Paisley

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[ann.bennett@renfrewshire.gov.uk](mailto:ann.bennett@renfrewshire.gov.uk)



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**To: Housing Community & Safety Policy Board**

**On: 25 August 2015**

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

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**Heading: Scottish Social Housing Charter Return for 2014 - 2015**

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**1. Summary**

- 1.1 All Local Authorities and RSLs were required to submit their Annual Return on the Charter for 2014/15 at the end of May 2015. This report provides details of the submission by Renfrewshire Council.
- 1.2 Members will recall from the previous Housing and Community Safety Board meetings that they receive a twice yearly report on progress against the Charter indicators. The second of the six month reports was presented to the Policy Board in November last year. This is the second Annual outturn report for the Scottish Social Housing Charter.
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**2. Recommendations**

- It is recommended that
- 2.1 The Board notes the out turn report on the Scottish Social Housing Charter which is attached to this report at Appendix 1.
- 

**3. Background**

- 3.1. This is the second year of the Scottish Social Housing Charter and previous reports to the Housing and Community Safety Board have provided details on the purpose of the Charter, its outcomes and indicators. The Scottish Housing Regulator uses the information submitted by social landlords each

year to monitor the performance of all social landlords against the Charter outcomes and standards.

- 3.2. The report attached as Appendix 1 gives outturn information for Renfrewshire Council for 2014/15.
- Section 1 provides a summary of Renfrewshire Council's performance against the Charter indicators, highlighting both improved performance and also areas which require further improvement
  - Section 2A lists performance against the 37 Charter indicators in tabular format for ease of reference.
  - Section 2B gives details of some core contextual data which the Council also submitted as part of the Charter return
  - Section 3 provides more general performance management information for key service areas in a format consistent with previous reporting to the Policy Board.
- 3.3. The Regulator requires social landlords to undertake a Tenant Satisfaction survey at least every 3 years. Our last survey was in 2013 and therefore some of the indicators remain unchanged from last year. A new independent Tenant satisfaction survey is planned for later in 2015 and this will inform future Charter returns.
- 3.4. Following on from our Charter submission of 2013/14, the Scottish Housing Regulator conducted a data accuracy visit for five of the Charter indicators. They wrote to us in May 2015 where they concluded that we demonstrated a high level of commitment to delivering the requirements of the Charter and that the Council uses the Charter to routinely monitor its performance and report this information to Members and tenants. The Regulator further advised that our supporting evidence (reports and spreadsheets) was clearly dated and confirmed that this information had been used to complete the ARC. This provided clear evidence, audit trails and assurance that the reported data could be substantiated.
- 3.5. In July 2015, the Scottish Housing Regulator published its Risk Assessment Summary Outcome for local authorities, where Renfrewshire Council was one of nine local authorities where the Regulator reported having sufficient assurance about performance and that monitoring of the delivery of housing and homelessness services will be conducted through the ARC.
- 3.6. All Council Housing Services and Registered Social Landlords were required to submit their return to the Scottish Housing Regulator by 31 May 2015. This is an annual requirement. The Scottish Housing Regulator will report all landlords' performance on its website in August 2015. In October, in common with other Councils and RSLs, the Council will be required to report its performance against the Charter to all tenants. This will include information on our performance compared to the national position. The first



Tenant Report on the Charter was published as a special edition of the 'People's News' in October last year and sent to every Council tenant. Tenants were consulted on the content and format of the report. This approach will be followed again in the preparation of the 2015 Tenant Report on the Charter.

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### **Implications of the Report**

1. **Financial** - None.
  2. **HR & Organisational Development** - None
  3. **Community Planning** – None
  4. **Legal** – Completion and return of the Charter return is a statutory requirement of all Local Authorities and RSL's.
  5. **Property/Assets** - None.
  6. **Information Technology** - None
  7. **Equality & Human Rights** -  
The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
  8. **Health & Safety** – None
  9. **Procurement** – None
  10. **Risk** - None
  11. **Privacy Impact** - None
  12. **CoSLA Policy Position** – None.
- 

### **List of Background Papers**

- Reports to the Housing and Community Safety Policy Board on:
  - 26 April 2011, 'Scottish Social Housing Charter'
  - 4 October 2011, 'Draft Scottish Social Housing Charter'
  - 28 February 2012, 'Scottish Social Housing Charter'
  - 28 August 2012, 'Scottish Social Housing Charter'

- 12 March 2013, 'Scottish Social Housing Charter'
- 27 August 2013 'Tenant Satisfaction Survey (2013)'
- 12 November 2013 Six Monthly update on the Scottish Social Housing Charter
- 26 August 2014 Scottish Social Housing Charter Annual return 2103/14
- 11 November 2014 2013 Six Monthly update on the Scottish Social Housing Charter

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

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# **Scottish Social Housing Charter 2014-2015**

## **Annual Outturn Report**



**Renfrewshire  
Council**

**Development and Housing Services**

# **Scottish Social Housing Charter 2014-2015**

## **Outturn report**

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## **SECTION 1: OUTTURN REPORT (2014-2015)**

### **Overall Satisfaction**

The first Charter indicator asks for the percentage of tenants who are satisfied with the overall service provided by their landlord. The Tenant Satisfaction Survey carried out in April and May 2013 reported that 82.0% of respondents were satisfied with the overall service provided by Renfrewshire Council (27.1% were very satisfied and 51.9% were fairly satisfied). This is a significant improvement on the last Tenant Satisfaction Survey in 2009 when 72.0% were satisfied with the overall service provided by the Council.

A tenant satisfaction survey is carried out every two years in line with guidance from the Scottish Housing Regulator, which requires this to be undertaken at least every three years. The 2014/15 Charter return draws on data from the 2013 survey. A new survey of tenants will be carried out in late 2015.

## **1. The Customer Landlord Relationship**

### **Equalities**

Charter Indicator 2 asks for information on the ethnic origin of service users and staff and for information on disability. A range of equalities information is reported to the Housing and Community Safety Policy Board each year, with a full equalities monitoring report presented to the Board in August 2014.

### **Communication**

Charter Indicator 3 asks for the percentage of tenants who feel that their landlord is good at keeping them informed about services and decisions. The 2013 Tenant Satisfaction Survey reported that 79.2% of tenants thought Renfrewshire Council is good or very good at keeping them informed about services and decisions (23.7% said the Council is very good and 55.5% said fairly good). This is a slight improvement from the 2009 survey (when 78% of tenants said the Council was good or very good).

Charter Indicators 4 & 5 refer to complaints handling performance. Percentage of 1st and 2nd stage complaints, including those related to equalities issues, responded to in full in the last year, that were resolved by the landlord and also the percentage upheld. Also, the percentage of 1st and 2nd stage complaints responded to in full in the last year, within the Scottish Public Services Ombudsman (SPSO) Model Complaint Handling Procedure (CHP) timescales. Our return for these indicators are: 98.2% (Stage 1) and 90.2% (Stage 2). These indicators have been combined as our timescales are the same as those set by the SPSO.

### **Participation**

Charter Indicator 6 asks for the percentage of tenants who are satisfied with the opportunities given to them to participate in their landlord's decision making processes. The 2013 Tenant Satisfaction Survey reported that 69.0% of tenants were satisfied (10.4% very satisfied and 58.6% fairly satisfied).

## **2. Housing quality and maintenance**

### **Housing Quality**

Charter Indicator 7 records progress on percentage of stock meeting the Scottish Housing Quality Standard (SHQS). Our out turn figure for meeting SHQS at 31<sup>st</sup> March 2015 is 84.6%. After applying allowable exclusions and abeyances, the Council is 100% compliant with the target to meet SHQS by 2015

Charter Indicator 8 refers to the percentage of properties at or above the appropriate NHER (National Home Energy Rating) or SAP (Standard Assessment Procedure) ratings specified in element 35 of the SHQS. This figure we have achieved for this year is 97.4%

Charter Indicator 9 relates to satisfaction with the standard of their home for tenants who moved in. The 2015 figure reports 80% satisfaction among new tenants. This is taken from a survey of all new tenants in 2014/15, (with 36% survey returns for 1,235 new lets during the year) and is an improvement from 2013/14.

Charter Indicator 10 relates to overall satisfaction with the quality of homes for all existing tenants. The 2013 Tenant Satisfaction Survey reported that 81.6% of tenants were satisfied (29.9% were very satisfied and 51.7% were fairly satisfied). This is a significant improvement from the 2009 Tenant Satisfaction Survey when 67.0% of tenants said they were satisfied with the quality of their home.

### **Repairs, maintenance and improvements**

Charter Indicator 11 relates to the time taken to complete emergency repairs. Average time for this indicator has reduced to 5.8 hours in 2014/15 compared to 11.5 hours in 2013/14. This improvement is a result of working closely with our contractor to identify areas where administrative processes could be more robust. This included revising the categorisation of certain repairs and improving the administration of the job ticket management process, ensuring the time that a job was attended is robustly recorded.

