

Notice of Meeting and Agenda Housing & Community Safety Policy Board

| Date | Time | Venue |
|---------------------------|-------|--|
| Tuesday, 08 November 2016 | 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 John Caldwell: Councillor Eddie Devine: Councillor Jacqueline Henry: Councillor Brian Lawson: Councillor Mags MacLaren: Councillor Eileen McCartin: Councillor Cathy McEwan: Councillor Marie McGurk: Councillor Alexander Murrin: Councillor Allan Noon: Councillor Jim Paterson: 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.cmis.uk.com/renfrewshire/CouncilandBoards.aspx

For further information, please either email 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.

- | | | |
|----------|---|----------------|
| 1 | Revenue Budget Monitoring Report | 7 - 14 |
| | Joint report by Director of Finance & Resources and Director of Development & Housing Services. | |
| 2 | Capital Budget Monitoring report | 15 - 22 |
| | Report by Director of Finance & Resources. | |
| 3 | Scottish Fire and Rescue Service Scrutiny Report | 23 - 38 |
| | Report by David Proctor, Local Senior Officer. | |
| 4 | Police Scotland - Scrutiny Report | 39 - 52 |
| | Report by Chief Superintendent J Downie, Police Scotland. | |
| 5 | Community Safety Partnership Operational Update | 53 - 60 |
| | Report by Director of Community Resources. | |
| 6 | Land at Morar Drive, Paisley | 61 - 66 |
| | Report by Director of Finance & Resources. | |
| 7 | Shop Premises at 57 Kilnside Road, Paisley | 67 - 72 |
| | Report by Director of Finance & Resources. | |
| 8 | Proposed Disposal of Commercial Premises - 16 Thornhill, Johnstone | 73 - 78 |
| | Report by Director of Finance & Resources. | |

| | | |
|-----------|---|------------------|
| 9 | Policy to Support Third Party Applications to the Private Rented Housing Panel | 79 - 86 |
| | Report by Director of Community Resources. | |
| 10 | Half Year Update on Scottish Social Housing Charter 2016-2017 | 87 - 98 |
| | Report by Director of Development & Housing Services. | |
| 11 | Equalities Monitoring Report | 99 - 114 |
| | Report by Director of Development & Housing Services. | |
| 12 | Housing Energy Efficiency and Carbon Reduction Programmes: 2016/17 - Update | 115 - 124 |
| | Report by Director of Development & Housing Services. | |
| 13 | Orchard Street Housing Renewal Area Draft Designation Order 2016 | 125 - 140 |
| | Report by Director of Development & Housing Services. | |
| 14 | Strategic Housing Investment Plan 2017/18 - 2021/22 | 141 - 156 |
| | Report by Director of Development & Housing Services. | |
| 15 | Annual Housing Performance Benchmarking Report | 157 - 164 |
| | Report by Director of Development & Housing Services. | |
| 16 | Service Improvement Plan 2016/17 - 2018/19 Monitoring Report | 165 - 192 |
| | Report by Director of Development & Housing Services. | |

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.

17 Building Services Trading Budget Monitoring Report



To: Housing and Community Safety Policy Board

On: 8 November 2016

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

Heading: Revenue Budget Monitoring to 16 September 2016

1. Summary

- 1.1 Gross expenditure is £17,000 (0.0%) over budget and income is £17,000 (0.0%) greater than anticipated which results in a **net breakeven position** 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 | - | Breakeven | - |
| Other Housing | Breakeven | - | Breakeven | - |

2. Recommendations

- 2.1 Members are requested to note the budget position.
- 2.2 Members are requested to note that since the budget was approved there have been a number of budget adjustments resulting in a net increase of £97,903 primarily relating to rates realignment and the transfer of budget from Adult Services to Other Housing for disability

adaptations, partially offset by procurement savings and the transfer of Policy and Commissioning team to Chief Executives.

3. **Housing Revenue Account**

Current Position: Breakeven

Previously Reported: ***Breakeven***

The current breakeven position principally reflects an overspend within Property Costs due to greater than anticipated repair costs, offset by an over recovery of income from OFGEM for renewable heat incentive.

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.

4. **Other Housing**

Current Position: Breakeven

Previously Reported: ***Breakeven***

At this stage in the financial year the account reflects a breakeven position.

4.1 **Projected Year End Position**

It is projected that the Other Housing division will achieve a breakeven position by the year end.

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
-

Author: Margo Simpson, Ext 5392
Valarie Howie, Ext 7796

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2016/2017
1st April 2016 to 16 September 2016

POLICY BOARD : HOUSING AND COMMUNITY SAFETY

| 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 | 9,260 | 3,674 | 3,760 | (92) | 3,668 | 6 | 0.2% | underspend |
| Property Costs | 77,609 | 35,969 | 35,075 | 920 | 35,995 | (26) | -0.1% | overspend |
| Supplies & Services | 375 | 122 | 129 | (7) | 122 | 0 | 0.0% | break-even |
| Contractors and Others | 45 | 0 | 62 | (55) | 7 | (7) | 0.0% | break-even |
| Transport & Plant Costs | 36 | 8 | 9 | (1) | 8 | 0 | 0.0% | break-even |
| Administration Costs | 5,486 | 141 | 129 | 2 | 131 | 10 | 7.1% | underspend |
| Payments to Other Bodies | 5,881 | 1,384 | 1,392 | (8) | 1,384 | 0 | 0.0% | break-even |
| CFCR | 1,387 | 640 | 0 | 640 | 640 | 0 | 0.0% | break-even |
| Capital Charges | 22,681 | 0 | 0 | 0 | 0 | 0 | 0.0% | break-even |
| GROSS EXPENDITURE | 122,760 | 41,938 | 40,556 | 1,399 | 41,955 | (17) | 0.0% | overspend |
| Income | (117,199) | (48,961) | (48,853) | (125) | (48,978) | 17 | 0.0% | over-recovery |
| NET EXPENDITURE | 5,561 | (7,023) | (8,297) | 1,274 | (7,023) | 0 | 0.0% | break-even |

£000's

Bottom Line Position to 16 September 2016 is an underspend of 0 **0.0%**

Anticipated Year End Budget Position is break-even of (0) **0.0%**

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2016/2017
1st April 2016 to 16 September 2016

POLICY BOARD : HOUSING AND COMMUNITY SAFETY

| Description (1) | Revised Annual Budget (2) | Revised Period Budget (3) | Actual (4) | Adjustments (5) | Revised Actual (6) = (4 + 5) | Budget Variance | |
|-------------------------|---------------------------------|---------------------------------|----------------|--------------------|---------------------------------|-----------------|------------------|
| | £000's | £000's | £000's | £000's | £000's | £000's | % |
| Housing Revenue Account | 0 | (12,586) | (13,969) | 1,383 | (12,586) | 0 | 0.0% |
| Other Housing | 5,562 | 5,563 | 5,672 | (109) | 5,563 | 0 | 0.0% |
| NET EXPENDITURE | 5,562 | (7,023) | (8,297) | 1,274 | (7,023) | 0 | 0.0% |
| | | | | | | | breakeven |
| | | | | | | | breakeven |
| | | | | | | | breakeven |

Bottom Line Position to 16 September 2016 is an overspend of £000's 0 0.0%

Anticipated Year End Budget Position is breakeven of £000's (0) 0.0%

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2016/2017
1st April 2016 to 16 September 2016

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 | £000's | % |
| Employee Costs | 7,628 | 3,030 | 2,999 | 25 | 3,024 | 6 | 0.2% |
| Property Costs | 13,004 | 5,781 | 4,883 | 924 | 5,807 | (26) | -0.4% |
| Supplies & Services | 319 | 113 | 113 | 0 | 113 | 0 | 0.0% |
| Contractors and Others | 23 | 0 | 7 | 0 | 7 | (7) | 0.0% |
| Transport & Plant Costs | 17 | 2 | 2 | 0 | 2 | 0 | 0.0% |
| Administration Costs | 2,928 | 136 | 126 | 0 | 126 | 10 | 7.4% |
| Payments to Other Bodies | 3,983 | 974 | 975 | (1) | 974 | 0 | 0.0% |
| CFCR | 1,387 | 640 | 0 | 640 | 640 | 0 | 0.0% |
| Capital Charges | 22,681 | 0 | 0 | 0 | 0 | 0 | 0.0% |
| GROSS EXPENDITURE | 51,970 | 10,676 | 9,105 | 1,588 | 10,693 | (17) | -0.2% |
| | (51,970) | (23,262) | (23,074) | (205) | (23,279) | 17 | 0.1% |
| Income | 0 | (12,586) | (13,969) | 1,383 | (12,586) | 0 | 0.0% |
| NET EXPENDITURE | 0 | (12,586) | (13,969) | 1,383 | (12,586) | 0 | 0.0% |

£000's

0.0%

Bottom Line Position to 16 September 2016 is an underspend of

0.0%

Anticipated Year End Budget Position is breakeven of

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2016/2017
1st April 2016 to 16 September 2016

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 | | 1,634 | 643 | 760 | (115) | 645 | (2) | -0.3% | overspend |
| Property Costs | | 64,605 | 30,188 | 30,192 | (4) | 30,188 | 0 | 0.0% | breakeven |
| Supplies & Services | | 56 | 10 | 17 | (7) | 10 | 0 | 0.0% | breakeven |
| Contractors and Others | | 22 | 0 | 55 | (55) | 0 | 0 | 0.0% | breakeven |
| Transport & Plant Costs | | 19 | 6 | 7 | (1) | 6 | 0 | 0.0% | breakeven |
| Administration Costs | | 2,558 | 5 | 3 | 2 | 5 | 0 | 0.0% | breakeven |
| Payments to Other Bodies | | 1,898 | 410 | 416 | (7) | 409 | 1 | 0.2% | underspend |
| CFCR | | 0 | 0 | 0 | 0 | 0 | 0 | 0.0% | breakeven |
| Capital Charges | | 0 | 0 | 0 | 0 | 0 | 0 | 0.0% | breakeven |
| GROSS EXPENDITURE | | 70,792 | 31,262 | 31,450 | (187) | 31,263 | (1) | 0.0% | overspend |
| Income | | (65,230) | (25,699) | (25,778) | 78 | (25,700) | 1 | 0.0% | over-recovery |
| NET EXPENDITURE | | 5,562 | 5,563 | 5,672 | (109) | 5,563 | 0 | 0.0% | breakeven |

Bottom Line Position to 16 September 2016 is breakeven of 0.0%
Anticipated Year End Budget Position is breakeven of 0.0%



To: HOUSING & COMMUNITY SAFETY POLICY BOARD

On: 8 NOVEMBER 2016

Report by: Director of Finance and Resources

Heading: Capital Budget Monitoring Report

1. Summary

- 1.1 Capital expenditure to 16th September 2016 totals £3.009m compared to anticipated expenditure of £3.265m for this time of year. This results in an under-spend position of £0.256m for those services reporting to this board, and is summarised in the table below:

| Division | Current Reported Position | % Variance | Previously Reported Position | % Variance |
|-----------------|----------------------------------|-----------------------|-------------------------------------|-----------------------|
| Housing (HRA) | £0.225m u/spend | 8% u/spend | £0.037m u/spend | 3% u/spend |
| Housing (PSHG) | £0.031m u/spend | 9% u/spend | £0.009m u/spend | 4% u/spend |
| Total | £0.256m u/spend | 8% u/spend | £0.046m u/spend | 3% u/spend |

- 1.2 The expenditure total of £3.009m represents 26% of the resources available to fund the projects being reported to this board. Appendix 1 provides further information on the budget monitoring position of the projects within the remit of this board.
-

2. Recommendations

- 2.1 It is recommended that Members note this report.

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 capital budget monitoring report details the performance of the Capital Programme to 16th September 2016, and is based on the Housing Capital Investment Plan which was approved by council on 3rd March 2016 and the Private Sector Housing Investment Programme approved by the board on 15th March 2016, adjusted for movements since its approval.

4. **Budget Changes**

- 4.1 Since the last report budget changes totalling £6.745m have arisen which relate to projects re-profiled to 2017/18 as part of the programme revisions reflected in the finalised Strategic Housing Investment Plan 2017/18 – 2021/22:-
- **HRA:**
 - Regeneration (£2.078m) which relates to revised timescales for the Johnstone Castle, Ferguslie Park and West End regeneration programmes.
 - Council House New Build (£2.017m) reflecting the revised work programme for the construction of new homes at Dargaval Village in Bishopton. The development and procurement phase will now be completed over the remainder of financial year 2016/17 with the construction phase expected to commence in the spring of 2017.
 - A summary of the budget changes totalling £5.445m for HRA can be found in Appendix 2.
 - **PSHG:**
 - Owners in Council House Schemes (£1.300m) reflecting a revised timescale for the requirement of grants for private owners.

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.

List of Background Papers

- (a). Capital Investment Programme 2016/17 & 2017/18 – Council, 3rd March 2016.
- (b). Housing Revenue Account Budget and Rent Levels 2016/17 and Housing Capital Investment Plan 2016/17 to 2018/19 – Council, 3rd March 2016.

The contact officers within the service are:

- Geoff Borland, Extension 4786
- Louise Feely, Extension 6049
- Ian MacKinnon, Extension 5842

Author: *Geoff Borland, Principal Accountant, 0141 618 4786, geoffrey.borland@renfrewshire.gov.uk.*

Housing(HRA) - Appendix 1(a)

RENFREWSHIRE COUNCIL

CAPITAL INVESTMENT STRATEGY - HOUSING SERVICES

BUDGET MONITORING REPORT

BOARD: HOUSING & COMMUNITY SAFETY

| Project Title | Approved Programme @03/03/16 | Current Programme MR 6 | Year To Date Budget to 16-Sep-16 | Cash Spent to 16-Sep-16 | Variance to 16-Sep-16 | % Variance | Cash to be Spent by 31-Mar-16 | % Cash Spent |
|-------------------------------------|------------------------------|------------------------|----------------------------------|-------------------------|-----------------------|------------|-------------------------------|--------------|
| Department: Housing(HRA) | | | | | | | | |
| Improvements To Existing Properties | 6,000 | 5,313 | 1,290 | 1,223 | 67 | 5% | 4,090 | 23% |
| Demolition | 2,930 | 1,360 | 622 | 568 | 54 | 9% | 792 | 42% |
| Other Assets | 1,695 | 2,048 | 745 | 627 | 118 | 16% | 1,421 | 31% |
| Non Property Expenditure | 80 | 80 | 10 | 0 | 10 | 100% | 80 | 0% |
| Council House New Build | 2,000 | 0 | 0 | 0 | 0 | 0% | 0 | - |
| Professional Fees | 1,525 | 1,150 | 260 | 256 | 4 | 2% | 894 | 22% |
| Future Years Allowances | 0 | 0 | 0 | 28 | -28 | 100% | -28 | - |
| TOTAL HOUSING PROGRAMME | 14,230 | 9,950 | 2,927 | 2,702 | 225 | 8% | 7,249 | 27% |

Housing(PSHG) - Appendix 1(b)

RENFREWSHIRE COUNCIL

CAPITAL INVESTMENT STRATEGY - HOUSING SERVICES

BUDGET MONITORING REPORT

BOARD: HOUSING & COMMUNITY SAFETY

| Project Title | Approved Programme @03/03/16 | Current Programme MR 6 | Year To Date Budget to 16-Sep-16 | Cash Spent to 16-Sep-16 | Variance to 16-Sep-16 | % Variance | Cash to be Spent by 31-Mar-16 | % Cash Spent |
|----------------------------------|------------------------------|------------------------|----------------------------------|-------------------------|-----------------------|------------|-------------------------------|--------------|
| Department: Housing(PSHG) | | | | | | | | |
| General PSHG Programme | 1,200 | 0 | 0 | 0 | 0 | 0% | 0 | - |
| 4-16 Gordon Street | 0 | 0 | 0 | 7 | -7 | 100% | -7 | - |
| Owners In Council House Schemes | 0 | 521 | 48 | 48 | 0 | 0% | 473 | 9% |
| Salaries | 0 | 126 | 32 | 22 | 10 | 30% | 104 | 18% |
| Care & Repair - Revenue Support | 0 | 206 | 50 | 101 | -51 | -101% | 105 | 49% |
| Disabled Adaptations | 0 | 773 | 206 | 128 | 78 | 38% | 646 | 17% |
| Fees/consultancy/Title Clearance | 0 | 5 | 1 | 1 | 0 | -30% | 4 | 26% |
| Private Rented Sector | 0 | 5 | 1 | 0 | 1 | 82% | 5 | 4% |
| | | | | | | | | |
| | | | | | | | | |
| TOTAL HOUSING PROGRAMME | 1,200 | 1,636 | 338 | 307 | 31 | 9% | 1,329 | 19% |

Housing(HRA) - Appendix 2

RENFREWSHIRE COUNCIL

CAPITAL INVESTMENT STRATEGY - HOUSING SERVICES

BUDGET MONITORING REPORT

BOARD: HOUSING & COMMUNITY SAFETY

| Project Title | Projects Decelerated from 2016/17 to 2017/18: | Projects Accelerated from 2017/18 to 2016/17: | Transferred in 2016/17: | Total Impact in 2016/17: |
|-------------------------------------|--|--|----------------------------|-----------------------------|
| Department: Housing(HRA) | £000 | £000 | £000 | £000 |
| Improvements To Existing Properties | 0 | 0 | -750 | -750 |
| Demolition | 2,078 | 0 | 72 | -2,006 |
| Other Assets | 200 | 0 | 285 | 85 |
| Non Property Expenditure | 0 | 0 | 0 | 0 |
| Council House New Build | 2,017 | 0 | 0 | -2,017 |
| Professional Fees | 400 | 0 | 50 | -350 |
| Future Years Allowances | 750 | 0 | 343 | -407 |
| | | | | |
| Total | 5,445 | 0 | 0 | -5,445 |

| | |
|-----------------|--|
| Report to: | Renfrewshire Council Housing and Community Safety Policy Board |
| Date of Report: | 13th October 2016 |
| Report by: | David Proctor, Local Senior Officer (LSO) Scottish Fire and Rescue Service |

| | |
|----------|---|
| Subject: | Scottish Fire and Rescue Service (SFRS) Report |
|----------|---|

PURPOSE OF THIS REPORT

1. The purpose of this report is to inform the Housing and Community Safety Policy Board of the Scottish Fire and Rescue Service's (SFRS) performance and activities during the 1st July to 30th September 2016 reporting period.

PERFORMANCE

2. The information provided in this report and attached appendix relates to the specific key performance indicators detailed in the Renfrewshire Local Fire and Rescue Plan 2014-2017. 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 key performance indicators is detailed below:

- a. The total number of Accidental Dwelling Fires increased from **42** in the same period in 2015 to **44** in the current reporting period.
- b. The total number of All Non-Fatal Fire Casualties increased from **6** in the same period in 2015 to **8** in the current reporting period.
- c. The total number of incidents involving Deliberate Fire Raising decreased from **140** in the same period in 2015 to **138** in the current reporting period.
- d. The total number of Fires in Non-Domestic Buildings decreased from **31** in the same period in 2015 to **18** in the current reporting period.