Charter Indicator 12 relates to the time taken to complete non-emergency repairs. For the year 2014/15 our average time to complete was 8.5 days, this is the same as last year.

Charter Indicator 13 asks for the percentage of reactive repairs which are completed 'right first time' (ie there was no need for a further visit either because the repair had been inaccurately diagnosed or where the operative did not fix the problem). This year figure of 87.5% is comparable with last year 87.8%.

Charter Indicator 14 relates to the percentage of repairs appointments which were kept. The figure for 2014/15 is 98.9% which was better than 2013/14 (95%).

Charter Indicator 15 relates to gas safety checks. For 2013/14 we achieved 99.99% of all properties which required a gas safety check completed by the anniversary date. 2014/15 was also 99.99% due to a tenant not allowing access on the agreed appointment dates resulting in a forced entry beyond the anniversary date.

Charter 16 asks for the percentage of tenants satisfied with the repairs and maintenance service. The satisfaction rate for 2014/15 is 94.7% based on data from a telephone survey of tenants immediately after repairs have been completed and is an improvement from 2013/14.

### **3. Neighbourhood and community**

#### **Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes**

Charter Indicator 17 asks for the percentage of tenants who are satisfied with the management of the neighbourhood they live in. The 2013 Tenant Satisfaction Survey reported that 81.2% of tenants were satisfied (23.8% were very satisfied and 57.4% were fairly satisfied).

Charter Indicator 18 relates to properties offered and refused by housing applicants. In 2014/15, 59.6% of tenancy offers were refused, which was an improvement on the previous year (61.3%). Although the figure is broadly in line with many large local authorities, we need to further reduce offers being refused.

Charter Indicator 19 asks for the percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets. Our outturn figure for this indicator is 91.6% compared with 93.7% last year.

### **4. Access to housing and support**

#### **Tenancy sustainment**

Charter Indicator 20 relates to tenancy sustainment and shows the percentage of tenants who commenced a tenancy in the previous reporting year and remained in their tenancy a year later. The overall sustainment figure for 2014/15 (87%) has improved from 85% in 2013/14 and 82.6% in 2012/13.

Charter Indicator 21 asks for the percentage of lettable houses that became vacant in the last year. Over 2014/15 10.2% of our lettable stock became vacant, compared with 11.0% in 2013/14.

#### **Housing options and access to housing**

Charter Indicator 22 asks for the percentage of approved applications for adaptations to Council dwellings which were completed during the year. The figure for 2014/15 was 87.8%, compared with 98.6% in 2013/14.

Charter Indicator 23 relates to the average time taken to complete adaptations to Council houses. For 2014/15 our average time was 64 days compared to 61 days for the previous year. Timescales for completion can vary depending on the nature and complexity of individual packages of adaptations.

Charter Indicator 24 asks for the percentage of the court actions initiated which resulted in eviction and the reasons for eviction. In 2014, 26.1% of court actions led to eviction, this reduced to 20.3% in 2014/15.

#### **Homelessness**

Charter 25 relates to homelessness and to the average length of stay in temporary accommodation. Our overall average length of stay in all types of accommodation was 57 days which was longer than in 2013/14 (47 days)

Charter Indicator 26 asks for the percentage of households requiring temporary or emergency accommodation to whom an offer was made. Our return for 2014/15 was 99.1%, compared to 100% in 2014/15

Charter Indicator 27 asks for the percentage of temporary or emergency accommodation offers refused in the last year by accommodation type. The percentage of offers refused for all types of accommodation was 1.9%, compared to 2.9% last year.

Charter Indicator 28 asks for the percentage of homeless households who were satisfied with the quality of temporary accommodation. In 2013/14, 87.9% of households were reported to be satisfied with the quality of temporary accommodation in Renfrewshire, this increased to 92.3% in 2014/15.

## **5. Getting good value from rents and service charges**

### **Value for money**

Charter 29 asks for the percentage of tenants who feel that the rent they pay for their property represents good value for money. The 2013 Tenant Satisfaction Survey reported that 75.0% of Council tenants think that, taking into account the accommodation and services provided, their rent represents value for money (19.5% said it represents very good value and 55.5% said fairly good value).

### **Rents and service charges**

Charter Indicator 30 relates to the total amount of rent collected in the year as a percentage of the total amount of rent due to be collected in the year. The figure for 2013/14 was 99.6%, increasing to 100.2% in 2014/15. (This includes all rental income collected in the year, which may include some due from previous years)

Charter Indicator 31 relates to gross rent arrears as a percentage of rent due. Although our return shows an increase from 5.58% in 2013/14 to 6.3% in 2014/15, this is result of a change in the way this indicator is calculated. The Regulator has confirmed that arrears written off during the year must now be included in the total arrears figure at the year end which caused this increase from last year. If this change was applied to last year then the comparable position would be a decrease from 7.2% to 6.3% reflecting the focus on rent collection throughout the year and improving performance.

Charter Indicator 32 reports the average annual management fee per factored property and was only collected for RSL's in 2013/14. However, the Regulator would like all landlords to report this for 2014/15 and our average fee for owners receiving a factoring service (not including heating and laundrette) is £90.00.

Charter Indicator 33 asks for the Percentage of factored owners satisfied with the factoring service they receive. In 2013/2014, 23.8% factored owners were satisfied with the service they received. This survey was taken from a small pool of owners who were participating in the pilot factoring scheme. 2014/15 survey was extended to all owners who receive a service (heating and laundrette included) and 45.4% stated that they were satisfied with the service. However, while this is better than last year, there is room for improvement.

Charter Indicator 34 relates to the percentage of rent lost due to properties being empty. Our figure for 2013/14 for void lost rent was 2.57%. 2014/15 saw an improvement with the void rent loss reducing to 2.03%.

Charter Indicator 35 reports on the time taken to re-let properties. Our figure for 2014/15 was 44 days which was an improvement on 2013/14 average of 56 days and a further improvement in the figure for 2012/13 (63 days).



## SECTION 2A: SCOTTISH SOCIAL HOUSING CHARTER: INDICATORS FOR RENFREWSHIRE

The Charter has **six sections** covering the customer / landlord relationship; housing quality and maintenance; neighbourhood and community; access to housing and support; getting good value from rents and service charges; and other customers.

It contains a total of **16 outcomes and standards** that social landlords should aim to achieve.

The Scottish Housing Regulator has identified **37 indicators** which will be used to form part of the scrutiny of landlords' achievement of the 16 outcomes and standards in the Charter. These are listed below, grouped under the six sections.

### 1. The Customer / landlord relationship: Equalities; communication; participation

No.	Indicator	2013/14 Data	2014/15 Data
1	Percentage of tenants satisfied with the overall service provided by their landlord.	82.0%	82.0%
2	Ethnic origins and disability details of service users, staff and for RSLs only, governing body members.	Separate report. Data in return	Separate report. Data in return
3	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	79.2%	79.2%
4 & 5	Percentage of 1st and 2nd stage complaints, including those related to equalities issues, responded to in full in the last year, that were resolved by the landlord and also the percentage upheld.	94.9% (Stage 1) 94.9% (Stage 2)	97.2% (stage 1) 90.2% (Stage 2)
	Percentage of 1st and 2nd stage complaints responded to in full in the last year, within the Scottish Public Services Ombudsman (SPSO) Model Complaint Handling Procedure (CHP) timescales.		
6	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes.	69.0%	69.0%

*No. 1, 3 & 6 from tenant satisfaction survey every two years,*

## 2. Housing quality and maintenance; quality of housing; repairs, maintenance and improvements

No.	Indicator	2013/14	2014/15
7	Percentage of stock meeting the Scottish Housing Quality Standard (SHQS). <i>After applying allowable exclusions and abeyances, the Council is 100% compliant with the target to meet SHQS by 2015</i>	62.1%	84.6%
8	Percentage of properties at or above the appropriate NHER (National Home Energy Rating) or SAP (Standard Assessment Procedure) ratings specified in element 35 of the SHQS, as at 31 March each year.	85.1%	97.4%
9	Percentage of tenants satisfied with the standard of their home when moving in.	61.4%	80%
10	Percentage of existing tenants satisfied with the quality of their home.	81.6%	81.6%
11	Average length of time taken to complete emergency repairs. (hours)	11.5	5.8 (hours)
12	Average length of time taken to complete non-emergency repairs. (days)	8.5	8.5 (days)
13	Percentage of reactive repairs carried out in the last year completed right first time.	87.8%	87.5%
14	Percentage of repairs appointments kept.	95.0%	98.9%
15	Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date.	99.99%	99.99%
16	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	78.0%	94.7%

No 9 from New tenant survey (2014/15)

No 10 from tenant satisfaction survey every two years

No 16 2014/15 data taken from telephone survey of tenants immediately after repairs completed