- e. The total number of Road Traffic Collisions (RTC) incidents attended by SFRS which resulted in casualties, increased from **6** in the same period in 2015 to **14** in the current reporting period. The number of recorded casualties increased from **13** in the same period in 2015 to **19** in the current reporting period. Within this year's figures there is 1 fatality included.
- f. The total number of Unwanted Fire Alarm Signal (UFAS) incidents decreased from **210** in the same period in 2015 to **203** in the current reporting period.

PRIORITIES & INTERVENTIONS

- 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 partnership working and targeted engagement:

- a. The Local Area Liaison Officer (LALO) or Community Action Team (CAT) officer attends Tasking Meetings within Renfrewshire Safety Hub three mornings a week and provides statistics of incidents within the Renfrewshire area to ensure partners are aware of all fire related anti-social activity. Over the past few weeks operational crews from Paisley have been visiting the Hub to learn how it operates and how they can contribute to the information gathering and collation process. These sessions have been well received by all parties.
- b. Adult and Drugs Partnership (ADP) and SFRS are progressing a partnership to improve of referrals between both agencies. This will include the SFRS delivering Alcohol Brief Interventions (ABIs) and cross agency training of personnel with respect to fire hazard awareness and alcohol/ drug misuse recognition. This piece of work will enhance joint working with this vulnerable sector of our community.
- c. As part of "Fresher" week SFRS CAT officers supported the UWS student fire wardens and delivered training to the fire wardens on reducing fire risks within the University and Accommodation blocks. This joint initiative has now resulted in the UWS student fire

warden delivering training to the new students who are joined the university at the start of the academic year. This initiative is hoped to reduce the impact and number of fire alarm actuations involving student accommodation.

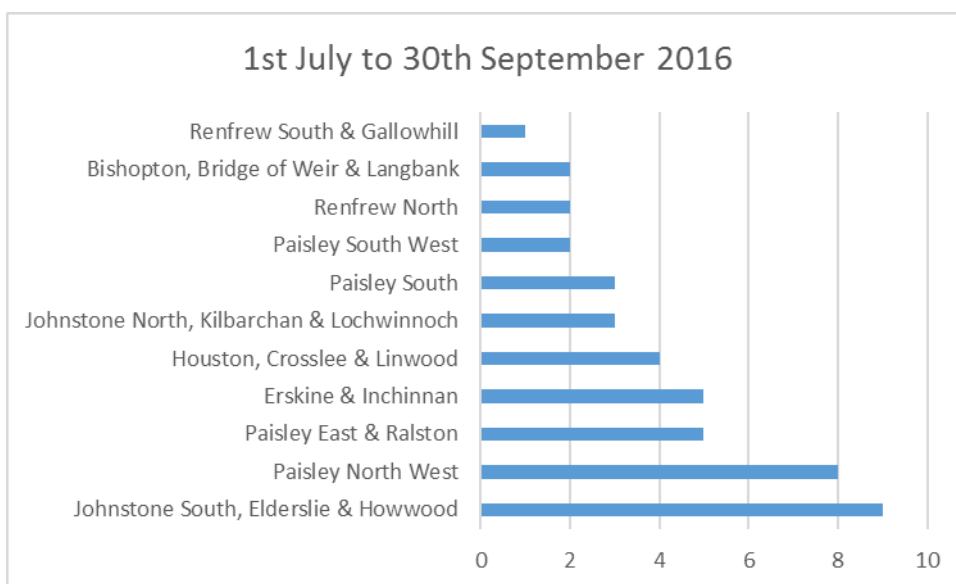
- d. The Fire Engine Rally and the Festival of Fire were held in Johnstone on the 13th of August. This event provided an excellent opportunity to engage with the local community and promote the work of the SFRS over the history of the service. It was fully supported by Renfrewshire Council, Police Scotland and the Community Warden Service.
<http://www.firescotland.gov.uk/news-campaigns/news/2016/08/fire-engine-rally-in-renfrewshire-went-down-a-storm-at-the-weekend.aspx>
- e. A total of 430 Home Fire Safety Visits were carried out by in Renfrewshire during the reporting period. Of these:
 - i. 62 were as a result of high risk referrals from Renfrewshire Community Planning partners to SFRS.
 - ii. 82 were as a result of Post Domestic Incident Responses (PDIR). The SFRS conducts a PDIR at all domestic dwelling incidents (includes fire alarm actuations and special services). This involves positive engagement with the occupier(s) of the affected property and neighbouring properties by SFRS personnel. Fire safety advice and support are provided; where required SFRS provide and fit 10 year battery powered smoke detectors.

RECOMMENDATIONS

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

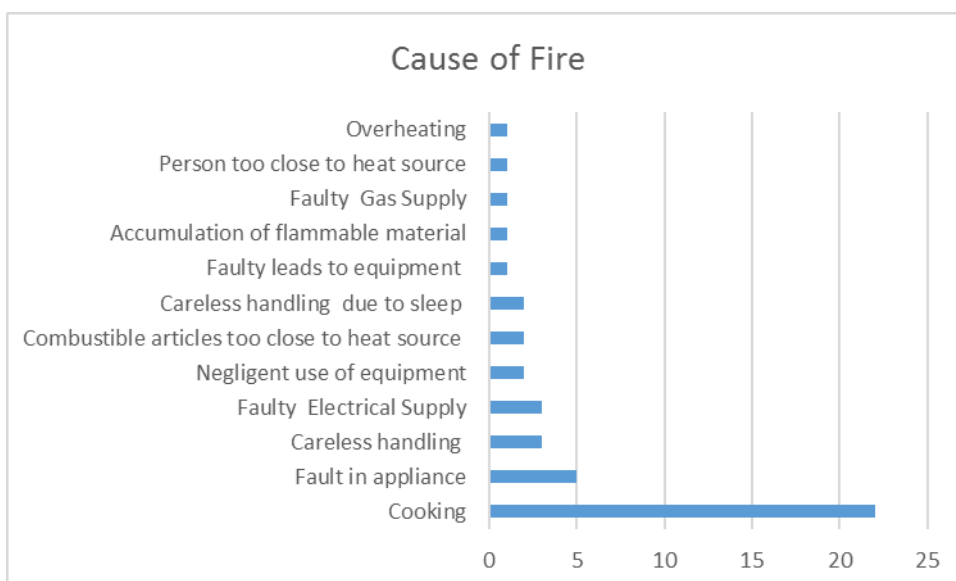
1. REDUCTION OF ACCIDENTAL DWELLING FIRES

1.1. Incidents by Ward



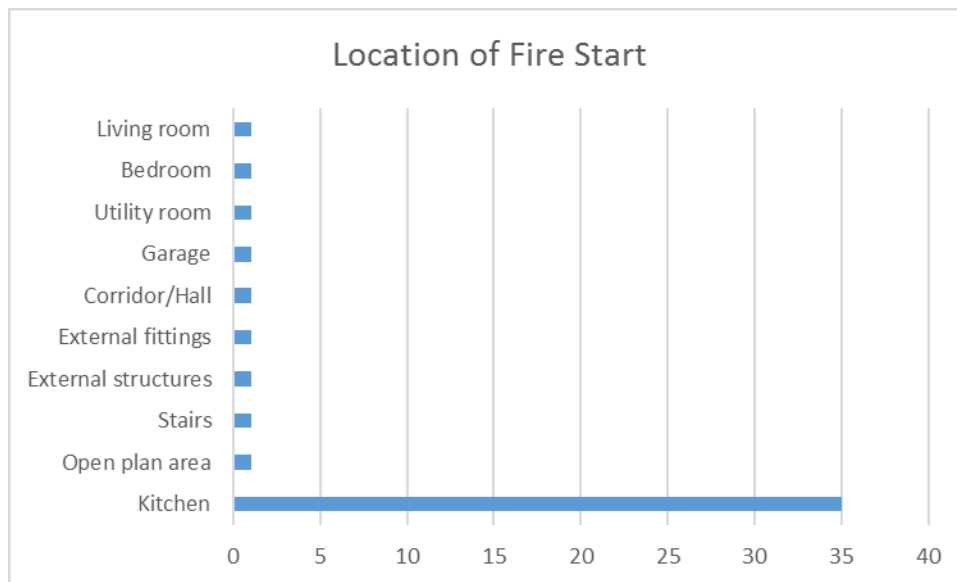
There were 5 separate incidents at Altpatrick Gardens Sheltered Housing all due to cooking; no casualties resulted from these incidents which were all minor in nature. A total of 11 (25%) incidents were at sheltered housing accommodation.

1.2. Cause of Fire



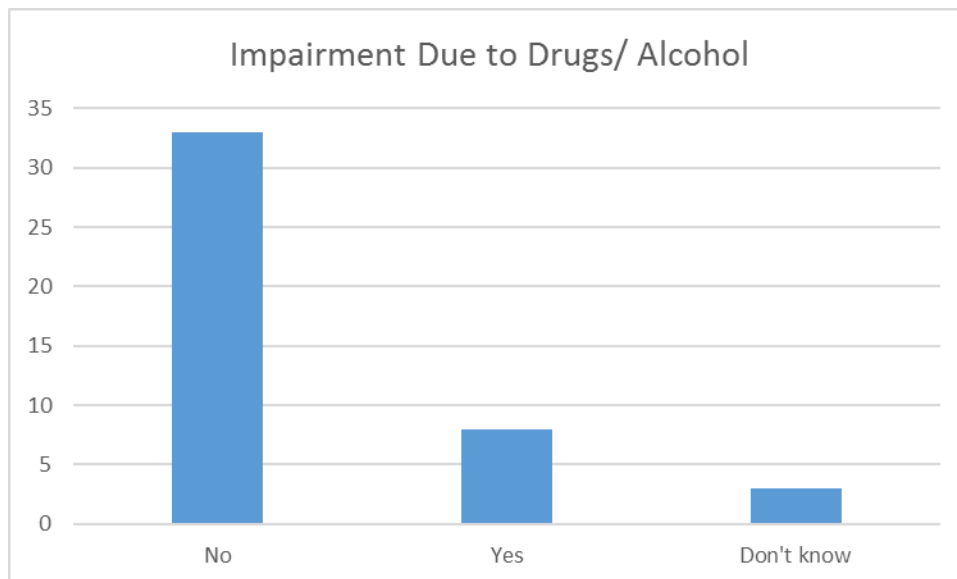
Cooking related incidents remain the most common, the majority of these are extinguished by removal from heat source.

1.3. Location of Fire

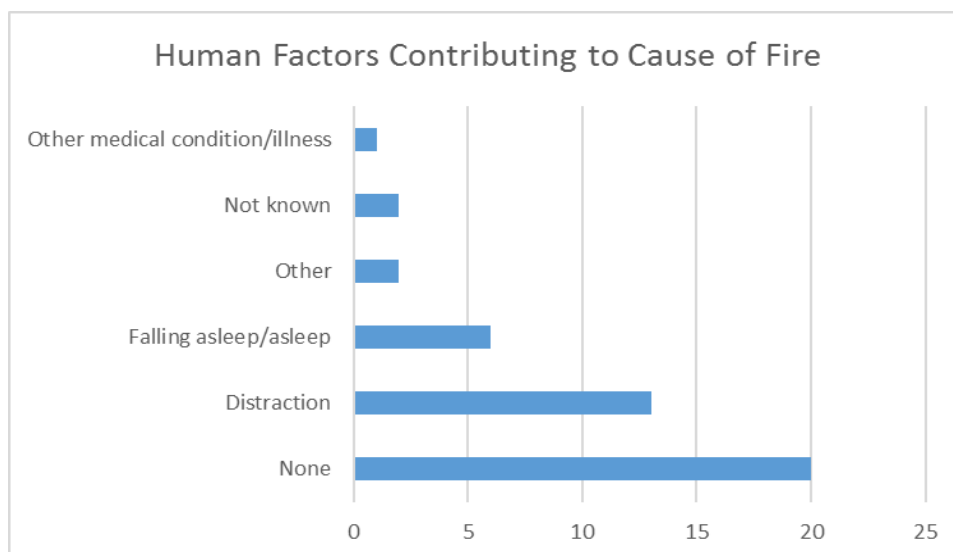


The location reflect the trend in Table 1.2.; fires involving cooking related fires to be the most common. Other fires in kitchens include faulty electrical appliances.

1.4. Human Factors



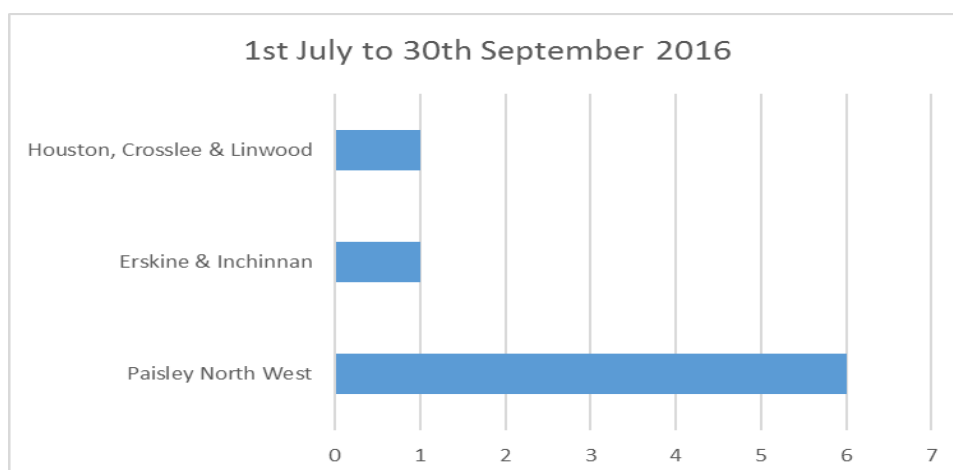
From the analysis carried out the highest risk group due to alcohol/ drugs being a contributory factor remains males in the 30 to 39 age group. This group is very difficult to engage with and further joint agency initiatives are being developed to improve the impact of interventions to reduce fires and the associated fire related casualties linked to alcohol and drug misuse.



From the table above distraction includes incidents of individuals falling asleep being under influence and mental capacity. There are instances specifically linked to cooking where an individual may get distracted by dealing with young children, phone call or similar which results in ignition of items being cooked due to being left unattended.

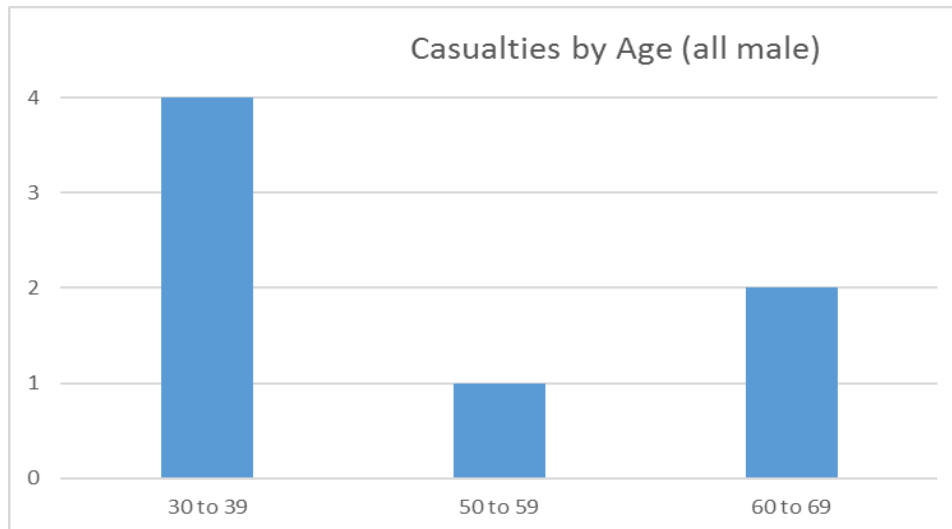
2. REDUCTION OF FIRE CASUALTIES

2.1. Casualties by Ward



One casualty removed to hospital with serious injuries following a fire involving a road vehicle.. Another two casualties were taken to hospital suffering slight effects of smoke inhalation; the remaining five were checked at the scene and required no further medical interventions.

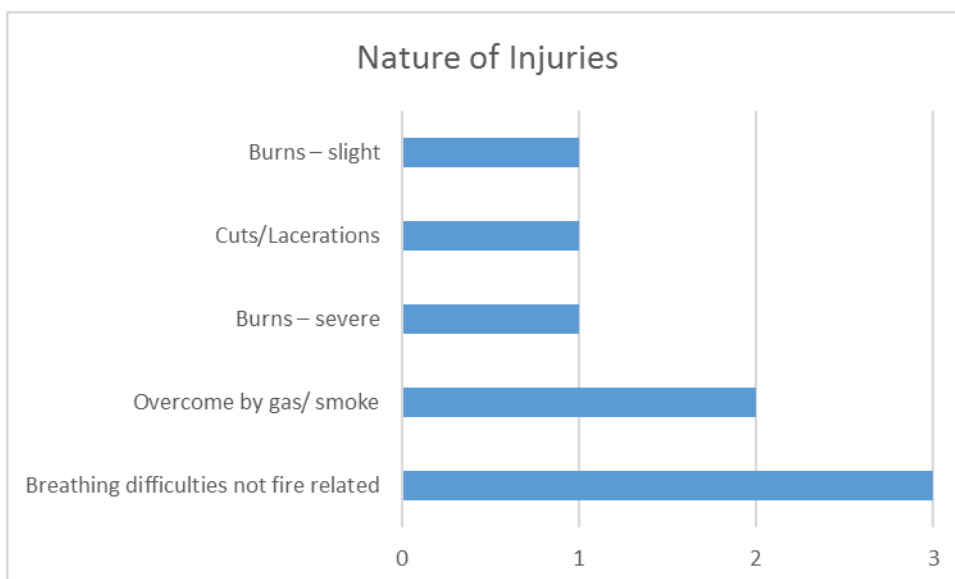
2.2. Casualties by Age and Gender



Renfrewshire's fire casualty profile with a predominant number of males recorded is outwith the Scottish profile. In Scotland over the past two years there has been a growing trend of older females being the most at risk of harm from fire.

Four of the fire related casualties in the 30 to 39 age group all had alcohol/ drugs recorded as contributory factor.

2.3. Nature of Injury

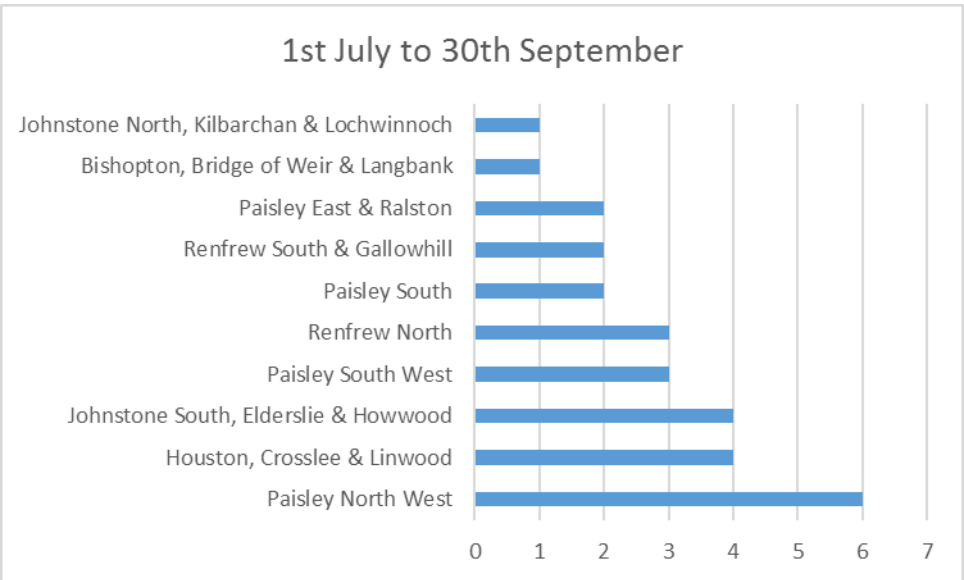


During the reporting period there has been no fire related fire fatalities. The majority of fire incidents related to these casualties were minor in nature.

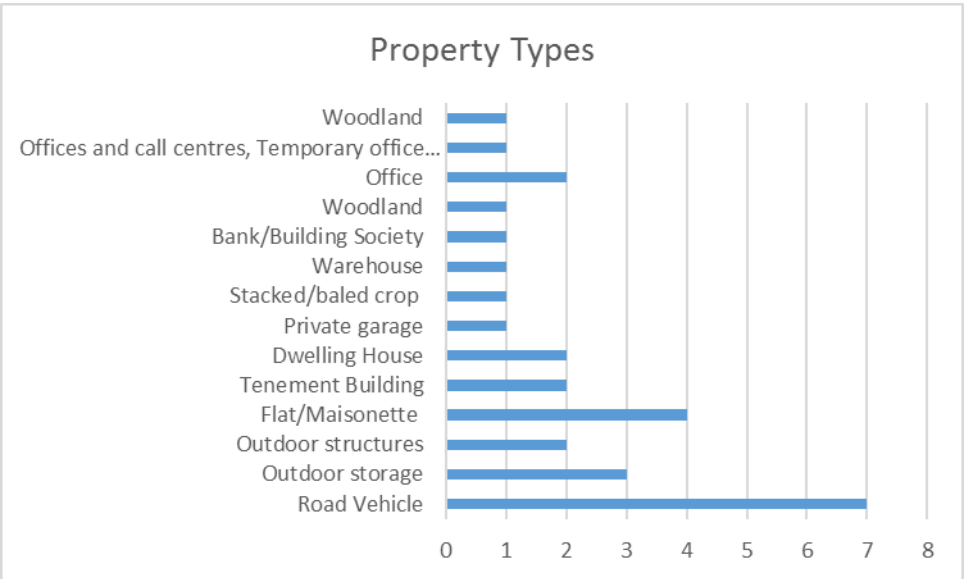
3. REDUCTION OF DELIBERATE FIRE SETTING

3.1. Primary Fires

3.1.1. Incidents by Ward



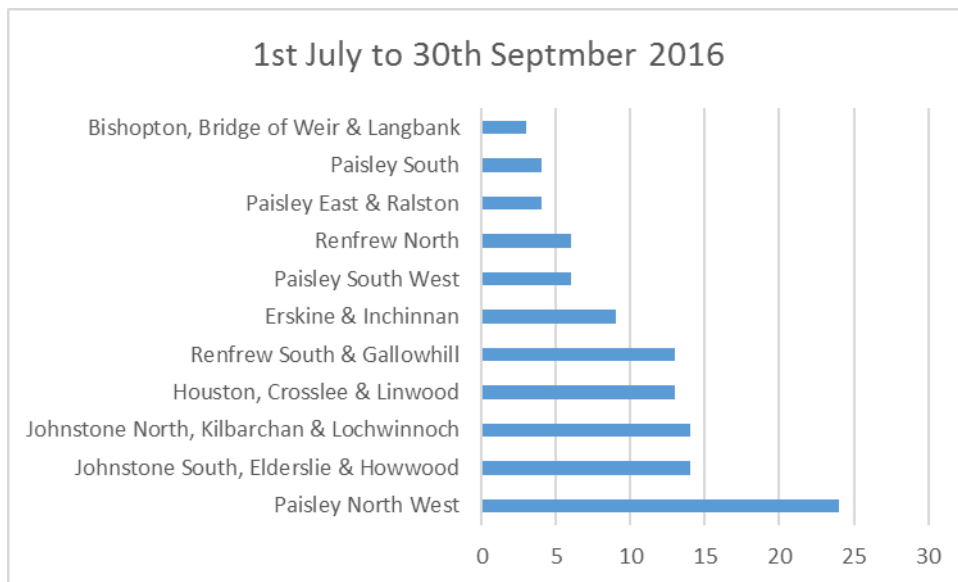
3.1.2. Property Types



Deliberate fire setting is a criminal offence and SFRS will request Police Scotland to attend suspected deliberate primary fires when deemed appropriate. The SFRS Local Area Liaison Officer or a Community Action Team officer attends the Tasking Meetings within Renfrewshire Safety Hub to provide fire activity overviews for action as appropriate.

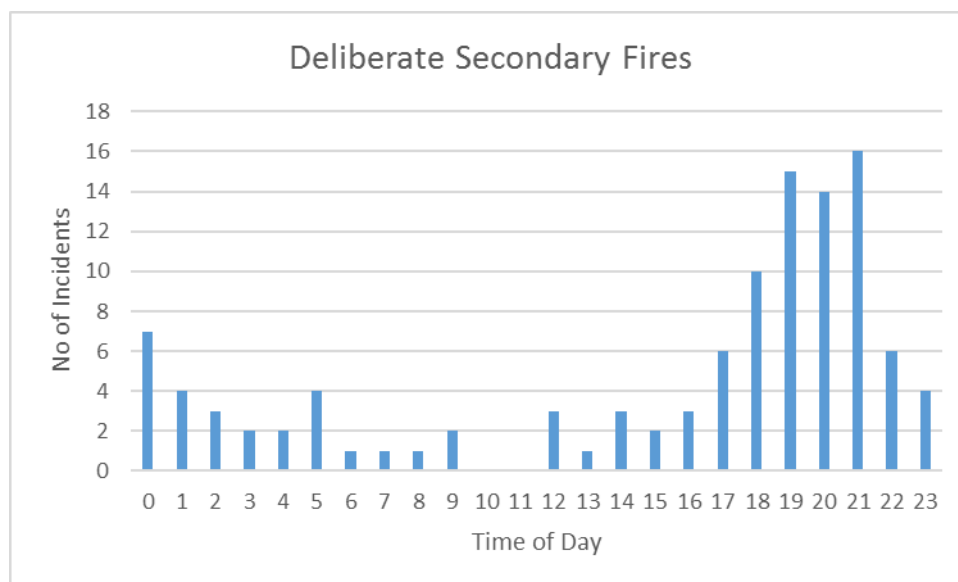
3.2. Secondary Fires

3.2.1. Incidents by Ward



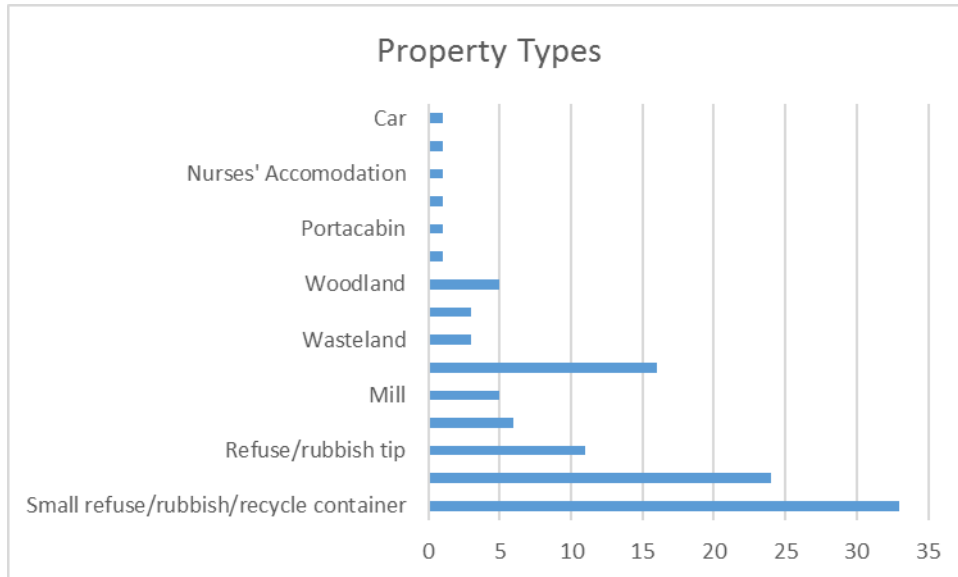
There has been a reduction in secondary fire activity compared to the same period in 2015; this is linked to weather conditions being wetter this year along with positive joint initiatives to tackle fire related anti-social behaviour.

3.2.1.1. Time of Day



The majority of these incidents still occur after school hours between 4pm to 9:30pm; which suggests the firesetters are likely young people of school age. Notwithstanding this there are also incidents (16) occurring in the early hours of the morning all of which involved deliberate firesetting to waste bins/ wheelie bins. Two dates had linked incidents which will be passed to Renfrewshire Safety Hub to highlight locations to all partners.

3.2.2. Property Types

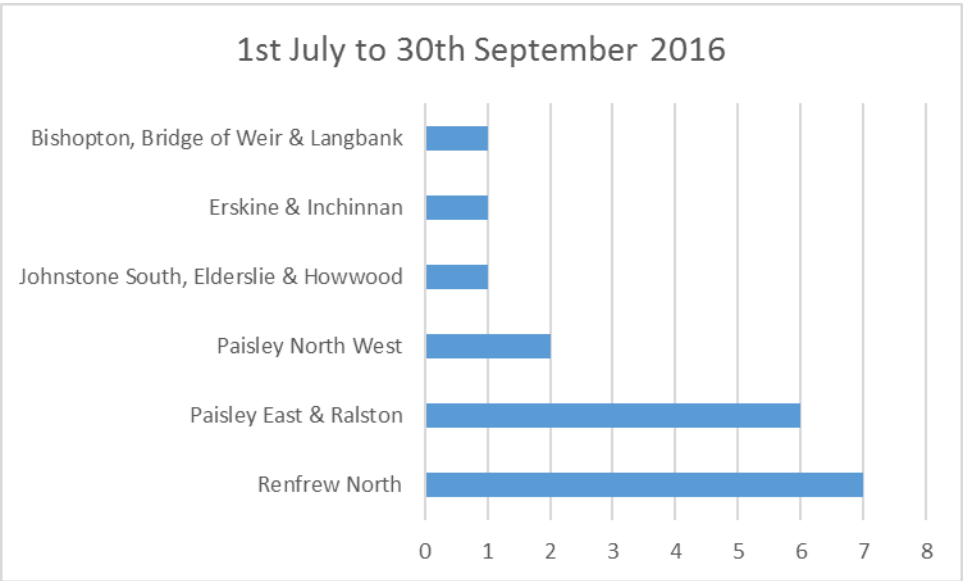


Locations with 3 or more secondary fires during the reporting period include:

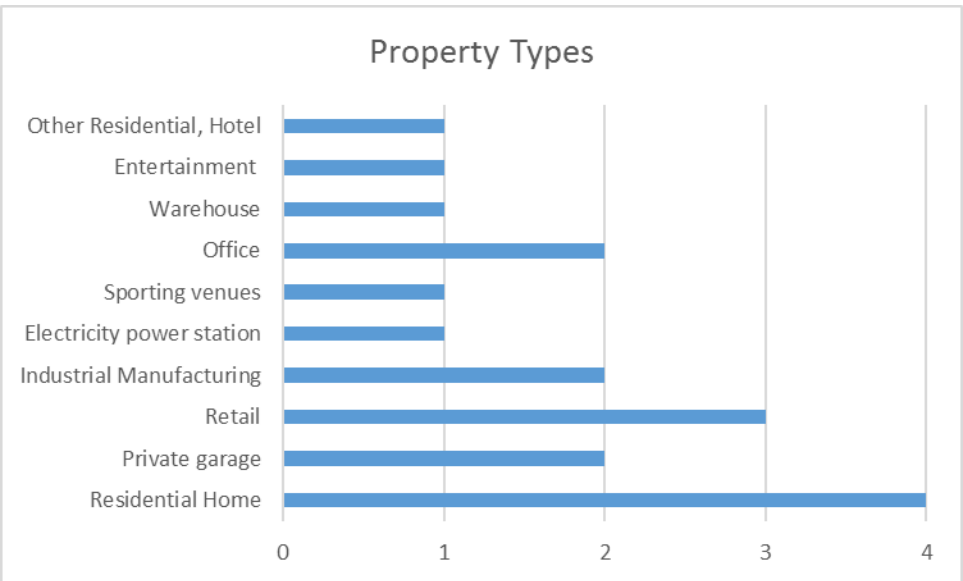
- Brediland Road (3)
- Amochrie Road, Paisley (3)
- Ferguslie Park Avenue, Paisley (6)
- High Street, Johnstone (6)
- Quarrelton Road, Johnstone (3)

4. REDUCTION OF FIRES IN NON-DOMESTIC PREMISES

4.1. Incident by Ward



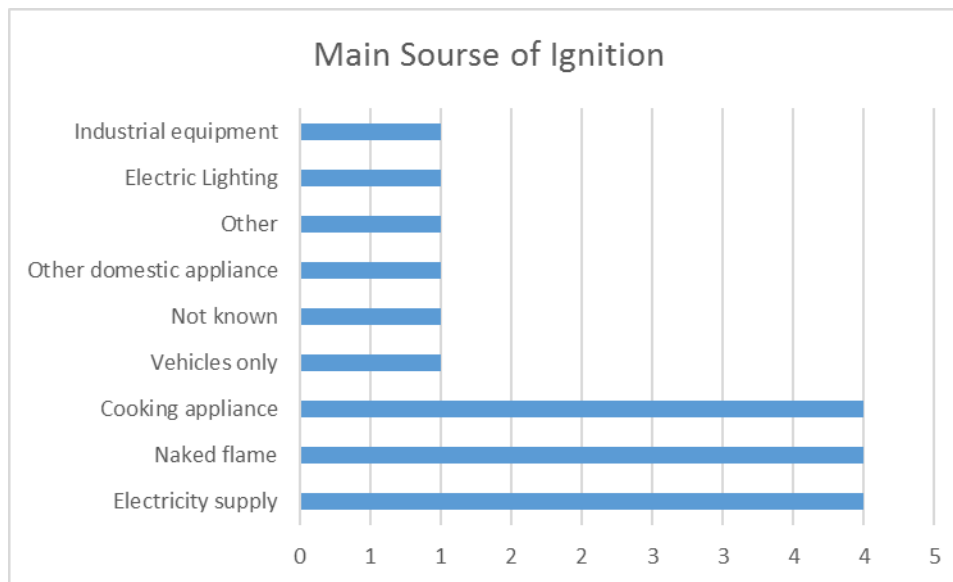
4.2. Property Types



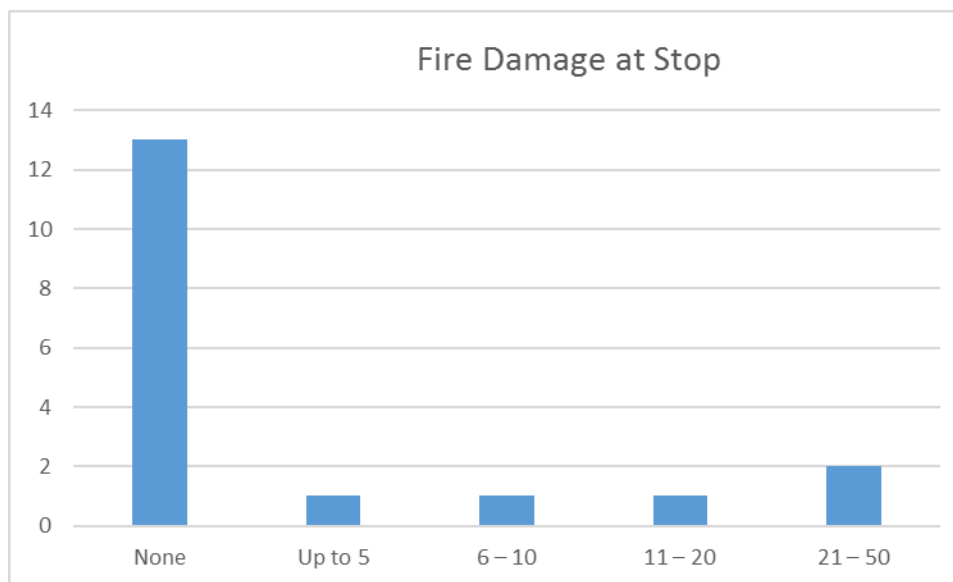
All fires in non-domestic premises which are classed as relevant premises in The Fire (Scotland) Act 2005 are subject to a post fire audit. These are conducted by specialist Fire Safety Enforcement Officers (FSEO) who will carry out a full inspection of the premises and all paperwork required under the Act; where deficiencies in fire safety management arrangements are identified the 'duty holder' will be issued with a notice as appropriate.

All 4 recorded incidents in residential homes were minor in nature; 2 involved smell of burning from electrical items and the other two burnt food. All incidents were resolved by isolating the power to the equipment and verifying no further fire risk present.