## 3. Neighbourhood and community; Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

No.	Indicator	2013/14	2014/15
17	Percentage of tenants satisfied with the management of the neighbourhood they live in.	81.2%	81.2%
18	Percentage of tenancy offers refused during the year.	61.3%	59.6%
19	Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets.	93.7%	91.6%

No 17 from tenant satisfaction survey every two years

#### 4. Access to housing and support; Housing options; Access to social housing; Tenancy sustainment; Homeless people

No.	Indicator	2013/14	2014/15
20	Percentage of new tenancies sustained for more than a year, by source of let.		
	• Existing tenants	90.8%	94.2%
	• Homeless applicants	75.4%	81.4%
	• Housing List applicants	87.9%	86.9%
	• Other	0	0
	• Overall	85.0%	87%
21	Percentage of lettable houses that became vacant in the last year.	11%	10.2%
22	Percentage of approved applications for medical adaptations completed during the reporting year.	98.6%	87.8%
23	Average time to complete applications (medical adaptations) days	61	64 (days)
24	Percentage of the court actions initiated which resulted in eviction and the reasons for eviction.	26.1%	20.3%
	- Non payment of rent		19.4%
	- Anti social behaviour		0.5%
	- Other		0.5%
25	Average length of time in temporary or emergency accommodation by type, days (LAs only)		
	• Local authority dwelling	43.3 days	44.9 days
	• RSL Dwelling	81 days	89.4 days
	• Bed and Breakfast	10 days	0 days
	• Other	139.1 days	98.5 days
	• All types of accommodation	47.2 days	56.9 days
26 & 27	Percentage of households requiring temporary or emergency accommodation to whom an offer was made. (LAs only)	100%	99.1%
	Percentage of temporary or emergency accommodation offers refused in the last year by accommodation type. (LAs only)		
	• Local authority dwelling	1.9%	2.4%
	• RSL Dwelling	0%	1.6%
	• Bed and Breakfast	11.5%	N/A
	• Other	0%	0%
	• All types of accommodation	2.9%	1.96%
28	Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation. (LAs only).	87.9%	92.3%

\*Indicator 20, this figure relates to a combined total, the Charter return also includes figures by source of let.  
 No 24 2013/14 figure of 26.1% is an amended figure agreed with Scottish Housing Regulator

## 5. Getting good value from rents and service charges; Value for money; Rents and service charges

No.	Indicator	2013/14	2014/15
29	Percentage of tenants who feel that the rent for their property represents good value for money.	75.0%	75%
30	Rent collected as percentage of total rent due in the reporting year.	99.6%	100.2%
31	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	5.6%	6.3%
32	Average annual management fee per factored property. (RSLs only)	N/A	£90.00
33	Percentage of factored owners satisfied with the factoring service they receive.	23.8%	45.4%
34	Percentage of rent due lost through properties being empty during the last year.	2.6%	2.0%
35	Average length of time taken to re-let properties in the last year. (days)	56 days	44 days

No 29 from tenant satisfaction survey every two years

No 31 2013/14 figure of 5.6% is an amended figure agreed with Scottish Housing Regulator

No 34 2013/14 figure of 2.6% is an amended figure agreed with Scottish Housing Regulator

## 6. Other Customers; Gypsies/ Travellers

No.	Indicator	2013/14	2014/15
36	Gypsies/travellers – Average weekly rent per pitch.	Not applicable, no sites in Renfrewshire	
37	For those who provide sites - percentage of gypsies/travellers satisfied with the landlord's management of the site.		

## SECTION 2B: CORE CONTEXTUAL INDICATORS

The Charter also has 32 contextual indicators that relate to the stock and profile of our service users. Not all of these are reported by local authorities (7 are relevant to RSL only), similarly some are reported in such a way that it is not conducive to present in tabular format for this report.

The core contextual indicators are included in the table below:

Number	Indicator	2013/14	2014/15
7	Number of lets during the reporting year		
	General Needs	1,385	1190
	Supported Housing *	48	45
8	Number of lets during the reporting year, by source of let		
	Existing tenants	278	243
	Housing List applicants	821	698
	Other sources	0	0
	Homeless applicants	334	294
9	Types of tenancies granted for the reporting year		
	Occupancy agreements	0	0
	Short SST	28	12
	SST	1,405	1223
10	Housing Lists		
	New applicants	2,661	3315
	Applicants on list at end of year	6,332	6,239
	Suspensions	157	169
	Cancelled	4,020	3607
11	Abandoned properties	196	206
12	Number of notices of proceedings issued	1,178	1474
	The number of orders for recovery of possession granted during the reporting year	94	105
13	Average number of reactive repairs completed per occupied property	5.7	4.4
14	The Landlords wholly owned stock	12,666	12497
17	Stock by house type		
	House	2,660	2640
	High Rise	1,100	1010
	Tenement	4949	4910
	4 in block	2,865	2849
	Other flat/maisonette	1092	1088
20	Number of self contained properties void at the year end	487	480
	Void for more than 6 months	79	79
21	Rent increase	3.5%	3.5%
22	Number of households for which landlords are paid housing costs	8,304	8442
	Value of direct housing cost payments received during the year	£27,868,900	£28,905,400
23	Percentage of former tenant rent arrears written of at the year end	21.6%	44.3% **

\* Sheltered housing only

\*\* The increase in write offs relates to the ongoing review of FTA debt on both the housing and corporate systems to ensure that uncollectible debt does not accumulate over the years.

No 23 2013/14 figure of 21.6% is an amended figure agreed with Scottish Housing Regulator

## SECTION 3: MANAGEMENT INFORMATION

### Allocations and Managing Tenancy Change

In 2014/15, 1235 properties were let by the Council. Most of these lets (1153) were made through the group system. Within the group system, over 54% of lets went to applicants in Group 3 (Housing Need) and over 25% of lets went to Group 1 (Homeless) applicants.

Table 1 notes the number of applicants over 2014/2015

<b>Table 1 - Housing Waiting List (at 31<sup>st</sup> March 2015)</b>	
Number of applicants on housing list - at 31 <sup>st</sup> March 2014	6,239
Of which number who have their application on hold	1,384

Data source: Northgate Housing System

Table 2 illustrates where the applicants are placed in the group system.

<b>Table 2 - Housing Waiting List Breakdown (at 31<sup>st</sup> March 2015)</b>		
<b>Group</b>	<b>Number Applicants</b>	<b>%</b>
Group 1 Homeless	147	2.4%
Group 2 Mobility	412	6.6%
Group 3 Housing Need	2,510	40.2%
Group 4 Exchanges	1,226	19.6%
Group 5 General	1,944	31.2%
Total	6,239	100%

Data source: Northgate Housing System

Table 3 shows lets made through and outwith the group system.

<b>Table 3 - Total lets (2014/15)</b>		
	<b>Number</b>	<b>%</b>
Lets through group system	1,153	93.4%
Lets outwith group system	82	6.6%
Total Lets	1,235	100%

Data source: Northgate Housing System

Table 4 shows lets to each group and also the target for lets to each group in 2014/15.

<b>Table 4 - Lets through group system (2014/15)</b>			<b>2014/15 Targets</b>
<b>Group</b>	<b>Lets</b>	<b>%</b>	<b>%</b>
Group 1 Homeless	294	25.5%	45%
Group 2 Mobility	105	9.1%	5%
Group 3 Housing Need	623	54.0%	40%
Group 4 Exchanges	96	8.3%	9%
Group 5 General	35	3.0%	1%
Total	1,153	100%	100%

Data source: Northgate Housing System

Table 5 gives details for lets outwith the group system.

<b>Table 5 - Lets Outwith Group System (2014/15)</b>		
<b>Category</b>	<b>Lets</b>	<b>% Total Lets</b>
Sheltered	42	51.2%
Special Lets	27	32.9%
Regeneration	13	15.8%
Total	82	100%

Table 6 shows lets by house type.

<b>Table 6 - Lets by House Type (2014/15)</b>		
<b>House Type</b>	<b>Number</b>	<b>% of all lets</b>
Tenement Flat	656	53.1%
Own Door Flat	254	20.6%
Multi-storey Flat	77	6.2%
House	70	5.7%
Other Flat	72	5.8%
Maisonette	38	3.1%
Bungalow	21	1.7%
Amenity Flat	1	0.1%
Prefab	1	0.1%
Sheltered Bungalow	9	0.7%
Sheltered Flat	36	2.9%
<b>Total</b>	<b>1,235</b>	<b>100%</b>

Table 7 shows section 5 and nomination lets..

Table 7 Nomination & S5 Lets						
	Council nomination lets		% of overall lets to Council nominations	Section 5 lets	% lets to Section 5	% overall lets to Council
	General stock	Specialist/sheltered/supported		General stock		
Q1	22	0	11.2%	29	18.0%	25.9%
Q2	8	2	4.9%	24	14.2%	16.6%
Q3	12	0	5.8%	32	18.1%	21.3%
Q4	10	3	6.0%	29	17.7%	19.5%
Annual	52	5	6.9%	114	17.0%	20.8%

**\*Section 5 = general stock only (excludes specialist)**

## Repairs

In the 2014/15 66,291 repairs were carried out and 93% of these were completed within the target timescale. This is a slight reduction on 2013/14 when 94% of repairs were completed within target.

Table 8 provides data in respect of repairs completed by category of repair:

- an emergency repair is classed as one where there is a threat to health and safety or where we need to take quick action to prevent damage
- 'right to repair' qualifying repairs are urgent repairs which must be carried out within a specified timescale in terms of the Housing (Scotland) Act 2001
- routine repairs are every day repairs which are required as a result of normal wear and tear of the property
- programmed repairs are generally non-urgent general maintenance repairs which are carried out on a programmed basis rather than carrying out individual responsive repairs (usually larger scale repairs within common ownership)

<b>Table 8 – Repairs</b>			
<b>Category of Repair</b>	<b>Total Completed</b>	<b>Total completed in target time</b>	<b>% completed in target time</b>
Emergency Completed	11,321	10,911	96%
Right to Repair Completed	11,821	11,287	95%
Urgent Completed	1,782	1,671	94%
Routine Completed	40,127	36,449	91%
Programmed Completed	1,240	1,196	96%
Total Repairs Completed	66,291	61,514	93%

Table 8 provides information on Customer Contact Centre performance in relation to housing repairs calls. This shows the volume of calls in 2014/15 and outcomes for calls received. Over 75,000 calls were made to report repairs and 93% of these were answered. This is an improvement on performance in 2013/14 (when 89% of calls were answered). The average waiting time for all calls was 56 seconds. Again, this was an improvement from 2013/14 (when the average waiting time was 1 minute and 29 seconds). Overall, 66% of calls were answered within the service level target (40 seconds).

A new mobile phone 'app' has been devised for customers to report repairs. So far 758 repairs have been logged in this manner

<b>Table 9 - Customer contact centre</b>		
<b>Indicator</b>	<b>Number</b>	<b>Percentage</b>
Total calls attempted	75,026	
Calls answered	69,648	93%
Calls abandoned	5,378	7%
Calls answered within 40 second target time	46,084	66%
% of all attempted calls answered within 40 sec target (service level)		61%
Average waiting time	00:00:56	
Maximum waiting time (average)	00:20:09	
'Ren Repairs' app (email correspondence)	2,746	
'Ren Repairs' registered repairs	758	



## Homelessness and Housing Advice

The number of homeless applications reduced during 2014/15. This is a continuing trend and is in line with the national picture. It is largely due to the housing options approach which is being used by social landlords, and the impact of the range of homeless prevention measures that are now in place, such as family mediation.

<b>Table 10 Homeless Applications</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
Number of homeless applications requiring assessment	1080	981	839
Total number of service users – those who were homeless, threatened with homelessness, or requiring housing options advice.	2138	1978	2154

Table 11 provides information on the number of applications that were assessed as being statutorily homeless, or threatened with homelessness. Performance in terms of time taken to complete assessments continues to compare well with other Scottish local authorities.

<b>Table 11 Decision Making</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
Number of applications assessed as 'homeless or threatened with homelessness' (ie the Council had a duty to rehouse)	841	736	684
Proportion of assessments completed within 28 days	89%	88%	84%

From April 2014 – March 2015, 328 service users completed a 'satisfaction card' following their interview with a Housing Options Adviser or member of the Homeless Prevention team, and where clients gave an opinion after engaging with the service, :

- 97.6 % were pleased with the quality of advice and information they were given.
- 97.6% were pleased with the overall quality of the service they received.

181 completed 'accommodation exit surveys' when they vacated temporary accommodation that had been provided when they were homeless.

- 92% stated they were either very satisfied (84%), or satisfies 98%) with the overall quality of the temporary accommodation they were provided with

## Rent Arrears

The reported rent arrears position has improved by £107k from 2013/14 which had in turn increased from 2012/13 due to the impact of under occupation. This improvement reflects the focus on rent collection throughout the year, including the maximisation of DHPs for those under occupying.

It should be noted that the arrears indicators below have been restated for 2012/13 and 2013/14 to reflect the Scottish Housing Regulators guidance that arrears relating to short stay, homelessness properties should be excluded for the results reported. This allows the results to be compared between years on a like for like basis.

Table 13 shows that the annual rental income that due to be collected is just over £45m. At the end of March 2015, £1,248,600 was owed in arrears.

<b>Table 13 - Current Tenant Rent Arrears</b>			
	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
Annual Rental Income	£42,029,700	£43,973,300	£45,092,800
Number of Tenants	11,924	11,914	11,835
Total Arrears Owed All	£1,158,600	£1,355,600	£1,248,600

Table 15 shows the recovery action taken and notes that there have been 4 evictions enforced in the last year for rent arrears.

<b>Table 15 – Recovery Action</b>			
	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
*NPRP issued	1,457	1,176	1,469
All Cases calling at Court	1,064	850	773
Decrees Granted	122	96	103
Evictions enforced S/Officer	5	8	4
Average time first calling	10 weeks	10 weeks	10 weeks
Average time recalled at court	4 weeks	5 weeks	5 weeks

Table 16 provides a profile of arrears by value and table 17 shows the status of arrears debt.

<b>Table 16 – Profile of Arrears by Value</b>			
	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
Under £250	£132,400	£124,000	£113,700
Between £250 & £500	£202,100	£212,300	£81,400
Between £500 & £1,000	£386,500	£382,300	£345,500
Over £1,000	£437,600	£637,000	£608,000
TOTALS	£1,158,600	£1,355,600	£1,248,600

<b>Table 17 – Status of Rent Debt</b>			
	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
Arrears Pre Court	£637,800	£868,300	£769,900
Arrears Post Court	£410,900	£384,500	£376,000
Arrears Rent Direct	£109,900	£102,800	£102,700
<b>TOTALS</b>	<b>£1,158,600</b>	<b>£1,355,600</b>	<b>£1,248,600</b>

Table 18 shows the amount owed by tenants by age profile. Just over 69% of the arrears are from tenants aged between 25 and 49 years, with tenants over the age of 60 having the least amount of arrears.

<b>Table 18 – Profile of Arrears by Age</b>			
	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
Under 25 years	£167,700	£175,800	£159,100
Between 25 & 49 years	£786,900	£939,100	£859,700
Between 50 & 60 years	£166,500	£198,700	£188,600
Over 60	£37,500	£42,000	£41,200
<b>TOTALS</b>	£1,158,600	£1,355,600	£1,248,600

Table 19 provides summary information on benefit levels comparing with previous years. Benefit uptake remains high with 71% of our tenants in receipt of some form of benefit.

<b>Table 19 – Housing Benefit</b>			
	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
Number of tenants	11,924	11,914	11,835
Tenants with benefit	8,236	8,304	8,442
Tenants without benefit	3,688	3,610	3,393
% in receipt of Housing Benefit	69%	70%	71%



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**To: Housing and Community Safety**

**On: 25 August 2015**

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

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**Heading: Housing Equalities Annual Monitoring Report 2014/15**

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**1. Summary**

- 1.1 The Council is committed to promoting equal opportunities. This report provides housing equalities monitoring information for the year 2014/15 and outlines recent activity within Housing Services to ensure equality in service delivery. .
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**2. Recommendations**

It is recommended that the Policy Board:

- 2.1 notes the content of the Housing Equalities Monitoring Report for 2014/15 which is attached as Appendix 1 and the action taken by Housing Services to ensure equality in service delivery as outlined in section 4 of this report
- 

**3. Background**

- 3.1 The provision of council services is covered by The Equality Act 2010 which requires local authorities to pay due regard to the need to:
- eliminate discrimination, harassment and victimisation;
  - advance equality of opportunity between people who share a protected characteristic and those who do not; and
  - foster good relations between people who share a protected characteristic and those who do not.
- 3.2 The key purpose of the Act is to harmonise, streamline and strengthen previous equality legislation and ensure that everyone has the right to be treated fairly and protected from discrimination. The single duty covers 9 protected characteristics:-
- Age
  - Disability

- Gender Reassignment
- Pregnancy & Maternity
- Race
- Religion & Belief
- Sex
- Sexual Orientation
- Marriage & Civil Partnership (only the first part of the duty – eliminate discrimination, harassment & victimisation applies to this characteristic)

A new Equalities Monitoring form to reflect the requirement of the Act was introduced in 2012/13. It should be noted that the response rate on the collection of Equalities information across the service has improved significantly. Within Owner Services for example, there has been an increase from 1 return (2012/13), to 129 in 2013/14 up to 356 during 2014/15.