4.3. Main Source of Ignition



4.4. Fire Damage

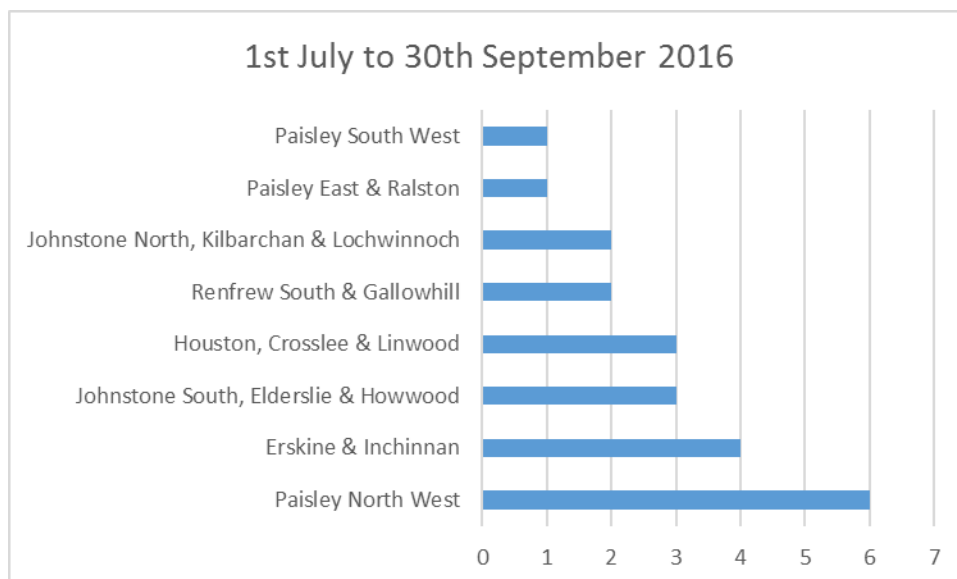


Of the incidents above resulting in fire damage these include:

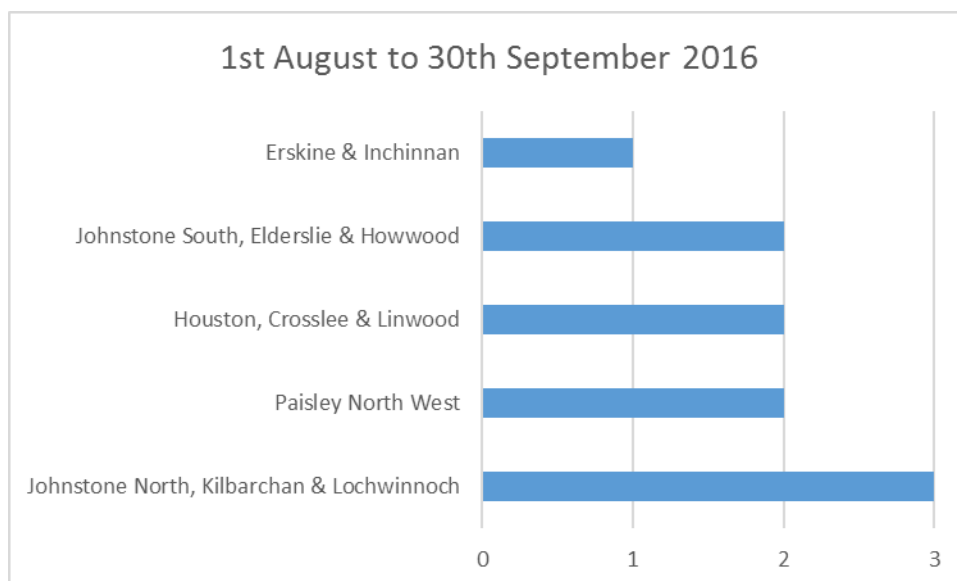
- A fire which destroyed a private garage and the car within.
- A fire adjacent to a private garage causing extensive damage.
- A fire at building site.
- ATM fire damaged.

5. REDUCTION OF CASUALTIES IN NON FIRE EMERGENCIES

5.1. Road Traffic Collision Incidents by Ward



5.2. Road Traffic Casualties by Ward

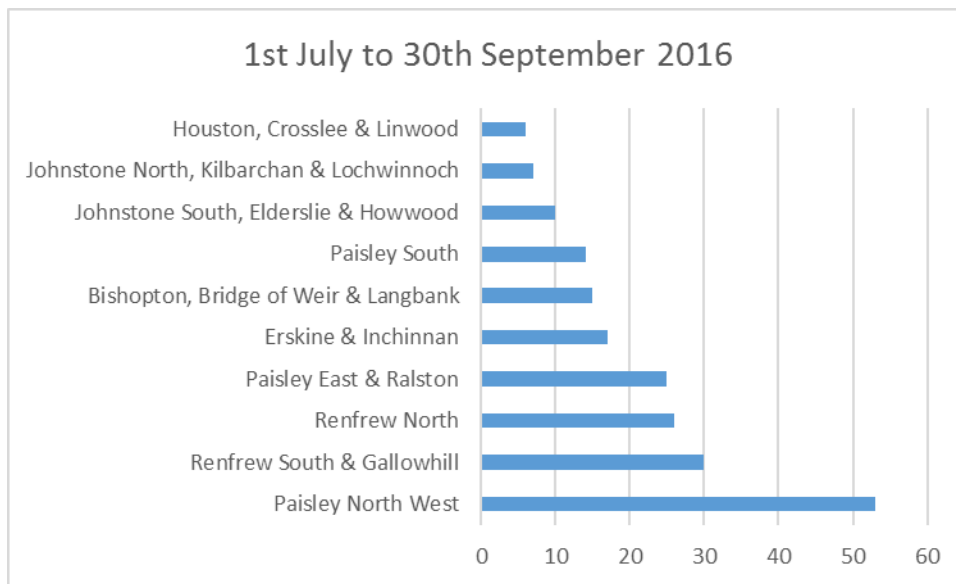


From analysis of the Road Traffic Collision (RTC) incidents there are no specific accident hotspots; there were four incidents on the A737 Howwood Bypass but at different sections of the road. There were also five incidents on the M8 but at different junctions. (Junctions 29 – St James (2), J28 – Glasgow Airport, Junction 27- Arkleston and Junction 30 – Craigton)

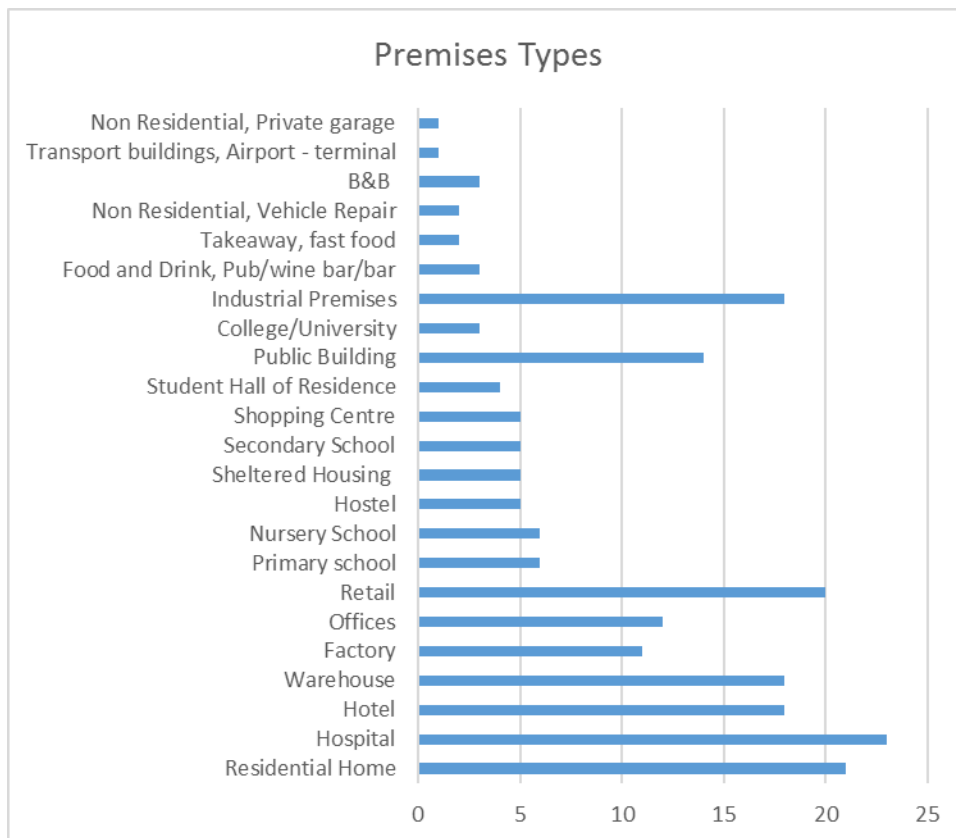
Of the 22 RTC incidents attended by SFRS we had to only extricate persons on 2 occasions.

6. REDUCTION OF UNWANTED FIRE ALARM SIGNALS

6.1. Incident by Ward



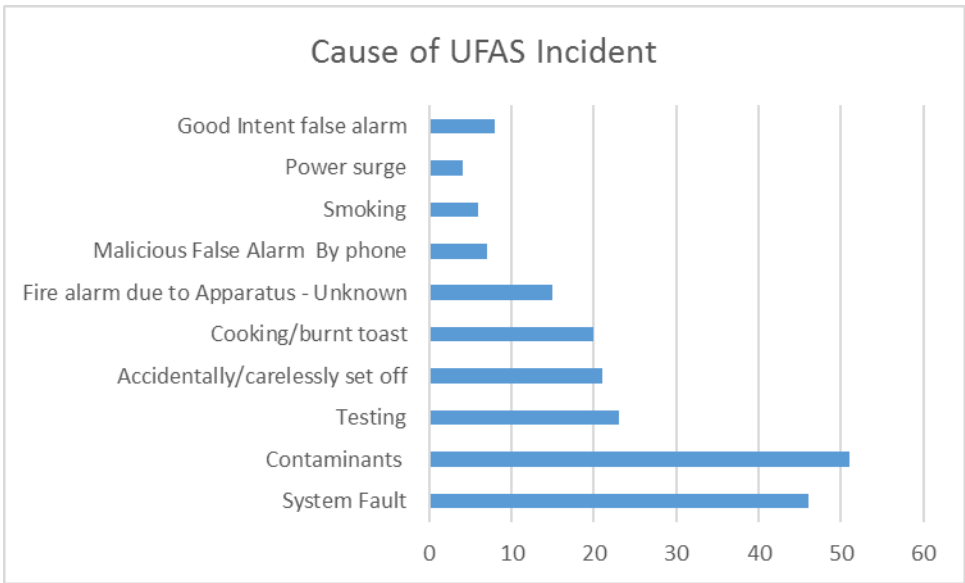
6.2. Property Types



As is evident from the table above the premise types with the highest numbers of UFAS incidents are:

- Hospitals
- Schools
- Industrial Premises
- Warehouses
- Hotels
- Care Homes
- Retail Premises

6.3. Cause of Actuation



The SFRS works closely with all relevant premises where UFAS occur. Where the number of actuations are above acceptable standards the FSEO team will carry out a fire safety audit to identify deficiencies in the management of alarm system and actuations; where deemed necessary notice of fire safety deficiency will be issued.

Not Protectively Marked



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

On: 08 November 2016

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

**Heading: Police and Fire Reform: Local Scrutiny and Engagement
Renfrewshire Local Policing Area
Performance Results 1st July 2016 – 30th September 2016**

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.
-

Not Protectively Marked

1

*Produced by Police Scotland Analysis & Performance Unit on 20/09/2016.
All statistics are provisional and should be treated as management information. All data are sourced from Police Scotland internal systems and are correct as at 2nd September 2016.*

2. Recommendations

- 2.1 The data within this report, which relates to the period 1st July 2016 to 30th September 2016, is extracted from Police Scotland internal systems and is correct as of 2nd October 2016. 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.

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

LOCAL AUTHORITY SCRUTINY BOARD - Renfrewshire

August 2016

| Violence, Disorder & Antisocial Behaviour | | | | | |
|--|-------------------------------------|---------------------|---------------------|-------------|----------|
| | | Apr 2016 - Aug 2016 | Apr 2015 - Aug 2015 | Victims | % Change |
| 1 | Total No Group1: Crimes of Violence | 108 | 102 | 6 more | 5.9% |
| There have been 6 more victims of violent crime than the same period last year. We take an analytical approach to tackling violence and place extra resources where available in hot spot areas that have been identified as problematic. We also work alongside a range of partner agencies such as social work, housing and education to help identify offenders and support victims. | | | | | |
| 2 | Murder | 1 | 2 | 1 fewer | -50.0% |
| There has been 1 less murder and this crime has been detected. Investigations into murder are carried out by the Force Major Investigation Team and accompanied by a Community Impact Assessment to ensure risks within the local area are identified. | | | | | |
| 3 | Attempted Murder | 5 | 8 | 3 fewer | -37.5% |
| There have been 3 fewer attempted murders. Investigations of this nature are analysed daily by Senior Detective Officers. | | | | | |
| 4 | Culpable Homicide (common law) | 0 | 1 | 1 fewer | -100.0% |
| There has been 1 less culpable homicide. | | | | | |
| 5 | Culpable Homicide (other) | 0 | 0 | None | - |
| (Context) | | | | | |
| 6 | Serious Assault detection rate | 74.2% | 73.1% | | 1.1% |
| The detection rate for serious assault remains high at 74.2%. Enquiries for serious assaults are reviewed by Senior Detective officers and carried out by CID officers. | | | | | |
| 7 | Serious Assault | 62 | 52 | 10 more | 19.2% |
| There has been 10 more serious assaults. Many of these offences are committed within dwelling houses making it difficult to prevent. We work closely with partner agencies, such as the Noise Enforcement Team who assist with breaking up noisy parties before they turn violent. We also ensure that Officers are deployed in certain areas as a preventive measure were possible. These enquiries are scrutinised daily by Senior Detectives and the investigation is carried out by CID officer. | | | | | |
| 8 | Robbery detection rate | 117.9% | 85.7% | | 32.2% |
| The detection rate for robberies has risen significantly to 117.9% due to historic investigations. We have dedicated units that solely investigate these crimes allowing for more efficient enquiries to be carried out. | | | | | |
| 9 | Robbery | 28 | 28 | same number | 0.0% |
| We use an analytic and intelligence lead approach to tackling robberies and ensure we have enough resources deployed in target areas. We work to prevent these crimes occurring by creating a higher Police presence and ensure we make regular visits to known offenders. | | | | | |
| 10 | Common assault detection rate | 72.0% | 80.8% | | -8.8% |
| The detection rate for common assault remains high at 72%. | | | | | |
| 11 | Common assault | 850 | 783 | 67 more | 8.6% |
| We find that a lot of assaults happen with alcohol being a contributing factor and so ensure we work closely with licensed premises and regularly check they are not using irresponsible drink promotions. We deploy Officers out on foot into the town centre on weekend nights to highlight a Police presence and as a preventative measure. These crimes often happen sporadically in different areas which makes it hard to | | | | | |

| | | | | | |
|---|---|-------|-------|----------|-------|
| Police. Each undetected common assault is reviewed by Senior Management to ensure all possible enquiries are carried out. | | | | | |
| 12 | Number of complaints regarding disorder | 4,264 | 3,672 | 592 more | 16.1% |
| The partnership hub scrutinise all disorder complaints and work alongside Housing, Social Work and Education Authorities to identify trends and gather information to identify repeat offenders. We also work closely with school and education facilities to highlight the impact of disorder and anti-social behaviour. | | | | | |

LOCAL AUTHORITY SCRUTINY BOARD - Renfrewshire

August 2016

| Violence, Disorder & Antisocial Behaviour (continued) | | | | | |
|---|--|---------------------|------------------------------|---------|----------|
| | | Apr 2016 - Aug 2016 | Apr 2015 - Aug 2015 | Victims | % Change |
| 13 | Number of Domestic Abuse Incidents Reported to the Police | 1,005 | 918 | | 9.5% |
| The number of incidents reported to Police has risen by 9.5%. This is a positive reflection on the public's level of confidence in reporting domestic incidents. Domestic abuse remains a high priority for Police Scotland. | | | | | |
| 14 | Total Crimes and offences in domestic abuse incidents | 634 | 600 | | 5.7% |
| The total crimes and offences in domestic abuse incidents has risen by 5.7%. | | | | | |
| 15 | Percentage of Domestic Incidents that result in a crime being recorded | 45.2% | 50.2% | | -5.0% |
| The percentage of Domestic incidents that result in a crime being recorded has dropped by 5%. These investigations are monitored by Senior officers of at least Inspector rank. We work closely with outside agencies such as ASIST and Social Work to ensure that victims and their families are given appropriate support and advice throughout the process. | | | | | |
| 16 | Total crimes and offences in domestic abuse incidents detection rate | 73.7% | 86.5% | | -12.8% |
| The detection rate for crimes and offences in domestic abuse incidents remains high at 73.7%. Detection can often be difficult with offences occurring between partners within dwelling properties which results in a lack of corroborative evidence. These enquiries are scrutinised daily by senior management and investigations are continued as 'live' until all enquiries are complete. Extensive historical or complex enquiries are conducted or overseen by the Domestic Abuse Investigation Unit. | | | | | |
| 17 | Total Detections for Domestic Bail Offences | 31 | 76 | | -59.2% |
| Domestic bail conditions are set by the court and we ensure these conditions are being adhered to by completing regular offender checks and warnings. We also ensure we visit the victim initially to ensure they fully understand the conditions set by the court. | | | | | |
| 18 | Ensure 95% of domestic abuse initial bail checks are conducted within a prescribed timeframe (24hrs) | 93.4% | - | | - |
| 93.4% of initial domestic abuse bail checks were carried out within 24 hours. These checks are overseen by the on call Inspector to ensure compliance and victim support. | | | | | |
| 19 | Hate Crime and offences detection rate | 72.5% | 83.2% | | -10.7% |
| | | | | | |
| | | | | | |
| Violence, Disorder & Antisocial Behaviour - Stop and Searches | | | | | |
| | | Apr 2016 - Aug 2016 | Apr 2016 - Aug 2016 Positive | Victims | % Change |
| 20 | Number of stop and searches conducted (total) | 1,105 | 387 | | |
| 21 | Number of statutory stop and searches conducted | 1,066 | 385 | | |

| | | | | | |
|---|--|-----|---|--|--|
| 22 | Number of consensual stop and searches conducted | 39 | 2 | | |
| 23 | Number of consensual stop and searches refused | 0 | - | | |
| 24 | Number of seizures made | 280 | - | | |
| <p>An enhanced version of the National Stop & Search Database commenced on 1 June 2015. The enhanced database brought significant changes in the process of data capture and the methodology for recording data items. No previous year to date figures are provided as it has been previously acknowledged this data is not 100% accurate, therefore comparisons will provide misleading results or invalid conclusions. Management Information and data in respect of stop and search can be found on the Police Scotland website via http://www.scotland.police.uk/about-us/police-scotland/stop-and-search-data-publication</p> | | | | | |