- 3.3 In addition to the general duties set out in the Act, the Scottish Government published specific duties in May 2011. In summary, each authority is required to:
- Report on mainstreaming equality duty
  - Publish equality outcomes and report progress
  - Assess and review policies and practices
  - Gather and use employee information
  - Publish gender pay gap information
  - Publish statements on equal pay
  - Consider award criteria and conditions in relation to public procurement
  - Publish in a manner that is accessible.
- 3.4 The Scottish Social Housing Charter requires all social landlords to demonstrate that service users are 'treated fairly and with respect, and receive fair access to housing and housing services'. We have collected and submitted equalities information on service users as part of Renfrewshire Council's submission to the Scottish Housing Regulator for 2014/15.
- 3.5 Housing Services are striving to ensure that all customers are able to access services and that activities do not have a negative impact on any group. Section 4 of this report outlines work undertaken during 2014/15. The collection and analysis of equalities monitoring information is an important tool to identify if any additional action needs to be taken to promote equal opportunities and to inform future planning. The Equalities Monitoring Report, attached as Appendix 1, provides a range of information for 2014/15 to support this.

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## 4. Equalities Activity during 2014/2015

- 4.1 The Council aims to make services as accessible as possible to all service users and over the last year in relation to housing services this has included:
- Continued use of translation and telephone interpretation services by Housing Services through 'Language Line' (45 telephone interpretations in 2014/15 for 8 different languages) and support for wider use within the Council to assist customers accessing through other services (e.g. Customer Contact Centre).
  - Information offered in a variety of formats, including, large print, audio and Braille. We have also produced the council tenants' newsletter in audio format when

customers have asked for this.

- Use of in-house translation service based within the communications team to enable easy and cost effective translation of documents into Audio, Large print and Braille.
- In October 2014 we produced our Tenants Report on our performance against the Scottish Social Housing Charter. The report's content and layout were agreed in conjunction with a group of our tenants including residents of our sheltered housing complexes. The final version of the report reflected their comments in terms of font size and colour schemes which they felt suited those with partial sight loss. We also produced this report in an audio format.
- Ongoing use of the updated equalities monitoring forms which cover the 9 protected characteristics, with improved response rates in 2014/15.
- Ongoing use of language cards which enable officers to communicate with customers using 11 different languages.
- Continued promotion of staff training opportunities covering a range of equalities issues.
- Equality Impact Assessments carried out when implementing new policies and procedures. Guide on Equalities and Human Rights Assessments prepared for Development and Housing Services staff to complement corporate guidance.
- Updated translation box included as standard in publicity information.
- Participation in corporate Equality Week activities (October 2014)
- Advice and assistance provided to Council tenants with disabilities and older people who may require adaptations to enable them to remain safely in their own home and maintain and their independence.
- Help with the funding and promotion of the Care and Repair service (provided by Bridgewater Housing Association in partnership with the Council) which provides advice and assistance to older and disabled owners and private sector tenants.
- Continued provision of emergency accommodation to women and/or children who have experienced domestic violence. Specialist support groups have been set up to address social inclusion and interpreting services used to break down communication barriers and ensure that health and wellbeing is maintained.
- Work in partnership with Social Work and housing associations, funded through the Change Fund programme, to ensure that older people are able to live in housing which is suitable for their needs and able to live independently for as long as possible. (Older Persons' Housing Advice Officer and handyperson service managed by Bridgewater Housing Association; Health and Wellbeing Co-ordinator based with the Council's Housing Services.)
- The Health and Wellbeing Co-ordinator has developed a broad programme of new activities and health initiatives with a range of partners for older tenants to participate in, and the post was mainstreamed in early 2015, along with a new part-time Activities Officer post. As a monthly average over 1410<sup>1</sup> people participated on monthly activities with over 97% being over 60 years old.

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<sup>1</sup> number might include multiple counts of the same people if participated in more than one event

## Implications of the Report

1. **Financial**-None
2. **HR & Organisational Development** – None
3. **Community Planning** – This report outlines the steps Housing Services (part of Development and Housing Series) are taking to ensure equality of access to its services  
  
**Empowering our Communities** – Housing Services (part of Development and Housing Services) empowers communities by treating everyone with respect and ensuring that customers are aware of the services regardless of their characteristics
4. **Legal** - The equality monitoring statistics included in this report help inform discussions on how well Housing Services (part of Development and Housing Services) are discharging its responsibilities in relation to the Equality Act 2010.
5. **Property/Assets** - None.
6. **Information Technology**- None
7. **Equality & Human Rights** -  
  
The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** - None.
9. **Procurement** – None
10. **Risk** - None
11. **Privacy Impact** - None

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## List of Background Papers

- (a) Background Paper 1 Report to the Housing and Community Safety Policy Board 25 August 2015 'Housing Equalities Monitoring Report 2014/15.'

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

The contact officer within the service is Dr. Evi Viza, Service Review and Development Officer, Tel: 0141 618 6150, e-mail: [evi.viza@renfrewshire.gov.uk](mailto:evi.viza@renfrewshire.gov.uk)



## APPENDIX 1

### Housing Equalities Monitoring Report 2013/14

#### Introduction

2014/15 was the third year that the new monitoring form was used to collect equalities information from customers. The monitoring form is used to collect equalities information across the main customer groups: tenants; new tenants; housing applicants; homelessness applicants; and private sector grants customers. This provides valuable information on the customer base to inform future planning and improve service delivery.

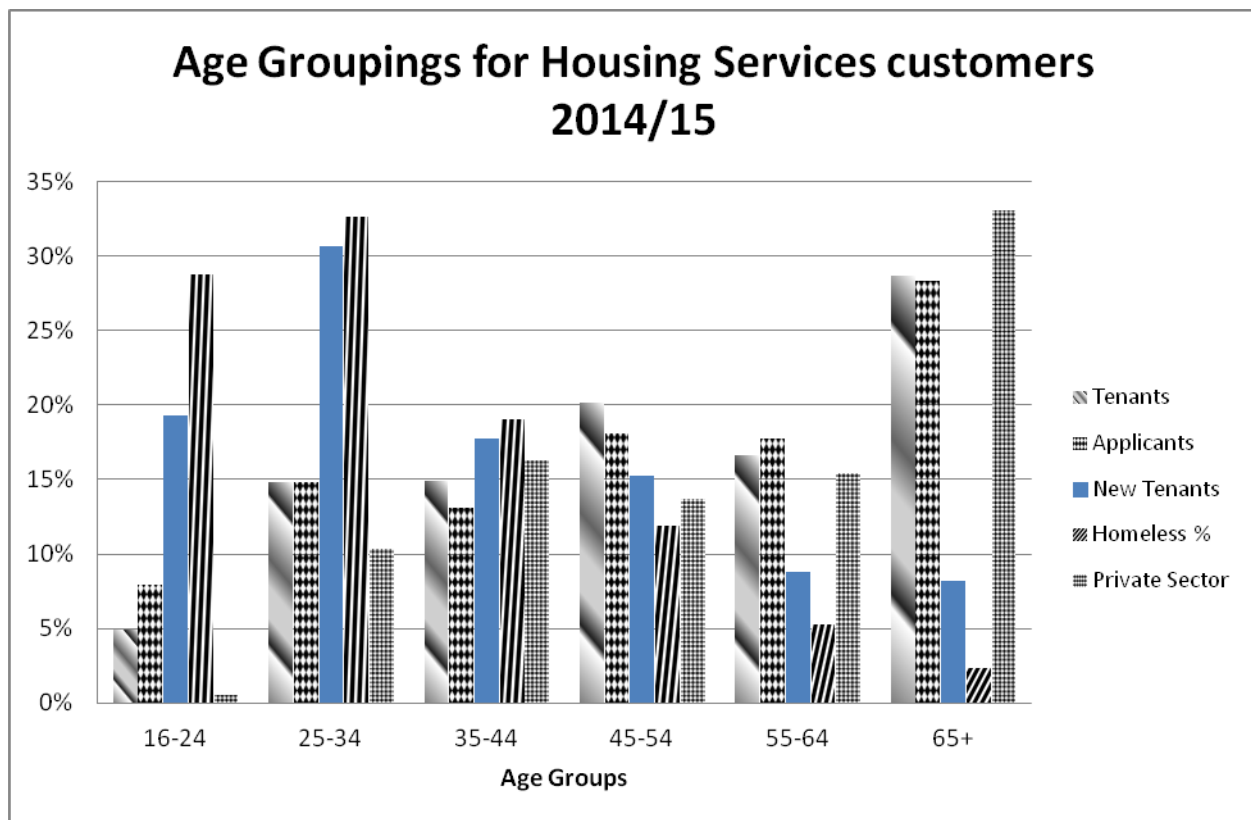
While there were still a number of equalities questions which many customers were not willing to answer, the response rate was generally slightly higher than last year. (The lowest response rates were for questions relating to sexual orientation, gender reassignment and religion.)

#### Summary of Key Points

- **Age** A high proportion of existing tenants and applicants come from the 65+ age group (28.6% and 28.4% respectively) but the profile is radically different for new tenants, with 50% in the 16-34 age group and only 8.2% aged 65+ years. Homeless applicants are predominantly younger people - people under 34 years old account for over 60% of homeless applicants in 2014/15. (Table 1 and Chart 1)
- **Gender** Most existing tenants (57%), applicants (59.5%) and new tenants (52%) are women. In sharp contrast, more than two-thirds of homeless applicants are men. (Table 2 and Chart 2)
- **Religion** Information on religion is only available for a small proportion of customers. Of those who provided information, the majority of people described themselves as having no religion. (Table 3 and Chart 3)
- **Race** The majority of customers in all groups are 'White' with most of them being 'White Scottish'. The most diverse customer base appears to be homeless customers with 2.3% being non white followed by new tenants where the corresponding figure was 2%. Chart 4 shows the graphical representation of the responses without taking into consideration the percentage of non responses.
- **Disability** Physical disability was the most frequently reported disability across all customer groups (9.8% of existing tenants, 8.2% of housing applicants, 8.6% of new tenants, 10.2% of homeless applicants) except private sector. Within the private sector, long term illness, disease or condition (8.4%) was the most frequently reported. Learning disabilities were most often reported by homeless applicants (2.2%) and new tenants (2.4%). (Table 5 and Chart 5)
- **Marriage and Civil Partnership** The most popular status across all customer groups is "single" (42% of existing tenants and 66% of homeless service users). This is in line with current research emphasising the smaller households around Scotland. The option "married/civil partnership" is the second most frequently reported status. (Table 6 and chart 6).
- **Pregnancy and Maternity; Sexual Orientation; and Gender Reassignment** The last three questions of the Equalities monitoring form are the ones with the highest level of non-responses. Although the response overall in equality related questions has been improved

and we have arranged for staff to be trained to deal with these questions, we still encounter difficulty in trying to collect this information. It is hoped that this will improve in the future. Given the low response rate, it is not possible to draw reliable conclusions for the customer groups on these issues. (Tables 7- 9)

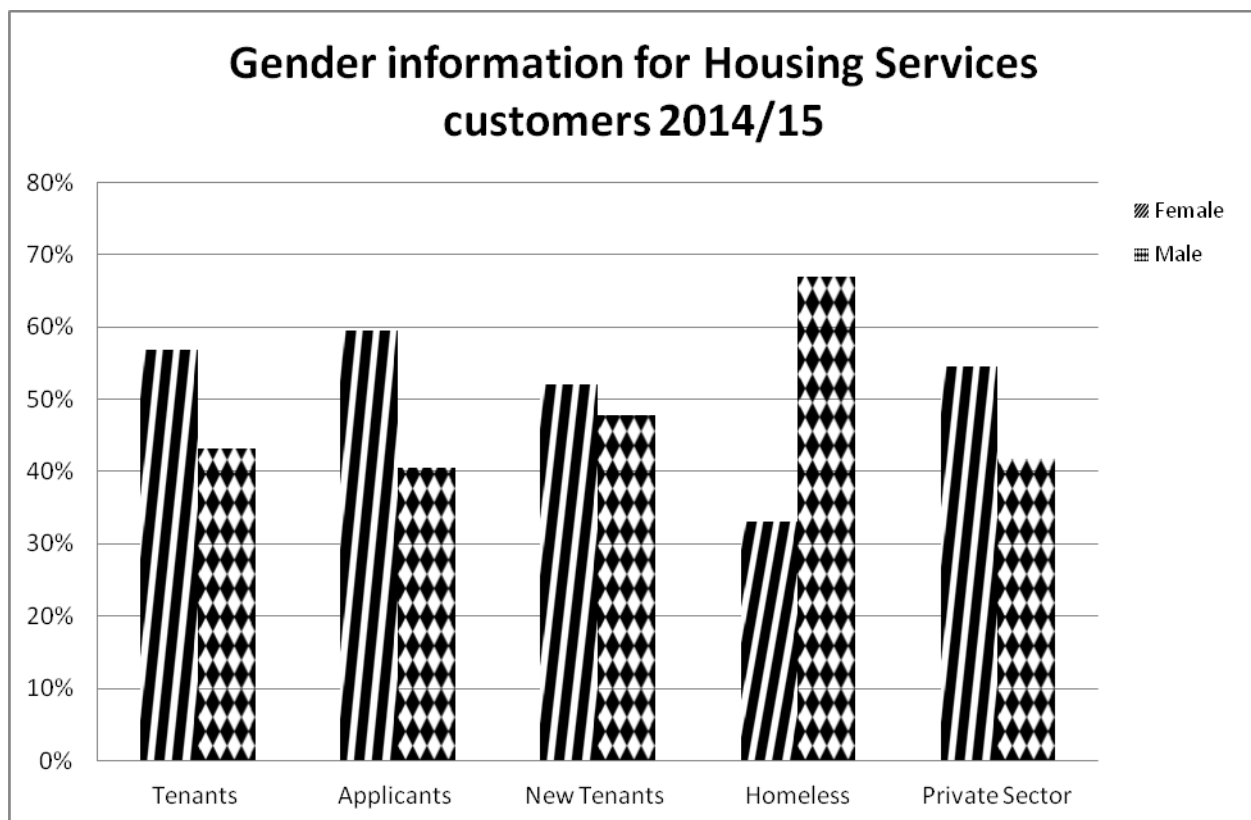
**Note:** *The figures shown in the tables and charts below represent the service users in each customer group so they may appear different than the year end figures reported elsewhere. For example, the “tenant” figures include all tenants shown on the tenancy document (ie joint tenants) so it will be higher than the number of actual tenancies.*



**Chart 1: Age Groups for main Housing customer groups 2014/15**

Age Group	Tenants	Applicants	New Tenants	Homeless	Private Sector
16-24	4.9%	7.9%	19.3%	28.8%	0.6%
25-34	14.8%	14.8%	30.7%	32.6%	10.4%
35-44	14.9%	13.1%	17.8%	19.1%	16.2%
45-54	20.2%	18.1%	15.2%	11.9%	13.7%
55-64	16.6%	17.7%	8.8%	5.3%	15.4%
65+	28.6%	28.4%	8.2%	2.4%	33.1%
Prefer not to answer	0%	0%	0%	0%	10.6%
Total	100% (13938)	100% (7460)	100% (1636)	100% (1018)	100% (356)

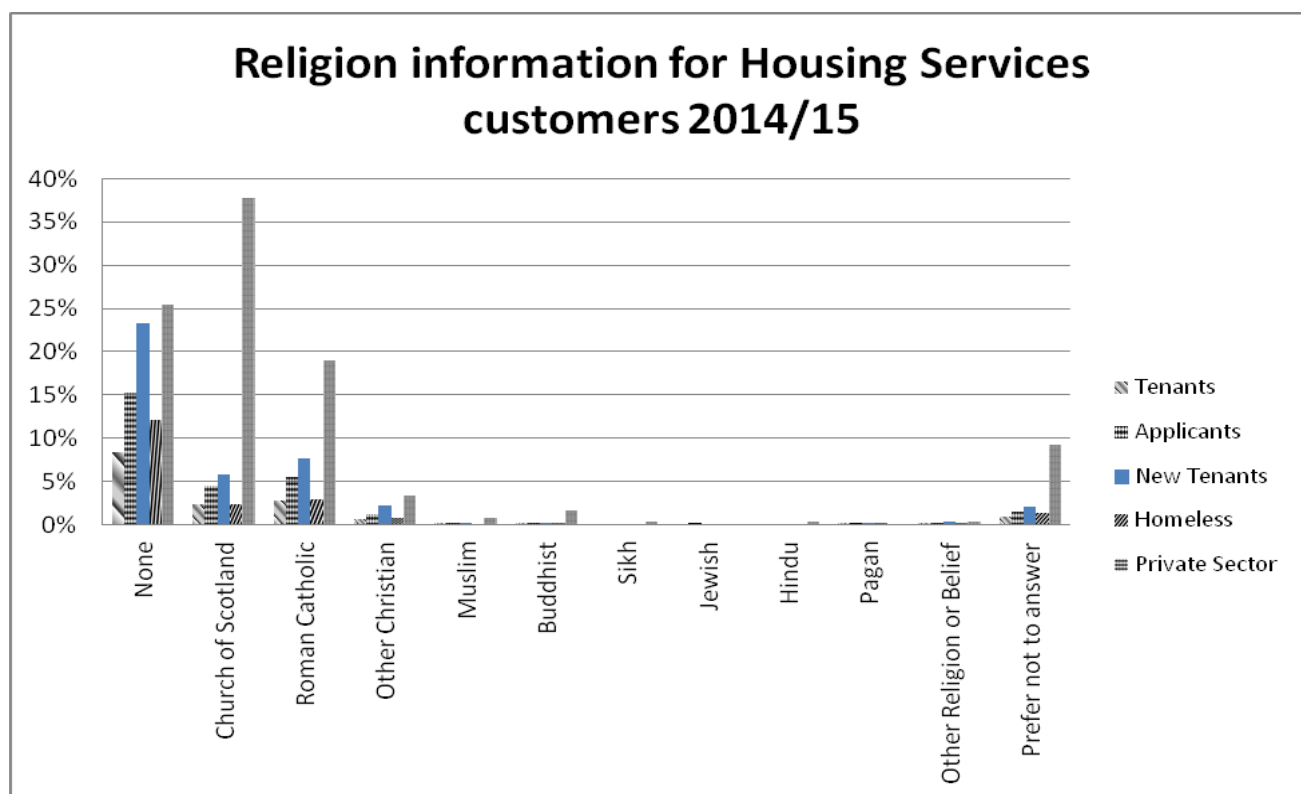
**Table 1: Age Groups for main Housing customer groups 2014/15**