LOCAL AUTHORITY SCRUTINY BOARD - Renfrewshire

August 2016

| Additional Identified Local Priorities | | | | | |
|--|--|---------------------|---------------------|----------|----------|
| | | Apr 2016 - Aug 2016 | Apr 2015 - Aug 2015 | Victims | % Change |
| 25 | Number of detections for drugs supply, drugs productions, drugs cultivation | 66 | 92 | | -28.3% |
| These offences are generally Policed through intelligence based packages that are conducted by the Proactive Crime Team or the Anti-Violence Reduction Unit. Intelligence is regularly gathered through the attendance of Community Council meetings and other public events. | | | | | |
| 26 | Theft by housebreaking (including attempts) detection rate | 23.9% | 20.8% | | 3.1% |
| 27 | Theft by housebreaking (including attempts) | 184 | 265 | 81 fewer | -30.6% |
| We have 81 fewer theft by housebreakings compared with the same period last year. We have a dedicated unit that works solely in completing enquiries for acquisitive crime types. This allows for a more thorough investigation. | | | | | |
| 28 | Theft by shoplifting detection rate | 83.0% | 76.0% | | 7.0% |
| The detection rate for theft by shoplifting has risen by 7.0% and remains high at 83%. | | | | | |
| 29 | Theft by shoplifting | 388 | 317 | 71 more | 22.4% |
| There have been 71 more theft by shoplifting offences recorded in this period compared with last year. We have dedicated Town Centre Team's that work to build positive relationships with retail staff and security personnel so that offenders can be detected more efficiently. Our Town Centre Team's ensure they keep up-to-date with current trends and hot spots within the retail sector and are aware of repeat offenders. | | | | | |
| 30 | Vandalism & Malicious Mischief detection rate | 21.4% | 19.5% | | 1.9% |
| The detection rate for vandalism and malicious mischief as risen by 1.9%. | | | | | |
| 31 | Vandalism & Malicious Mischief | 702 | 585 | 117 more | 20.0% |
| There are 117 more instances of vandalism and malicious mischief than last year. We work closely with schools and have dedicated liaison officers that educate children and young people about the effects of vandalism and malicious mischief on both victims and their community. Alongside this, the dedicated Town Centre Officers work proactively to identify and self-generate crimes that may have previously gone unreported. | | | | | |
| 32 | Number of detections for Consuming Alcohol in a designated place (where appropriate byelaws exist) | 601 | 879 | | -31.6% |
| The number of people consuming alcohol in a public place has reduced by 31.6%. We work in partnership | | | | | |

with licencing and the local council to ensure licenced premises promote responsible drinking with the view of reducing anti-social behaviour. We concentrate patrols to public places during peak holidays and summer time and utilise cycle patrols to create a visible Police presence.

| Public Protection | | | | | |
|--|------------------------------|------------------------|------------------------|------------|-------------|
| | | Apr 2016 - Aug 2016 | Apr 2015 - Aug 2015 | Victims | % Change |
| 33 | Number of Sexual Crimes | 116 | 101 | 15 more | 14.9% |
| There have been 15 more victims of sexual crime. This could be representative of the increase in victim confidence to report these crimes, which has been positively highlighted in the media. These enquiries are pursued by the Public Protection Unit who work closely with the victim to ensure they are supported throughout the whole process. | | | | | |
| 34 | Sexual Crimes detection rate | 65.5% | 75.3% | | -9.8% |
| Investigations of this nature can be protracted and very complex which can reflect poorly on detection rates. These enquiries are protracted and of a very sensitive nature. | | | | | |
| 35 | Rape detection rate | 45.5% | 57.9% | | -12.4% |
| We have a dedicated Divisional Rape Investigation Unit who progress these enquiries and ensure the victim is supported throughout the investigation. These investigations are managed daily by Senior Investigating Officers to ensure all lines of enquiry are progressed. | | | | | |

LOCAL AUTHORITY SCRUTINY BOARD - Renfrewshire

August 2016

| Road Traffic Casualty Statistics | | | | |
|--|---------------------|---------------------|---------|----------|
| | Apr 2016 - Aug 2016 | Apr 2015 - Aug 2015 | Victims | % Change |
| People Killed | 2 | 0 | 2 more | - |
| People Seriously injured | 24 | 19 | 5 more | 26.3% |
| People Slightly Injured | 119 | 122 | 3 fewer | -2.5% |
| Our Divisional Roads Policing Unit continuously engage with local councils regarding traffic management where problem roads are identified in order to implement safer journeys for the public. Fatal and serious Road Traffic incidents are thoroughly investigated by our Divisional Roads Policing Unit and scrutinised by Senior Management. Further to this, they conduct Road Safety Awareness campaigns in order to promote safe driving. | | | | |
| Children (aged<16) Killed | 1 | 0 | 1 more | - |
| Children (aged<16) Seriously Injured | 3 | 2 | 1 more | 50.0% |
| There was 1 fatal road traffic crash involving a child under 16. Our Divisional Roads Policing Department have engaged extensively with the Council in relation to enhancing the road markings and signage on the road to improve road safety. | | | | |

| Road Safety & Road Crime | | | | | |
|---|----------------------|---------------------|---------------------|---------|----------|
| | | Apr 2016 - Aug 2016 | Apr 2015 - Aug 2015 | Victims | % Change |
| 36 | Dangerous driving | 31 | 40 | | -22.5% |
| 37 | Speeding | 310 | 575 | | -46.1% |
| 38 | Disqualified driving | 4 | 11 | | -63.6% |
| 39 | Driving Licence | 82 | 101 | | -18.8% |
| 40 | Insurance | 194 | 208 | | -6.7% |
| 41 | Seat Belts | 71 | 121 | | -41.3% |
| 42 | Mobile Phone | 129 | 121 | | 6.6% |
| The Divisional Road Policing Unit continue to carry out high visibility, proactive patrols on priority routes as identified through analytical data and perform speed checks in areas following complaints from the community. They utilise different media outlets to promote road safety and highlight driver behavioural issues. They continue to support divisional officers for special events with traffic management and vehicle checks. | | | | | |

LOCAL AUTHORITY SCRUTINY BOARD - Renfrewshire
August 2016

| Public Confidence | | | | | |
|-------------------|--------------------------------------|---------------------------------------|----------------------|--|-----------------------------|
| | | Apr 2016 - Aug 2016 | | | |
| | | Number of Complaints about the Police | | Number of Complaints per 10,000 Police Incidents | |
| 43 | Complaints received about the Police | 75 | | 29.2 | |
| (Context) | | | | | |
| | | On Duty Allegations | Off Duty Allegations | Quality of Service Allegations | Total Number of Allegations |
| 44 | Total Allegations Recorded | 75 | 0 | 23 | 98 |
| (Context) | | | | | |

| Scottish Crime Recording Standard Quarter 3 Audit 2015/16 <i>(not available at Local Authority level but detailed at Divisional and Force level for information purposes)</i> | | | | |
|--|---|----------------|-------------------------|-----------------|
| 45 | Audit 2 - Divisional Crime Audit 2015/16 - Quarter 3 (October to December) | Crimes Audited | No. of Recording Errors | SCRS Compliance |
| | K Division | 227 | 19 | 91.63% |
| | Force | 3,446 | 246 | 92.86% |
| <i>Audit 1 (Crime Related Incidents and Associated Recorded Crime Audit) and Audit 3 ("No Crime" Audit) are conducted on a bi-annual basis and therefore were not audited during Q3.</i> <i>Details of the methodology for Audit 2 can be found in Appendix A</i> | | | | |

APPENDIX "A" - AUDIT METHODOLOGY

Audit 1 - Crime Related Incidents and Associated Recorded Crime

The audit sample was selected from Command and Control incidents over a specific four day period with initial call types CR-60 to CR-79 within the Crime category, and incidents with initial call types AB-57 Communications, AB-58 Hate Crime, PW-40 Domestic Incident and PW-76 Child Protection. The incident sample selected for audit ensured, working to a 95% confidence level with a confidence interval of $\pm 3\%$, that the sample audited was statistically representative of all incidents of this type recorded during the four day audit period. A formula was applied to the total number of incidents per Command Area and apportioned out between Divisions in that Command Area in order to obtain sample sizes. These were subject to a minimum of 150 and a maximum of 300 per Division.

Compliance in each of the two Tests is achieved with a result of **95%** or above.

The audit tested:

Test 1 – Crime Related Incidents

- That incidents initially inferring a crime or apparent criminal activity and closed as a non-crime contained a satisfactory narrative to eliminate any inference of criminality and fully justify a non-crime disposal.
- That each incident clearly indicated a crime or non-crime as a disposal on the incident text.
- Where an incident was closed as a crime, the corresponding crime record was traced.

Test 2 – Recorded Crime

- The correct application of SCRS on recorded crimes in respect of the Scottish Government Counting Rules and the correct classification of crimes. In terms of compliance with SCRS each individual crime over or under-recorded, or incorrectly classified was counted as having failed the audit.

Audit 2 - Recording of Specific Crime Types (Divisional Crime Audit)

To ensure that a number of different areas of crime recording are represented by Audit 2, samples were obtained from the following categories:

- Assault (Common Assault only)
- Group 1 Crime (Crimes of violence)
- Group 2 Crime (Sexual offences)
- Group 3 Crime (Crimes of dishonesty)
- Group 4 Crime (Damage to property)
- Other Crimes from Groups 5, 6 and 7

While not as statistically representative of all records within the audit period as Audit 1, the sample sizes in Audit 2 were weighted to take into account higher volumes of crime being recorded in some Divisions subject to a minimum of 100 records and a maximum of 300 records.

The audit tested the correct application of SCRS on recorded crimes in respect of the Scottish Government Counting Rules and the correct classification of crimes. In terms of compliance with SCRS each individual crime over or under-recorded, or incorrectly classified was counted as having failed the audit.

Compliance in this audit is achieved with a result of **95%** or above.

Audit 3 - Crime Records Reclassified to "No Crime"

The third principle of SCRS states "once recorded, a crime will remain recorded unless there is credible evidence to disprove that a crime had occurred".

The audit tested the correct application of this principle in respect of recorded crime which was reclassified to "No Crime" following Police enquiry into the reported circumstances. In terms of compliance with SCRS each individual crime reclassified incorrectly was counted as having failed the audit.

The sample sizes in Audit 3 were weighted to take into account the higher number of records reclassified to "No Crime" in some Divisions subject to a minimum of 50 and a maximum of 100.

Compliance in this audit is achieved with a result of **95%** or above.

In order to allow Divisions a reasonable period of time to ensure that records are complete and compliant with SCRS, audits are generally undertaken once a period of three months from the date of the incident/crime has elapsed. Any record incomplete at the time of audit will be audited based on the information available at the time.

APPENDIX 'B' – LOCAL INITIATIVES

We continue to positively promote partnership working within all possible areas of Policing. We engage with and support other agencies in promoting safer practises whether it be educating young people on lifestyle choices or educating drivers on road safety.

Some local initiatives we have been involved in recently include:

- **19/07/2016 Good Egg Child Safety Event, Paisley** – Divisional Road Policing Department along with local Officers attended this event to promote correct child car seats and restraints which was organised with partners.
- **30/07/2016 Truckfest at Ingliston Country Club, Bishopton** – DRPU worked to develop an awareness to operators/ hauliers around their responsibilities of driving hours, vehicle road worthiness and emerging concerns specifically counter terrorism and illegal immigration.
- **University Liaison, Paisley** – two local Police officers have been attending the University of the West of Scotland on a regular basis. Students are encouraged to attend weekly to discuss matters ranging from anti-social behaviour, alcohol abuse, sexual assaults, race/hate crime, cybercrime etc. Staff at the University have also received Police training in relation to 3rd party reporting and the University is now recognised as a 3rd party reporting centre for students.
- **Paisley Town Centre Police team** – Paisley town centre has a dedicated Police team with a main focus on Shoplifters and Anti-social behaviour ensuring the town centre is a safe a place to visit and work. The team consists of 6 full time Community Police officers providing 7 day coverage. The team have an excellent working relationship with all the retailers in the town centre and utilise the radio link system to keep each other informed of known persons operating in the town.
- **VRU, Paisley** – The Violence Reduction Unit have been undertaking road blocks and proactive enquiries which have been returning great results in terms of motoring offences, licence premises checks, bail checks and warrants.
- **Safer and Greener** - A multi-agency tasking group led by the police was recently introduced in Renfrewshire to develop the principles set out in the Building Safer Communities National Strategy of reducing victims of crime and unintentional harm through multi-agency interventions in key communities to help them build capacity to resolve issues affecting their areas.
- **Rural Watch** – An ongoing partnership initiative with Elderslie Estates, Lycetts, Scottish Land and Estates, Scottish Countryside Alliance, Forestry Commission and NFU to share information and prevention messages on social media across Rural Renfrewshire. All members of RW also have access to signage, 'Who's Watching Who' which is used and displayed on farm drives, building and woodland. Part of this commitment is four dedicated Police Rural Officers who cover the rural network of Renfrewshire and are specially trained in Wildlife issues and Firearms enquiries.
- **Rural Access Day** – Rural Access Awareness Day was held at Boden Boo, Erskine on 18/08/2016 with partners from the Fire Service, Forestry Commission, Renfrewshire Council Wardens and Access Officer and Police Scotland local community officers deployed on bikes. Issued highlighted included wild fires, ASB, off road bikes, dog behaviour and access issues.
- **07/07/2016**– KB sub division ran an operation with the following results: 140 vehicles stopped, 16 detected crimes/ offences, 7 conditional offer tickets, 5 vehicle prohibitions issued and 2 SID logs.
- **PSYV, Paisley** – Paisley currently runs with 23 youth volunteers and still has an extensive waiting list. The youth volunteers have accumulated 509 hours volunteering between July – September. Some of the volunteering events attended include food collection for the Trussell Food bank whereby 5,970kg of food was collected for people in crisis in

Renfrewshire. Bag packing at Asda raised £701.00 with a donation given to cancer charity. In August PSYV Paisley came runners up in the PSYV National Competition out of a total of 17 groups.

- **Special Constables, K Division** – There are 28 special constables in K division. In July 20 Special constables worked a total of 464 hours and in August 16 Special constables worked 447 hours in total. They have volunteered at numerous events such as the Paisley 10K and fun run and recruitment events at University West of Scotland, Paisley and ASDA, Linwood.



To: HOUSING & COMMUNITY SAFETY POLICY BOARD

On: 8 NOVEMBER 2016

Report by: DIRECTOR OF COMMUNITY RESOURCES

Heading: COMMUNITY SAFETY PARTNERSHIP, OPERATIONAL UPDATE

1. Summary

1.1 This report provides an update for the Housing and Community Safety Policy Board on recent activities carried out by Renfrewshire Community Safety Partnership, including information on:

- protecting vulnerable residents;
 - building safer communities;
 - diversionary activities.
-

2. Recommendations

2.1 The Housing & Community Safety Policy Board notes the content of this progress update report.

3 Protecting the Vulnerable

Renfrewshire Child Protection Conference

3.1 The annual Renfrewshire Child Protection Conference in September 2016 saw a day of discussion on the theme of 'Getting it right for children in Renfrewshire'. More than 200 child protection professionals attended to hear from experts in the field. Officers from Community Resources/Community Safety Partnership being key contributors to the conference.

- 3.2 Attendees at the conference included staff from the Council, NHS, Police Scotland, and many other local agencies involved in looking after young people. This event was an excellent opportunity for child protection professionals to learn about latest developments from the sector's leaders. The key message of the event was that keeping children safe is everybody's responsibility, not just something for the experts to think about.

School Talks

- 3.3 The Community Safety Partnership Youth Team began their range of promotional and educational visits to Renfrewshire Schools in September 2016 and will continue throughout the school year. These school talks are targeted at P7 pupils in all primary schools and S1 pupils in all secondary schools throughout Renfrewshire. The talks will encourage young people to make better choices around responsible citizenship and community safety, as well as raising awareness of the impact of antisocial behaviour on communities.

I Am Me/Keep Safe

- 3.4 In September, the I Am Me CineBus began a tour of primary schools in Renfrewshire. The bus is being used to raise awareness of Disability Hate Crime by showing films within schools and to groups across Scotland. This mobile cinema/theatre was attended by around 400 pupils in its first week. The bus will also tour across Scotland raising awareness of the Keep Safe initiative.
- 3.5 The Keep Safe initiative works in partnership with Police Scotland and is supported by the Crown Office. The latest Renfrewshire premises to sign up to Keep Safe are the University of the West of Scotland (Paisley Campus), and Ward 38 of the Royal Alexandra Hospital. There are currently over 140 Keep Safe premises in Renfrewshire. The initiative also operates in Edinburgh, Dundee, Inverclyde, Borders and Dumfries and Galloway. A national rollout event was held on 14th October as part of the Hate Crime Awareness week.

4. Building Safer Communities

- 4.1 A Renfrewshire multi-agency tasking group was set up in April 2016 to focus on the Building Safer Communities National Strategy of reducing victims of crime and victims of unintentional harm. This is achieved through interventions in key communities to help them build capacity to resolve issues affecting their areas. Analysts from the Renfrewshire Community Safety Partnership select areas for this programme using a range of data including:
- Crimes of violence;
 - Drug supply and possession;
 - Public reports of anti social behaviour and disorder;
 - Environmental issues such as dog fouling, fly tipping, vandalism and graffiti;
 - The Scottish Index of Multiple Deprivation (SIMD).

4.2 The first programme was delivered in Ferguslie Park between May and July 2016, with the Gallowhill area being the focus during October and November 2016. Over a six week period the group works with the local community to support them in improving their area. Desired outcomes include:

- Reduced victims of serious violent crime;
- Fewer admissions at Accident and Emergency;
- Fewer families requiring support from social services/education;
- Fewer criminal injury claims;
- Increased satisfaction in the community with where they live and increased feelings of safety.

Community Safety Officer Trainees

4.3 The Community Safety Partnership employed 3 new Community Safety Officer Trainees in September 2016 using funding awarded from the Council's Tackling Poverty Fund. These trainees are based within the Renfrewshire Community Safety Partnership Hub and will remain in post until March 2017. The trainees are initially working with the Council's CCTV Operators and Youth Officers, also gaining a variety of skills and experience necessary to the preparation of future job applications.

Purple Flag Status

4.4 The Renfrewshire Community Safety Partnership is supporting Paisley First in their submission to be awarded Purple Flag Status for Paisley Town Centre. An application was submitted by Paisley First on 14 October 2016. If successful it is anticipated that this award will support the City of Culture Bid. Purple Flag is an accreditation process similar to the Green Flag award for parks and the Blue Flag for beaches. It leads to Purple Flag status for town and city centres that meet or surpass standards of excellence in managing the evening and night time economy. Only two other locations in Scotland have attained Purple Flag Status so far, Dunfermline and Aberdeen.