**Chart 2: Gender information for main Housing customer groups 2014/15**

Gender	Tenants	Applicants	New Tenants	Homeless	Private Sector
Female	56.8%	59.5%	52.1%	33.0%	54.6%
Male	43.2%	40.5%	47.9%	67.0%	41.7%
Prefer not to answer	0%	0%	0%	0%	3.6%

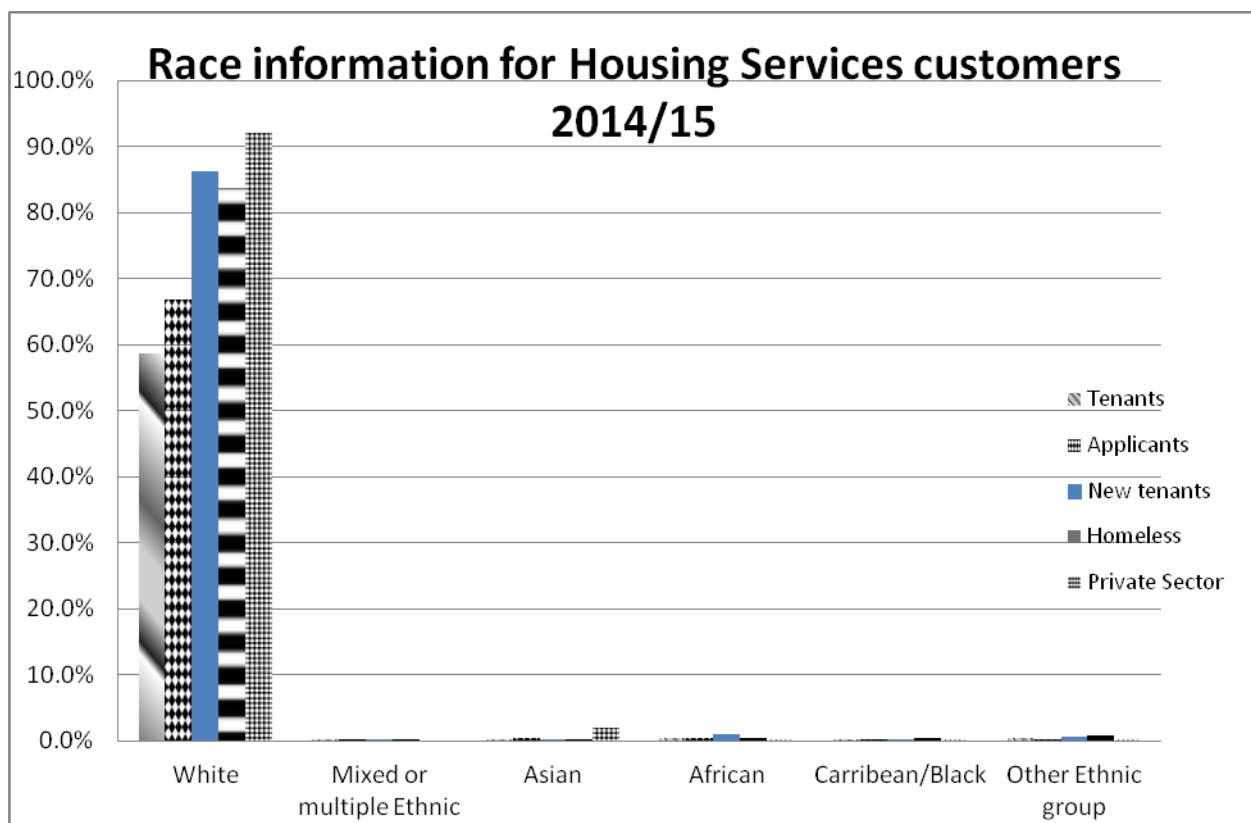
**Table 2: Gender information for main Housing customer groups 2014/15**



**Chart 3: religion Information for main Housing customer groups 2014/15**

Religion	Tenants	Applicants	New Tenants	Homeless	Private Sector
None	8.0%	15.4%	24.6%	12.3%	25.5%
Church of Scotland	2.3%	4.5%	5.7%	1.7%	37.8%
Roman Catholic	2.6%	5.5%	6.2%	2.3%	19.1%
Other Christian	0.7%	1.2%	2.3%	0.6%	3.4%
Muslim	0.1%	0.2%	0.1%	0.0%	0.8%
Buddhist	0.1%	0.2%	0.1%	0.0%	1.7%
Sikh	0%	0%	0%	0%	0.3%
Jewish	0.0%	0.0%	0.0%	0.0%	0.0%
Hindu	0%	0%	0%	0%	0.3%
Pagan	0.0%	0.0%	0.1%	0.1%	0.0%
Other Religion or Belief	0.1%	0.2%	0.5%	0.0%	0.3%
Prefer not to answer	0.9%	1.5%	2.6%	1.9%	9.2%
(blank)	85.2%	71.3%	57.8%	81.2%	1.4%
Total	100% (13938)	100% (7460)	100% (1636)	100% (1018)	100% (356)

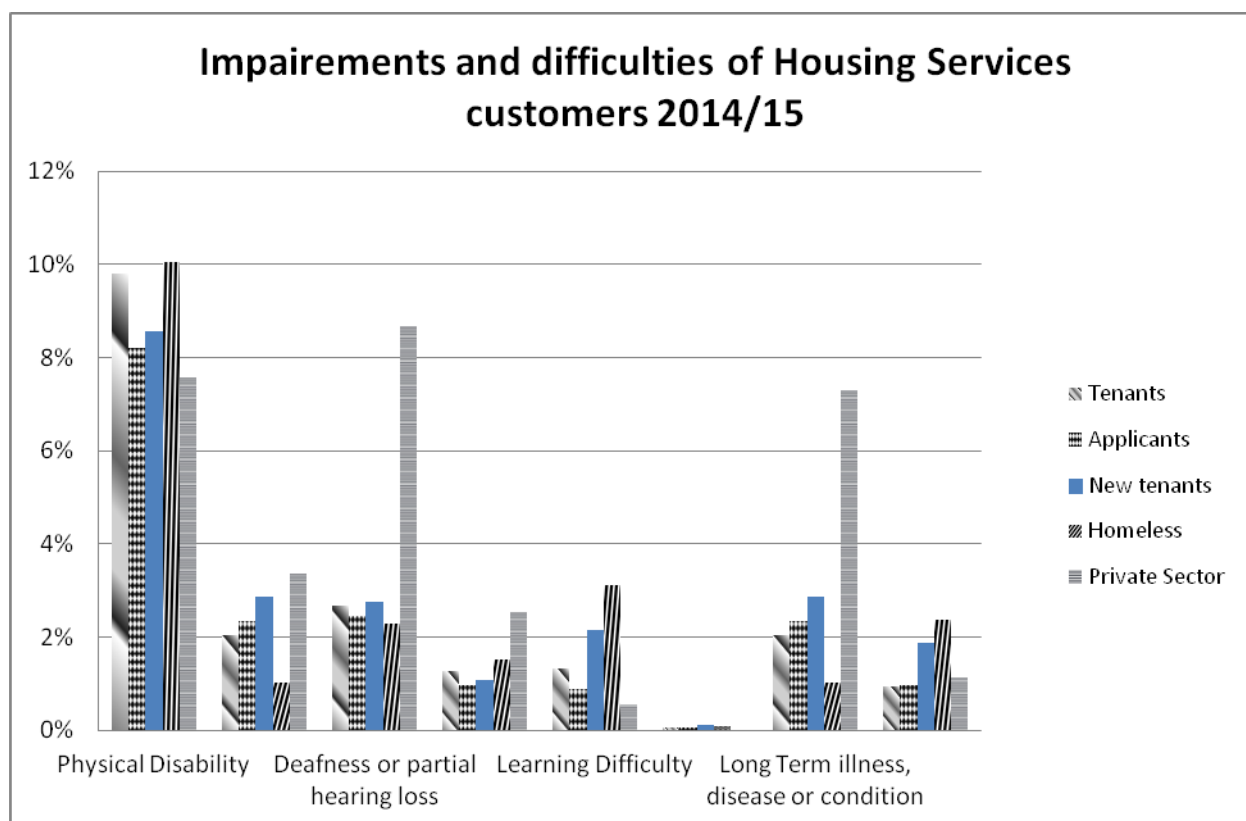
**Table 3: religion Information for main Housing customer groups 2014/15**