4.5 Research by the Awarding body, the Association of Town and City Management (ATCM) suggests that Purple Flag can bring real benefits which include:

- A raised profile and an improved public image for the town
- A wider patronage with increased expenditure
- Lower crime and anti social behaviour
- Support for a more successful mixed use economy in the longer term

4.6 A partnership working group was formed in February 2016, which includes representation from Police Scotland, Council services, businesses, NHS, community groups, street pastors and those involved in transport services. This group is working collaboratively to ensure that the application reflects the activities of all interested parties. As part of the application process, a preparatory overnight assessment of the town centre was undertaken on Friday 26 August from 5pm to 4am on the Saturday morning. This assessment was an on the ground appraisal of the town centre during the hours it is active at night. The results of this preparatory assessment formed part of the application which was submitted to the Association of Town and City Management on 14 October 2016. If the application meets the required criteria a second formal

Assessment will be carried out by two external Purple Flag Assessors prior to the end of 2016.

Office of Surveillance Commissions Inspection

- 4.7 In August 2016, Renfrewshire Council was inspected by the Office of Surveillance Commissions (OSC) to ensure compliance with statutory provisions for the use of covert surveillance. The previous 2013 inspection confirmed we were compliant but identified some minor recommendations:
- minor revisions to the Council guidelines & procedures;
 - the introduction of corporate refresher training for Authorising Officers;
 - the need for Authorising Officers to justify any authorising decision in their own words.
- 4.8 The 2016 inspector's report highlighted that Renfrewshire Council had addressed all of the recommendations and now has an "exceptional training programme and excellent levels of awareness amongst staff". The inspector identified no new specific recommendations.

Summer Events, 2016

- 4.9 During July-September 2016, Community Resources and in particular Amenity Services and the Community Safety Partnership (including wardens, CCTV and Street Stuff) have been supporting various summer events throughout Renfrewshire. This included local events such as Sma Shot Day, Paisley Pipe Band Championships, Scottish Afro Caribbean Carnival at Barshaw Park, Johnstone Fire Engine Rally and local gala days at Erskine and Johnstone. Amenity Services undertook pre and post activities for each event. The wardens provided the Safe Bus and the CCTV vehicle at many of these events. Meanwhile, Street Stuff was in attendance at family orientated events like the gala days, providing football and dance activities for young people to participate in.

STEM (Science, Technology, Engineering and Maths) Fortnight

- 4.10 The Renfrewshire Community Safety Partnership assisted Children's Services and the Renfrewshire Chamber of Commerce with the STEM Fortnight 2016 which ran from 3 October to 13 October 2016. As part of this, pupils visited the Community Safety Hub to see how Renfrewshire Council, Police Scotland and the Scottish Fire and Rescue Services use technology to protect people and public spaces across the Renfrewshire area. This involved a tour of the facility and a presentation from the Community Safety Partnership Manager to demonstrate how the Council uses various technologies including mobile CCTV. Trinity High School and Paisley Grammar School were the schools chosen to participate.

Scottish Fire and Rescue Service Initiatives

- 4.11 The Fire Reach programme is delivered by the Scottish Fire and Rescue Service and the Community Safety Youth Team. The course targets young people who have come to the attention of the Community Safety Hub through their involvement in fire related offences. This intensive one week course focuses on raising the awareness of participants about the impact of deliberate fire raising and antisocial behaviour and promotes team building. After attendance at the course, the young people normally cease their previous fire raising offences and known hot-spots areas of activity are reduced due to the offender being caught. The last course took place during September 2016 with 8 young people participating.
- 4.12 In August, The Festival of Fire celebrated the West of Scotland's proud firefighting heritage. Thousands of spectators watched the Fire Engine Rally, led by a local Boys Brigade pipe band, process from Johnstone Fire Station to an assembly point at Houston Square. Residents were able to get up close to current and vintage fire vehicles, some dating back 60 years and learn more of the history of the Fire Service in the Scottish Fire and Rescue Service mobile museum. Throughout the day the public got a chance to see firefighters' stage demonstrations. There were dramatic chip pan fire demos which highlighted the importance of safety in the home. A rescue from a road traffic collision simulation was also performed with Renfrewshire's Provost playing the role of the 'injured casualty'.
- 4.13 In September, the 3 Community Fire Stations (Paisley, Renfrew & Johnstone) were venues at the annual Renfrewshire Doors Open Day. This was an opportunity for the public to look inside these active fire stations to learn more about the service.

5. Diversionary Activities

Street Stuff

- 5.1 The Street Stuff programme continues to be delivered throughout Renfrewshire and continues to go from strength to strength. To date over 27,882 attendances have been recorded with around 170 attendances per day at summer holiday activities and a similar number participating during October 2016 school holiday week.
- 5.2 During the holiday period, an extra programme of afternoon classes was run in addition to the normal timetable of early-evening activities. Afternoon activities included football, dance and the Street Stuff Bus with a free healthy meal for every child who attended. These summer classes ran at six locations: the Paisley 2021 Stadium and Glenburn in Paisley, Bargarran in Erskine, Knockhill Park in Renfrew, Our Lady of Peace PS in Linwood and the McMaster Centre in Johnstone. The free meals and summer expansion was financed by the Council's Tackling Poverty Fund.
- 5.3 A similar programme was run in the October 2016 school week, with sessions being held at St Mirren, Bargarran Primary School, Gallowhill MUGA, Glenburn Community Centre and Our Lady of Peace MUGA. These sessions were run on different days throughout the week (1pm – 4pm) and either a meal or sandwich was provided.

- 5.4 During October 2016, the fourth Street Stuff bus was launched with a colourful wrap designed by Street Stuff participants as part of the summer programme of activities. Over 90 participants attended the launch day activities. The bus offers a range of interactive and cultural activities onboard. The bus will be deployed throughout Renfrewshire and will also be used for events and activities linked to the Paisley 2021 City of Culture bid.
- 5.5 The fifth Street Stuff bus will develop this approach further when it is launched later this month with a focus on cultural activities, performance art and creativity. This bus is slightly larger than the other four Street Stuff buses and will again be used to support the Paisley 2021 City of Culture bid.
-

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.

List of Background Papers - none

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To: Housing & Community Safety Policy Board

On: 8th November 2016

Report by: Director of Finance & Resources

Heading: Land at Morar Drive, Paisley

1. Summary

- 1.1 This report seeks consent to declare the land at Morar Drive, Paisley extending to 0.24 hectares or thereby, shown shaded on the attached plan, surplus to the requirements of the Housing Revenue Account, in order that it be transferred to the General Services Account for incorporation within the grounds of the adjacent St Paul's Primary School.
-

2. Recommendations

It is recommended that the Board:-

- 2.1 Declare the land at Morar Drive, Paisley extending to 0.24 hectares or 0.59 acres thereby, shown shaded on the attached plan, surplus to the requirements of the Housing Revenue Account.
- 2.2 Agree to transfer this land at nil cost to the General Services Account for incorporation within the grounds of St Paul's Primary School.
- 2.3 Note that in accordance with the recent changes to Scottish Ministers' consent when disposing of HRA assets, the proposed valuation of this open space for transfer is at such a level that General Consent is not required.

3. **Background**

- 3.1. The Education and Children Policy Board on 21 January 2016 following consultation with the Community approved the relocation of Foxlea Pre 5 and Community Learning Centre to within a new build St Paul's Primary School, all within the site of the existing establishments.
- 3.2. Planning permission for the new school facility was obtained in July 2016, and construction is expected to commence in the early part of 2017, once a contractor is appointed.
- 3.3. In terms of the approved planning consent, vehicular, pedestrian and cycle access into the new school car park will all be taken from Morar Drive traversing the area of land shown shaded on the attached plan. This area is predominantly grassed, but there are a number of mature trees at the kerbline of Morar Drive, plus a section of the Barrhead/Paisley cycle path also crosses the land. The land is currently included within the HRA grounds maintenance contract.
- 3.4. To comply with the conditions of the planning permission secured, and to provide an appropriate campus befitting the new facility, it is necessary to extend the school boundary to incorporate this additional land.
- 3.5. It should be noted that the existing mature trees and the existing cycle path will be retained post development, and that the HRA will then be relieved of a requirement to maintain this land.
- 3.6. The Head of Property Services having considered the value of this open space ground has determined that it is at a level below the £10K threshold such that a Deemed General Consent would not be required for a transfer between accounts. He is of the opinion that the transfer should be at nil cost, as the use benefits the Community at large including the Housing Revenue Account.

Implications of the Report

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

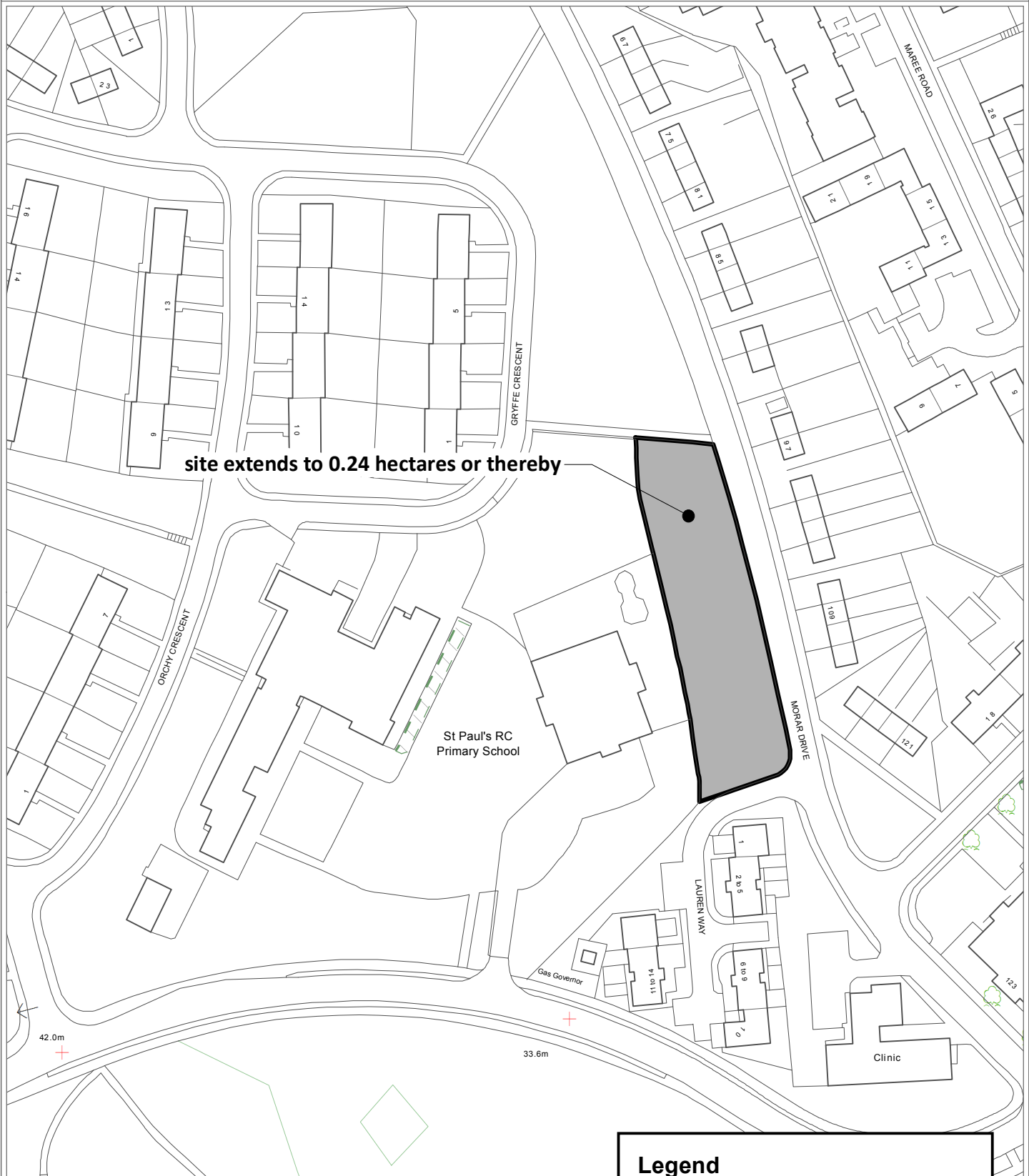
Children & Young People – Land is required to provide an appropriate school campus to offer an improved learning environment.

4. **Legal** – none.
5. **Property/Assets** – Transfer of land from HRA to General Services.
6. **Information Technology** - none
7. **Equality & Human Rights** -
 - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because no groups or individuals have any involvement currently at the property. 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.

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User: howardhaughj2

Date: 13/10/2016



Notes:



To: Housing & Community Safety Policy Board

On: 8th November 2016

Report by: Director of Finance & Resources

Heading: Shop premises at 57 Kilnside Road, Paisley

1. Summary

- 1.1 This report seeks consent to declare the shop property at 57 Kilnside Road, Paisley surplus to the Council's requirements, to enable a disposal to the sitting tenant, Ms Susan Hall.
-

2. Recommendations

It is recommended that the Board:-

- 2.1 Declare the shop property at 57 Kilnside Road, Paisley surplus to the Council's requirements to enable a disposal to the sitting tenant, Ms Susan Hall.
- 2.2 Note that the proposed disposal will be concluded by utilising the delegated powers of the Head of Property Services, subject to appropriate terms and conditions of sale being agreed with the Head of Property and Head of Corporate Governance.

- 2.3 Note that in accordance with the recent changes to Scottish Ministers' consent when disposing of HRA assets, the proposed disposal will be under the General Consent available and will be self certified by the Council.

3. **Background**

- 3.1. Ms Susan Hall has been the tenant of the Council owned shop property at 57 Kilnside Road, Paisley on the basis of a year to year lease since 23rd December 2009. The current annual rental is £4,250, and the premises trade as a Beauticians.
- 3.2. The shop is located on the ground floor of a 3 storey sandstone tenement, comprising this shop and 5 flats. This shop is the only Council ownership in the building, which is factored by Williamsburgh Housing Association. There is no other Council owned commercial premises in the vicinity.
- 3.3. Ms Hall is keen to invest in the property, but considers that she will have more incentive to do so if she has outright ownership. Following discussions with Property Services as to the value of the property, she has submitted an offer to purchase in the amount of £46,000, which the Head of Property Services believes to be a fair and acceptable offer.
- 3.4. Development & Housing Services has confirmed that as it has no other interest in the building, it would have no objection to the proposed sale, should the board be mindful to declare the shop as surplus.
-

Implications of the Report

1. **Financial** – Purchase price of £46,000 to be received and credited to the Housing Revenue Account.
2. **HR & Organisational Development** – none.
3. **Community Planning** –
Jobs and the Economy – Disposal will provide Ms Hall with more incentive to invest in the property.
4. **Legal** – Disposal of property required.

5. **Property/Assets** – The Council will be relieved of responsibility for this property once sold.
 6. **Information Technology** - none
 7. **Equality & Human Rights** -
 - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because no groups or individuals have any involvement currently at the property. 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.
-

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Renfrewshire
Council

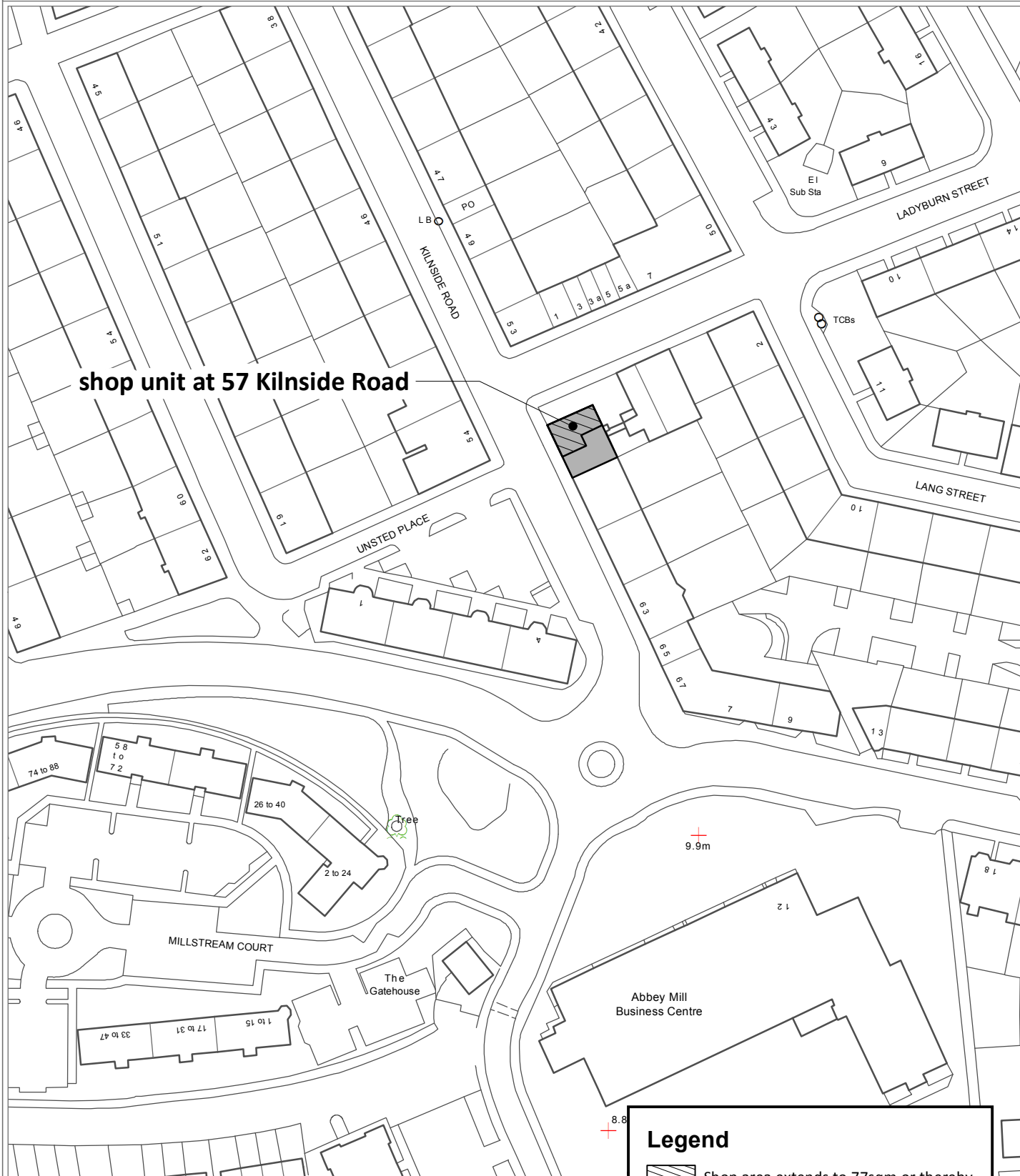
Shop unit at 57 Kilnside Road, Paisley Report / Disposal Plan Ref. E2506



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User: howardhaughj2

Date: 13/10/2016



Notes:

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To: Housing & Community Safety Policy Board

On: 8th November 2016

Report by: Director of Finance & Resources

Heading: Proposed Disposal of Commercial Property – 16 Thornhill, Johnstone

1. Summary

- 1.1 The purpose of this report is to seek consent to declare the property at 16 Thornhill, Johnstone surplus to requirements, as shown on the attached plan.
 - 1.2 This is to allow the property to be disposed to the existing tenant.
-

2. Recommendations

- 2.1 It is requested that the Board declare the commercial premises at 16 Thornhill, Johnstone surplus to requirements as per the attached plan.
 - 2.2 Should this Board declare the property as surplus, then the Planning & Property Policy Board will be asked to approve the disposal of the property to the existing tenant, Mr Wai Yin Lee, on terms and conditions negotiated and agreeable to the Head of Property Services, as detailed in the body of this report.
 - 2.3 Please note that in accordance with the recent changes to Scottish Ministers' consent when disposing of HRA Assets, this proposed disposal will be under the General Consent available and will be self certified by the Council.
-

3. Background

- 3.1. The property at 16 Thornhill, Johnstone is as shown on the attached plan and is currently leased to Mr Wai Yin Lee, and trades as a Chinese Restaurant and Takeaway. The tenant has been in occupancy of the premises since the 28th May 2005, with the existing lease for the property commencing on the 17th of December 2015. The property currently produces a rent of £12,300 per annum which is received by the HRA account. The property is a double shop unit located within a parade of six shops five of which are currently Council owned and extends to 110 square metres or thereby.
- 3.2. There are 2 flats directly above this property but in the wider parade at Thornhill, there are 14 flats with 4 of these being Council owned. There is, as stated, one commercial property sold within this parade located at 20 Thornhill. The Head of Planning & Housing has confirmed that the Housing Service would have no objection to this proposed disposal.
- 3.3. The tenant has requested to purchase the premises and confirmed that he wishes to purchase the property to secure his investment and the future operation of his business at this location.
- 3.4. The tenant has approached the Council to acquire the interest, and following discussion a provisional agreement has been reached based on the following Terms and Conditions:
 - 3.4.1. The Purchase Price is provisionally agreed at £160,000 exclusive of VAT.
 - 3.4.2. The date of entry shall be agreed between both parties.
 - 3.4.3. The property will be sold in its current condition.
 - 3.4.4. All rent and rates due shall be paid in full by the date of entry.
 - 3.4.5. The Purchaser shall be responsible for all of the Council's reasonable incurred legal and professional fees in relation to this transaction including any stamp duty, taxes and registration fees.
 - 3.4.6. The Purchase Price together with all other monies due to the Council shall be paid in full on or before the date of entry.
 - 3.4.7. The disposal of this property shall be subject to the approval of the appropriate Council Board.
 - 3.4.8. All and any other terms and conditions considered necessary by the Head of Corporate Governance and the Head of Property Services to protect the Council's remaining interests.

Implications of the Report

1. **Financial** – A capital receipt of £160,000 will be achieved for the Housing Revenue Account.
2. **HR & Organisational Development** – Not Applicable.
3. **Community Planning** –
 - a. **Children and Young People**
 - i. None
 - b. **Community Care, Health & Wellbeing**
 - i. Not Applicable
 - c. **Empowering our Communities**
 - i. Not Applicable
4. **Legal** – Conclusion of Sale
5. **Property/Assets** – As per report.
6. **Information Technology** – Not Applicable
7. **Equality & Human Rights**.
 - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – Not Applicable.
9. **Procurement** –Not Applicable.
10. **Risk** – Not Applicable.
11. **Privacy Impact** – Not Applicable.

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Ref: Document2
Date: 31/10/2016



Renfrewshire
Council

Shop at 16 Thornhill, Johnstone

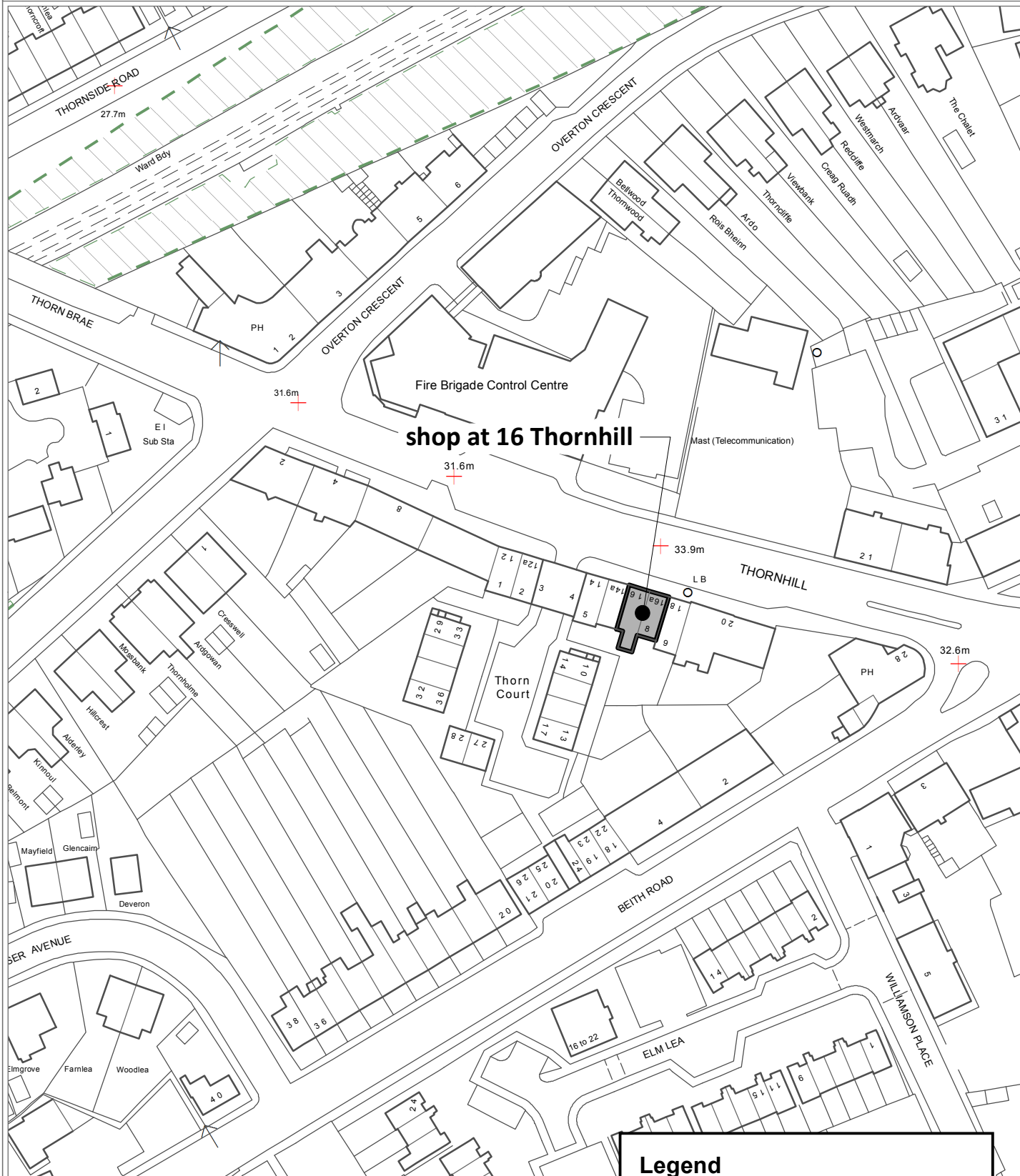
Report Plan Ref. E2509



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User: howardhaughj2

Date: 13/10/2016



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To: HOUSING AND COMMUNITY SAFETY POLICY BOARD

On: 8 NOVEMBER 2016

Report by: DIRECTOR OF COMMUNITY RESOURCES

**Heading: POLICY TO SUPPORT THIRD PARTY APPLICATIONS TO THE PRIVATE
RENTED HOUSING PANEL**

1. Summary

- 1.1 The Housing (Scotland) Act 2006, as amended, specifies minimum living standards for private rented properties that landlords have a legal obligation to ensure the property they let meets. Where they fail to do so, tenants can make an application to the Private Rented Housing Panel (PRHP) which has powers to compel the landlord to effect repairs, imposing penalties where action is not taken to do so.
 - 1.2 In recognition that many tenants are unwilling to make an application on their own behalf, often through fear of reprisal or eviction, powers were provided to Local Authorities to make third party applications to the Private Rented Housing Panel on behalf of tenants.
 - 1.3 At the Housing and Community Safety Policy Board on 17 May 2016 progress on developing criteria and a policy for the Council to make third party applications to the Private Rented Housing Panel was noted and it was agreed that a finalised policy and criteria would be developed and brought back to Board for approval. The proposed policy is attached as Appendix 1 for the consideration of the Board.
-

2. Recommendations

- 2.1 It is recommended that the Housing and Community Safety Policy Board approves the policy and criteria to support Third Party Applications to the Private Rented Housing Panel, contained within Appendix 1.

3. Background

- 3.1 A report was presented to the Housing and Community Safety Policy Board on 17 May 2016 regarding a proposal to develop a policy and criteria to support Third Party Applications to the PRHP where landlords fail to maintain their private rented property to minimum standards. The policy is attached to this report as Appendix 1.
- 3.2 In general terms the criteria proposed are that the Council should make third party applications on behalf of tenants when:
- The tenant is unable to make the application on grounds of capability, vulnerability or risk of adverse reaction from a landlord,
 - The living conditions are unlikely to improve without a referral to the Private Rented Housing Panel
 - An application would be considered to be in the interest of the tenant, future tenants, neighbours or the wider public interest,
 - The application is warranted and appropriate.
- 3.3 Information from the Private Rented Housing Panel indicates that there were twelve Repairing Standard applications by tenants within Renfrewshire during 2013/14 (latest published data). To date, there have been three applications made by Community Resources to the Private Rented Housing Panel on behalf of private tenants using the proposed criteria; both cases being in progress with several other potential applications under consideration.

Implications of the Report

1. **Financial** – No financial implications for Renfrewshire Council. The cost of works to comply with a repair notice served by the PRHP would be borne by the Private Sector Landlord.
2. **HR & Organisational Development** – none

3. **Community Planning**

Community Care, Health & Well-being – Having powers to make third party applications to the PRHP will improve the physical condition of properties within the private rental market in Renfrewshire; improving the health and well-being of tenants. This will also contribute to the Council's Tackling Poverty Action Plan.

4. **Legal** – The Third Party Application Policy has been reviewed and approved by Legal Services

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

List of Background Papers- None

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**Third Party Referrals to the Private Rented Housing Panel
Policy & Criteria**

1. Summary

The Repairing Standard, introduced through the Housing (Scotland) Act 2006 specifies the minimum living standards for private rented properties. Where a property fails to meet the Repairing Standard (RS), a tenant's principal option for resolution is to refer the matter to the Private Rented Housing Panel (PRHP).

The Housing (Scotland) Act 2014 introduces powers for local authorities to refer cases to the PRHP and has been introduced on a phased basis across Scotland, with Renfrewshire having the powers from 1 April 2016. As this is a power, rather than a duty, a policy position is required which protects the most vulnerable tenants whilst ensuring that the majority of tenants do not have unreasonable expectations that we will automatically make a referral application to the PRHP on their behalf.

This document details the criteria on determining whether a Third Party Referral to the PRHP will be made by the Council.

2. Background

Where a private rented property has previously been inspected and found to fail to meet the RS, but not be:

- Below the Tolerable Standard,
- Sub-Standard, or
- Subject to significant disrepair;

the tenant has been advised to take the matter up with the landlord, prior to lodging an application with the PRHP should no action to resolve the disrepair be taken by the landlord.

3. Legal Position

The Housing (Scotland) Act 2006, as amended by the Housing (Scotland) Act 2014 defines the Repairing Standard and powers available to the PRHP for addressing disrepair within private rented accommodation.

Applications to the PRHP have to date, only been possible by tenants themselves making an application. The power for local authorities to make third party referrals was introduced in December 2015, however as this was introduced on a phased basis nationally, Renfrewshire were provided with these powers since 1 April 2016.

The Act sets out the process and level of information required when the Council makes a referral on behalf of a tenant.

4. Policy Considerations

There are several considerations on which a balanced approach has to be reflected in the policy:

- (i) Private sector housing is an essential element of Renfrewshire's housing mix. However, it has been recognised within the Renfrewshire Tackling Poverty Strategy that this sector has a disproportionate degree of disrepair relative to other tenures and the Council has undertaken to use all powers available to drive improvement in the sector.
- (ii) The principal responsibility for making applications to the PRHP will remain with the tenant and third party referrals by the Council will be made under certain circumstances, as detailed below.
- (iii) Tenants are commonly subject to a 'Notice to Quit' when they make an application to the PRHP. Alternative non-legal pressures or illegal evictions may be threatened or take place. In addition to distress, these may result in homelessness presentations.
- (iv) Certain information provided to the Council will be actioned in all cases. This includes:
 - Fire safety deficiencies. It should be noted that Scottish Fire & Rescue Scotland does not have powers to make Third party referrals to the PRHP and information is therefore likely to be received from SF&RS on failures of the Repairing Standard;
 - Gas safety deficiencies;
 - Electrical Safety deficiencies; and
 - Severe disrepair.

5. Policy

The Council will offer advice and guidance to tenants to assist with them making their own referral to the PRHP, however under the following circumstances, the Council will undertake to refer Repairing Standard failures:

- (i) Where physical fire, gas or electrical safety failure exists, or
- (ii) Where there is severe disrepair in the property.

In respect of any other disrepair in a property, referrals will only be made where the following points are deemed to apply:

- (i) The tenant is unable to make an application through-
 - Not having capacity to do so;
 - Being considered as vulnerable;
 - The tenant is leaving/has left the property;

- The tenant is considered likely to be subject to serious abuse by the landlord/others acting on his behalf; or,
- (ii) The living conditions are unlikely to improve without a referral to the PRHP.
- (iii) Making an application is in the interest of the tenant, future tenant or neighbours.
- (iv) It is considered necessary in the wider public interest.
- (v) An application is warranted and appropriate.

Where an application is made, all areas of Repairing Standard failures will be included in our report.

Where a tenant requests that a referral is not made by the Council, or wishes an application withdrawn, a decision will be made on a case specific basis and the following matters will be considered:

- The seriousness of Repairing Standard failure;
- The likelihood of actual or threatened harm to the tenant/their possessions;
- The availability of suitable alternative accommodation, should remaining in the property become untenable;
- Previous issues with the landlord not undertaking repairs;
- Whether issues within the property are adversely impacting on adjoining/neighbouring properties.



To: Housing and Community Safety Policy Board

On: 8 November 2016

Report by: Director of Development and Housing Services

Heading: Half Year Update on Scottish Social Housing Charter 2016/17

1. Summary

- 1.1 Local authorities and Registered Social Landlords (RSLs) are required to submit an Annual Return on performance against the Scottish Social Housing Charter to the Scottish Housing Regulator. A report was presented to the Policy Board in August reporting on performance for 2015/16. This report provides Members with an update for the first six months of 2016/17.
 - 1.2 A separate report to this meeting of the Policy Board provides benchmarking information for 2015/16, comparing Renfrewshire Council's performance with other social landlords.
-

2. Recommendations

- 2.1 It is recommended that the Policy Board
 - (i) Notes the Half Year Update on the Scottish Social Housing Charter 2016/17 which is attached to this report as Appendix 1.
-

3. Background

- 3.1 The attached report attached as Appendix 1 provides performance information for the first two quarters of 2016/17:

- Section 1 provides performance information against the Charter indicators along with comparative data for the last three years, and
 - Section 2 provides general management information on key areas of the housing service – allocations and managing tenancy change; repairs; homelessness and housing advice; rent arrears.
- 3.2 Overall, performance in the first six months of 2016/17 indicates continued ongoing improvement with the majority of the Charter indicators showing similar or improved performance compared with previous years.
- 3.3 Members should note that for some of the indicators, data is only reported on an annual basis and will not be available until the end of the financial year and as such, there are some omissions in the tables in section 1 of the attached report.

Implications of the Report

1. **Financial** - None
2. **HR & Organisational Development** - None
3. **Community Planning** – None
4. **Legal** – The Housing (Scotland) Act 2010 requires all local authorities and registered social landlords
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

List of Background Papers

- Reports to the Housing and Community Safety Policy Board on:
 - 12 November 2013 '2013/14 Update on Social Housing Charter'
 - 26 August 2014 ' Scottish Social Housing Charter Return
 - 11 November 2014 Update on the Scottish Social Housing Charter'
 - 15 March 2016 'Tenant Satisfaction Survey 2015'
 - 25 August 2015 Social Housing Charter Return for 2014-15'



Half Year Update on the Scottish Social Housing Charter Indicators

2016 -2017

Planning & Housing Team
Development & Housing Services
Contact Lesley Muirhead
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SECTION 1: SIX MONTHLY OUTTURN REPORT (2016-2017)

Overall Satisfaction

| No. | Indicator | 13/14 | 14/15 | 15/16 | Comments |
|-----|--|-------|-------|-------|---|
| 1 | Percentage of tenants satisfied with the overall service provided by their landlord. | 82.0% | 82.0% | 82.2% | This indicator is reported from the Tenant Satisfaction Survey. This is the most recent return, from the 2015 survey. |

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.

Communication

| No. | Indicator | 13/14 | 14/15 | 15/16 | Comments |
|-----|--|-------|-------|-------|---|
| 3 | Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions. | 79.2% | 79.2% | 79.5% | This indicator is reported from the Tenant Satisfaction Survey. This is the most recent return, from the 2015 survey. |

Complaints

| No. | Indicator | 13/14 | 14/15 | Six -mth 15/16 | 15/16 | Six mth 16/17 |
|-------|---|--------------------|--------------------|-------------------|--------------------|--------------------|
| 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) | 97.2% (Stage 1) | 96% (Stage 1) | 93.3% (Stage 1) | 97.1% (Stage 1) |
| | 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. | 94.9% (Stage 2) | 90.2% (Stage 2) | 54% (Stage 2) | 44.0% (Stage 2) | 71.4% (stage 2) |

Performance on complaints handling has improved significantly in the first six months of 2016/17. Following a review of complaints handling, further training has been delivered, and performance is being closely monitored.