**Chart 4: Race information for Housing customer groups 2014/15**

Race	Tenants	Applicants	New tenants	Homeless	Private Sector
White	58.6%	66.8%	86.2%	83.7%	92.2%
Any mixed or multiple ethnic groups	0.1%	0.0%	0.1%	0.3%	0.0%
Asian	0.2%	0.4%	0.2%	0.3%	2.0%
African	0.4%	0.5%	0.9%	0.4%	0.3%
Caribbean or Black	0.1%	0.1%	0.2%	0.4%	0.3%
Other	0.4%	0.3%	0.6%	0.9%	0.3%
Not Answered/Blank	40.3%	31.9%	11.8%	14.0%	5.0%
TOTAL	100% (13938)	100% (7460)	100% (1636)	100% (1018)	100% (356)

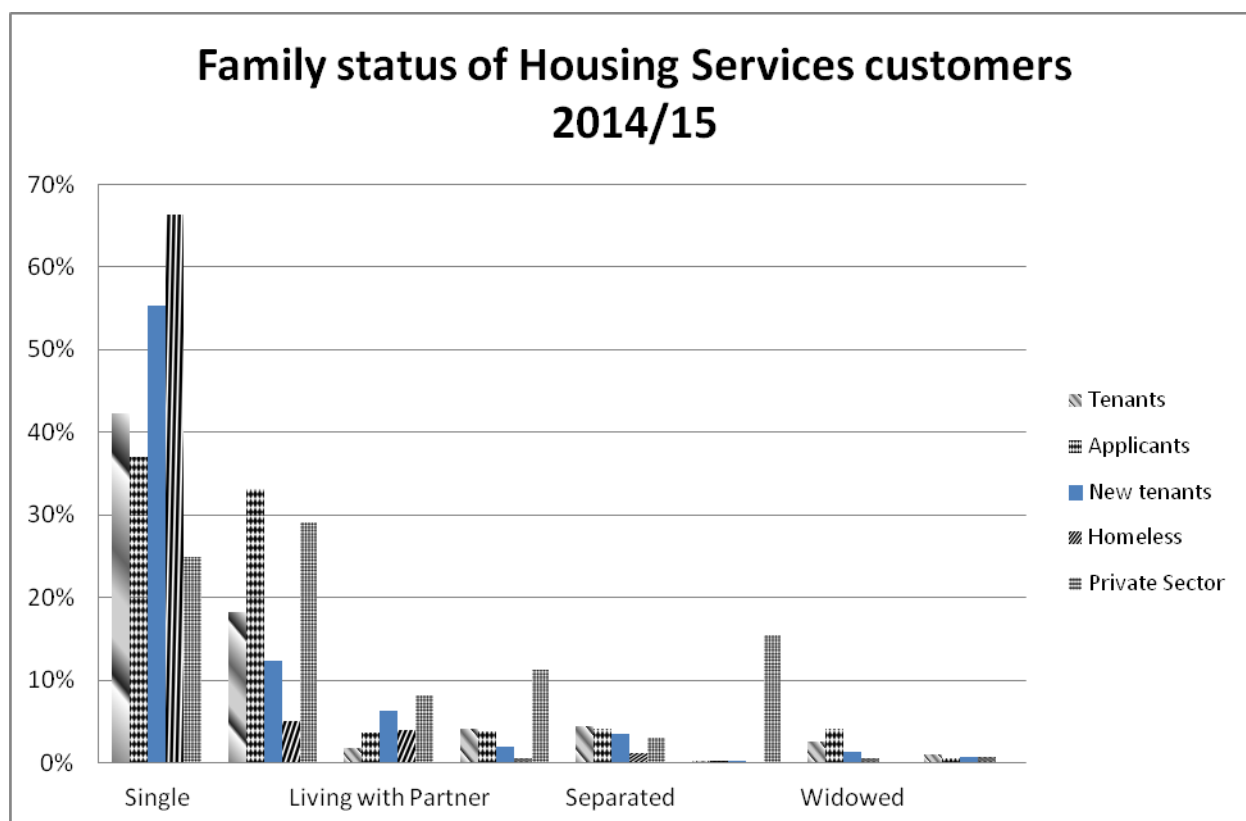
**Table 4: Race information for Housing customer groups 2014/15**



**Chart 5: Impairments and Difficulties for Housing Customer groups 2014/15**

Disability	Tenants	Applicants	New tenants	Homeless	Private Sector
Physical Disability	9.8%	8.2%	8.6%	10.2%	7.6%
Mental Health issue	2.0%	2.4%	2.9%	1.1%	3.4%
Deafness or partial hearing loss	2.7%	2.4%	2.8%	2.8%	8.7%
Blindness or partial sight loss	1.3%	1.0%	1.1%	1.1%	2.5%
Learning Difficulty	1.3%	0.9%	2.2%	2.2%	0.6%
Development Disorder	0.1%	0.1%	0.1%	0.1%	0.0%
Long Term illness, disease or condition	2.0%	2.4%	2.9%	1.1%	11.2%
Other condition	0.9%	1.0%	1.9%	1.4%	1.1%
Prefer not to answer	0.0%	0.0%	0.0%	0.0%	1.1%
Total who reported a disability	21.03%	18.23%	23.40%	21.47%	36.13%

**Table 5: Impairments and Difficulties for Housing Customer groups 2014/15**



**Chart 6: Family status for Housing customer groups 2014/15**

Marriage & Civil Partnership	Tenants	Applicants	New tenants	Homeless	Private Sector
Single	42.3%	37.1%	55.3%	66.3%	24.9%
Married/Civil Partnership	18.2%	33.2%	12.4%	5.0%	29.1%
Living with Partner	1.8%	3.6%	6.2%	4.0%	8.1%
Divorced	4.2%	3.7%	1.9%	0.5%	11.2%
Separated	4.5%	4.3%	3.6%	1.2%	3.1%
Widowed	2.6%	4.2%	1.3%	0.6%	15.4%
Engaged	1.0%	0.6%	0.7%	0.7%	0.0%
Not Given	8.0%	11.5%	14.6%	18.8%	8.4%
(blank)	17.5%	1.9%	3.9%	2.9%	0.0%
Total	100% (13938)	100% (7460)	100% (1636)	100% (1018)	100% (356)

**Table 6: Family status for Housing customer groups 2014/15**



<b>Pregnancy and Maternity</b>	<b>Tenants</b>	<b>Applicants</b>	<b>New Tenants</b>	<b>Homeless</b>	<b>private sector</b>
Pregnant	0.8%	1.3%	2.5%	0.2%	0.3%
On maternity leave	0.4%	0.5%	1.5%	0.0%	1.1%
Neither	7.4%	13.8%	18.6%	9.2%	45.7%
Prefer not to answer	0.4%	0.6%	1.2%	0.4%	18.5%
Not applicable	5.1%	11.1%	16.4%	6.3%	34.5%
(blank)	85.9%	72.7%	59.8%	83.9%	
Total	100% (13938)	100% (7460)	100% (1636)	100% (1018)	100% (356)

**Table 7: Pregnancy and maternity of main customer groups for Housing 2014/15**

<b>Sexual Orientation</b>	<b>Tenants</b>	<b>Applicants</b>	<b>New Tenants</b>	<b>Homeless</b>	<b>private sector</b>
Bisexual	0.2%	0.2%	0.7%	1.4%	0.6%
Gay	0.2%	0.3%	0.5%	0.0%	1.1%
Hetrosexual/straight	12.3%	24.6%	34.4%	12.1%	84.3%
Lesbian	0.1%	0.1%	0.4%	0.0%	0.3%
Other	0.1%	0.1%	0.4%	0.0%	0.0%
Prefer not to answer	1.6%	2.9%	4.2%	2.3%	9.0%
(blank)	85.6%	71.9%	59.5%	84.3%	4.8%
Total	100% (13938)	100% (7460)	100% (1636)	100% (1018)	100% (356)

**Table 8: Sexual Orientation of main customer groups for Housing 2014/15**

<b>Gender Reassignment</b>	<b>Tenants %</b>	<b>Applicants %</b>	<b>New Tenants %</b>	<b>Homeless %</b>	<b>private sector</b>
Yes	0.0%	0.1%	0.1%	0.0%	0.6%
No	13.0%	25.7%	37.4%	13.6%	85.7%
Prefer not to answer	1.3%	2.1%	2.8%	2.1%	6.4%
(blank)	85.7%	72.1%	59.8%	84.4%	7.3%
Total	100% (13938)	100% (7460)	100% (1636)	100% (1018)	100% (356)

**Table 9: Gender reassignment of main customer groups for Housing 2014/15**