Participation

| No. | Indicator | 13/14 | 14/15 | 15/16 | Comments |
|-----|--|-------|-------|-------|---|
| 6 | Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes. | 69.0% | 69.0% | 84.2% | This indicator is reported from the Tenant Satisfaction Survey. This is the most recent return. |

2. Housing quality and maintenance

Housing Quality

| No. | Indicator | 13/14 | 14/15 | Six month | 15/16 | Six month |
|-----|-----------|-------|-------|-----------|-------|-----------|
|-----|-----------|-------|-------|-----------|-------|-----------|

| | | | | 15/16 | | 16/17 |
|----|---|-------|-------|---------------|-------|---------------|
| 7 | Percentage of stock meeting the Scottish Housing Quality Standard (SHQS). <i>After applying allowable exclusions and abeyances, the Council remains 100% compliant with the SHQS target.</i> | 62.1% | 84.6% | Annual report | 85.9% | Annual report |
| 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% | Annual report | 98.5% | Annual report |
| 9 | Percentage of tenants satisfied with the standard of their home when moving in. | 61.4% | 80% | Annual | 92.3% | 85.7% |
| 10 | Percentage of existing tenants satisfied with the quality of their home. | 81.6% | 81.6% | Annual report | 82.2% | Annual report |

Repairs, maintenance and improvements

| No. | Indicator | 13/14 | 14/15 | 15/16 | | 16/17 |
|-----|---|--------|--------|---------------|--------|---------------|
| | | Annual | Annual | 6 month | Annual | 6 month |
| 11 | Average length of time taken to complete emergency repairs. (hours) | 11.5 | 5.8 | 4.8 | 5.5 | 6.7 |
| 12 | Average length of time taken to complete non-emergency repairs. (days) | 8.5 | 8.5 | 8 | 8.4 | 7.1 |
| 13 | Percentage of reactive repairs carried out in the last year completed right first time. | 87.8% | 87.5% | Annual report | 90.8% | Annual report |
| 14 | Percentage of repairs appointments kept. | 95.0% | 98.9% | 99% | 99.1% | 98% |
| 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% | 99% | 99.5% | 100% |
| 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% | 96.1% | 96.6% | 96.2% |

3. Neighbourhood and community

Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

| No. | Indicator | 13/14 | 14/15 | 15/16 | | 16/17 |
|-----|--|--------|--------|---------------|--------|---------------|
| | | Annual | Annual | 6 month | Annual | 6 month |
| 17 | Percentage of tenants satisfied with the management of the neighbourhood they live in. | 81.2 | 81.2% | Annual report | 82.5% | Annual report |
| 18 | Percentage of tenancy offers refused during the year. | 61.3% | 59.6% | 59.1% | 46.1% | 42.8% |
| 19 | Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets. | 93.7% | 91.6% | Annual report | 92.9% | Annual report |

4. Access to housing and support

Tenancy sustainment

| No. | Indicator | 13/14 | 14/15 | Six month 15/16 | 15/16 | Six month 16/17 |
|-----|---|-------|-------|--------------------|-------|--------------------|
| 20 | Percentage of new tenancies sustained for more than a year, by source of let. | | | | | |

| No. | Indicator | 13/14 | 14/15 | Six month 15/16 | 15/16 | Six month 16/17 |
|-----|--|--------------|------------|--------------------|--------------|--------------------|
| | Existing tenants | 90.8% | 94.2% | Annual Report | 91.0% | 89.4% |
| | Homeless applicants | 75.4% | 81.4% | Annual Report | 72.1% | 73.3% |
| | Housing List applicants | 87.9% | 86.9% | Annual Report | 87.4% | 88.9% |
| | Other | 0 | 0 | Annual Report | 0 | 0 |
| | Overall | 85.0% | 87% | Annual Report | 84.5% | 85.2% |
| 21 | Percentage of lettable houses that became vacant in the last year. | 11% | 10.2% | 10.3% | 10.2% | 9.5% |

Housing options and access to housing

| No. | Indicator | 13/14 | 14/15 | Six month 15/16 | 15/16 | Six month 16/17 |
|-----|--|-------|-------|--------------------|-------|--------------------|
| 22 | Percentage of approved applications for medical adaptations completed during the reporting year. | 98.6% | 87.8% | Annual report | 96.0% | Annual report |
| 23 | Average time to complete applications (medical adaptations) days | 61 | 64 | Annual report | 44 | Annual report |
| 24 | Percentage of the court actions initiated which resulted in eviction and the reasons for eviction. | 26.1% | 20.3% | Annual report | 23.1% | Annual report |
| | Non payment of rent | | 19.4% | | 22.2% | |
| | Anti social behaviour | | 0.5% | | 0.8% | |
| | Other | | 0.5% | | 0% | |

Homelessness

| No | Indicator | 13/14 | 14/15 | Six month 15/16 | 15/16 | Six month 16/17 |
|---------|---|--------------|--------------|--------------------|-------------|--------------------|
| 25 | Average length of time in temporary or emergency accommodation by type, days (LAs only) | | | | | |
| | Local authority dwelling | 43.3 | 44.9 | 57 | 78.9 | 87 |
| | RSL Dwelling | 81 | 89.4 | 85 | 39.3 | 68 |
| | Bed and Breakfast | 10 | 0 | 0 | 0 | 0 |
| | Other | 139.1 | 98.5 | 97 | 101.9 | 91 |
| | All types of accommodation | 47.2 | 56.9 | 67 | 79.3 | 82 |
| 26 & 27 | Percentage of households requiring temporary or emergency accommodation to whom an offer was made. (LAs only) | 100% | 99.1% | 96.5% | 99.5% | 100% |
| | Percentage of temporary or emergency accommodation offers refused in the last year by accommodation type. (LAs only) | | | | | |
| | L A Dwelling | 1.9% | 2.4% | 1.9% | 2.4% | 4.9% |
| | RSL Dwelling | 0% | 1.6% | 0% | 0% | 0% |
| | Bed and Breakfast | 11.5% | 0% | 0% | 0% | 0% |
| | Other | 0% | 0% | 0% | 0% | 0% |
| | All types of accommodation | 2.9% | 1.96% | 1.8% | 2.1% | 3.5% |
| 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% | 79% | 74.5% | 75.7% |

5. Getting good value from rents and service charges

Value for money

| No. | Indicator | 13/14 | 14/15 | 15/16 | Comments |
|-----|--|-------|-------|-------|---|
| 29 | Percentage of tenants who feel that the rent for their property represents good value for money. | 75.0% | 75% | 77.2% | This indicator is reported from the Tenant Satisfaction Survey. This is the most recent return, from the 2015 survey. |

Rents and service charges

| No. | Indicator | 13/14 | 14/15 | Six month 15/16 | 15/16 | Six month 16/17 |
|-----|---|-------|--------|-----------------|--------|-----------------|
| 30 | Rent collected as percentage of total rent due in the reporting year. | 99.6% | 100.2% | 98.8% | 100% | 98.4% |
| 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% | 6.3% | 6.0% | 5.4% |
| 32 | Average annual management fee per factored property. | N/A | £90.00 | Annual report | £90.00 | Annual report |
| 33 | Percentage of factored owners satisfied with the factoring service they receive. | 23.8% | 45.4% | Annual report | 50.9% | Annual report |
| 34 | Percentage of rent due lost through properties being empty during the last year. | 2.6% | 2.0% | 1.8% | 1.9% | 1.7% |
| 35 | Average length of time taken to re-let properties in the last year. (days) | 56 | 44 | 41 | 42 | 38 |

Section 6 Other Customers; Gypsies/ Travellers

| No. | Indicator | 13/14 | 14/15 | 15/16 |
|-----|--|--|-------|-------|
| 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 2: MANAGEMENT INFORMATION

Allocations and Managing Tenancy Change

Table 1 notes the number of applicants.

| Table 1 - Housing Waiting List | | | | | |
|---|---------|---------|-----------------|---------|-----------------|
| | 2013/14 | 2014/15 | 6 month 2015/16 | 2015/16 | 6 month 2016/17 |
| Number of applicants on housing list - at 31 st March 2014 | 6332 | 6,239 | 6001 | 5749 | 5,596 |
| Of which number who have their application on hold | 1386 | 1,384 | 1314 | 1,269 | 1,183 |

Table 2 illustrates where the applicants are placed in the group system.

| Table 2 - Housing Waiting List Breakdown | | | | | | | | | | |
|---|-------------------|-------------|-------------------|-------------|------------------------|-------------|-------------------|-------------|------------------------|-------------|
| Group | 2013/14 | | 2014/15 | | 6 month 2015/16 | | 2015/16 | | 6 month 2016/17 | |
| | Applicants | % | Applicants | % | Applicants | % | Applicants | % | Applicants | % |
| Group 1 Homeless | 171 | 2.7% | 147 | 2.4% | 172 | 2.9% | 203 | 3.5% | 176 | 3.1% |
| Group 2 Mobility | 331 | 5.2% | 412 | 6.6% | 373 | 6.2% | 348 | 6.1% | 305 | 5.4% |
| Group 3 Housing Need | 2638 | 41.7% | 2,510 | 40.2% | 2390 | 39.8% | 2272 | 39.5% | 2270 | 40.6% |
| Group 4 Exchanges | 1174 | 18.5% | 1,226 | 19.6% | 1167 | 19.4% | 1105 | 19.2% | 1053 | 18.8% |
| Group 5 General | 2018 | 31.8% | 1,944 | 31.2% | 1899 | 31.6% | 1821 | 31.7% | 1792 | 32% |
| Total | 6332 | 100% | 6,239 | 100% | 6001 | 100% | 5749 | 100% | 5596 | 100% |

Table 3 shows lets made through and outwith the group system.

| Table 3 - Total lets | | | | | | | | | | |
|-----------------------------|----------------|-------------|----------------|-------------|------------------------|-------------|----------------|-------------|------------------------|-------------|
| | 2013/14 | | 2014/15 | | 6 month 2015/16 | | 2015/16 | | 6 month 2016/17 | |
| | Number | % | Number | % | Number | % | Number | % | Number | % |
| Lets through group system | 1351 | 94.3% | 1,153 | 93.4% | 527 | 90.9% | 1068 | 90.9% | 559 | 91.5% |
| Lets outwith group system | 82 | 5.7% | 82 | 6.6% | 53 | 9.1% | 107 | 9.1% | 52 | 8.5% |
| Total Lets | 1433 | 100% | 1,235 | 100% | 580 | 100% | 1175 | 100% | 611 | 100% |

Table 4 shows lets to each group and also the target for lets to each group.

| Table 4 - Lets through group system | | | | | | | | | | | |
|--|----------------|-------------|----------------|-------------|------------------------|-------------|----------------|-------------|------------------------|-------------|------------------------|
| Group | 2013/14 | | 2014/15 | | 6 month 2015/16 | | 2015/16 | | 6 month 2016/17 | | 2015/16 Targets |
| | Lets | % | % | % | Lets | % | Lets | % | Lets | % | % |
| Group 1 Homeless | 334 | 24.7% | 294 | 25.5% | 153 | 29% | 316 | 29.6% | 138 | 24.7% | 45% |
| Group 2 Mobility | 120 | 8.9% | 105 | 9.1% | 56 | 10.6% | 105 | 9.8% | 65 | 11.6% | 5% |
| Group 3 Housing Need | 781 | 57.8% | 623 | 54% | 260 | 49.3% | 544 | 50.9% | 302 | 54% | 40% |
| Group 4 Exchanges | 88 | 6.5% | 96 | 8.3% | 42 | 8% | 77 | 7.2% | 36 | 6.4% | 9% |
| Group 5 General | 28 | 2.1% | 35 | 3% | 16 | 3% | 26 | 2.4% | 18 | 3.2% | 1% |
| Total | 1351 | 100% | 1,153 | 100% | 527 | 100% | 1068 | 100% | 511 | 100% | 100% |

Table 5 gives details for lets outwith the group system.

| Table 5 - Lets Outwith Group System | | | | | | | | | | |
|--|----------------|-------------|----------------|-------------|------------------------|----------------|----------------|----------------|------------------------|-------------|
| Category | 2013/14 | | 2014/15 | | 6 month 2015/16 | | 2015/16 | | 6 month 2016/17 | |
| | Lets | % | Lets | % | Lets | % | Lets | % | Lets | % |
| Sheltered | 49 | 59.8% | 42 | 51.2% | 21 | 39.6% | 22 | 20.6% | 18 | 34.6% |
| Special Lets | 32 | 39.0% | 27 | 32.9% | 23 | 43.4% | 51 | 31.8% | 9 | 17.3% |
| Regeneration | 1 | 1.2% | 13 | 15.8% | 9 | 17% | 34 | 47.7% | 25 | 48.1% |
| Total | 82 | 100% | 82 | 100% | 53 | 100.00% | 107 | 100.00% | 52 | 100% |

Table 6 shows lets by house type.

| Table 6 - Lets by House Type | | | | | | | | | | |
|------------------------------|-------------|-------------|--------------|-------------|-----------------|-------------|-------------|-------------|-----------------|-------------|
| House Type | 2013/14 | | 2014/15 | | 6 month 2015/16 | | 2015/16 | | 6 month 2016/17 | |
| | Number | % | Number | % | Number | % | Number | % | Number | % |
| Tenement Flat | 683 | 47.7% | 656 | 53.1% | 281 | 48.4% | 582 | 49.5% | 338 | 55.3% |
| Own Door Flat | 296 | 20.7% | 254 | 20.6% | 132 | 22.8% | 239 | 20.3% | 109 | 17.8% |
| Multi-storey Flat | 126 | 8.8% | 77 | 6.2% | 34 | 5.9% | 78 | 6.6% | 32 | 5.2% |
| House | 118 | 8.2% | 70 | 5.7% | 39 | 6.7% | 73 | 6.2% | 31 | 5.1% |
| Other Flat | 70 | 4.9% | 72 | 5.8% | 48 | 8.3% | 95 | 8.1% | 55 | 9% |
| Maisonette | 38 | 2.7% | 38 | 3.1% | 12 | 2.1% | 33 | 2.8% | 18 | 3% |
| Bungalow | 32 | 2.2% | 21 | 1.7% | 11 | 1.9% | 23 | 2% | 9 | 1.5% |
| Amenity Flat | 16 | 1.1% | 1 | 0.1% | 0 | 0% | 1 | 0.1% | 1 | 0.2% |
| Prefab | 4 | 0.3% | 1 | 0.1% | 1 | 0.2% | 1 | 0.1% | 0 | 0% |
| Sheltered Bungalow | 5 | 0.4% | 9 | 0.7% | 8 | 1.4% | 8 | 0.7% | 6 | 1% |
| Sheltered Flat | 45 | 3.1% | 36 | 2.9% | 14 | 2.4% | 42 | 3.6% | 12 | 2% |
| Total | 1433 | 100% | 1,235 | 100% | 580 | 100% | 1175 | 100% | 611 | 100% |

Table 7a shows section 5 and nomination lets for 2015/16, Table 7b gives the 6 monthly update

| Table 7a Nomination & S5 Lets 2015/16 | | | | | | |
|--|-------------------------|--------------------------------|--|----------------|---------------------|---------------------------|
| | 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 | 13 | 2 | 6.8% | 30 | 16.9% | 20.4% |
| Q2 | 20 | 5 | 9.7% | 31 | 14.6% | 21.8% |
| Q3 | 13 | 7 | 8.7% | 23 | 11.9% | 18.7% |
| Q4 | 13 | 3 | 8.3% | 23 | 14.8% | 20.2% |
| Annual | 59 | 17 | 8.4% | 107 | 14.5% | 20.3% |
| Table 7b Nomination & S5 Lets - 6 month update for 2016/17 | | | | | | |
| | 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 | 26 | 4 | 14.9% | 23 | 14.6% | 26.4% |
| Q2 | 21 | 18 | 16.8% | 14 | 8.0% | 22.9% |
| 6 mth | 47 | 22 | 15.9% | 37 | 11.1% | 24.5% |

Repairs

Table 8 shows amount of repairs by category and percentage achieved within target.

| Table 8 – Repairs completed | | | | | | | | | | |
|-----------------------------|---------|-----------------|---------|-----------------|-----------------|-----------------|---------|-----------------|-----------------|-----------------|
| Repair category | 2013/14 | | 2014/15 | | 6 month 2015/16 | | 2015/16 | | 6 month 2015/16 | |
| | Total | % within target | Total | % within target | Total | % within target | Total | % within target | Total | % within target |
| Emergency | 11,494 | 96% | 10,911 | 96% | 4,847 | 98% | 11,377 | 99% | 4,887 | 98% |
| Right to Repair | 11,558 | 93% | 11,287 | 95% | 4,993 | 97% | 11,729 | 97% | 5,072 | 97% |
| Urgent | 1078 | 95% | 1,671 | 94% | 548 | 96% | 1,328 | 94% | 688 | 94% |
| Routine | 42,670 | 93% | 36,449 | 91% | 18,101 | 92% | 37,909 | 91% | 14,270 | 91% |
| Programmed | 2101 | 97% | 1,196 | 96% | 565 | 100% | 1,368 | 98% | 134 | 100% |

| | | | | | | | | | | |
|--------------|---------------|------------|---------------|------------|--------------|------------|---------------|------------|---------------|------------|
| Total | 68,901 | 94% | 61,514 | 93% | 29054 | 94% | 63,711 | 94% | 25,051 | 93% |
|--------------|---------------|------------|---------------|------------|--------------|------------|---------------|------------|---------------|------------|

Table 9 provides information on Customer Contact Centre performance in relation to housing repairs calls. This shows the volume of calls in the first six months of 2016/17 and outcomes for calls received.

| Table 9 - Customer contact centre | | | | | | | | | | |
|--|------------------|----------|------------------|----------|-------------------------------|----------|----------------|----------|-------------------------------|----------|
| Indicator | 2013/2014 | | 2014/2015 | | 6 month update 2015/16 | | 2015/16 | | 6 month update 2016/17 | |
| | Number | % | Number | % | Number | % | Number | % | Number | % |
| Total calls attempted | 80,087 | | 75,026 | | 34,547 | | 77,107 | | 32,599 | |
| Calls answered | 71,528 | 89% | 69,648 | 93% | 27,610 | 80% | 59,032 | 77% | 26,162 | 80% |
| Calls abandoned | 8525 | 12% | 5,378 | 7% | 6937 | 20% | 18,075 | 23% | 6437 | 20% |
| Calls answered within 40 second target time | 44,126 | 62% | 46,084 | 66% | 8785 | 32% | 16,332 | 21% | 8474 | 32% |
| % of all attempted calls answered within 40 sec target (service level) | | 62% | | 66% | | 32% | | 28% | | 26% |
| Average waiting time | 00:01:29 | | 00:00:56 | | 00:03:15 | | 00:03:30 | | 00:03:09 | |
| 'Ren Repairs' app (email correspondence) | N/A | | 2,746 | | 1324 | | 3973 | | 1134 | |
| 'Ren Repairs' registered repairs | N/A | | 758 | | 681 | | 2018 | | 1555 | |

Homelessness and Housing Advice

The number of homeless applications continues to reduce, this trend and is in line with the national picture, which is largely due to the housing options approach being used by social landlords and the impact of prevention activity.

Table 10 provides comparative information on the number of homeless applications as well as 'repeat' applications.

| Table 10 Homeless Applications | 2013/14 | 2014/15 | 6 month update 2015/16 | 2015/16 | 6 month update 2016/17 |
|---|----------------|----------------|-------------------------------|----------------|-------------------------------|
| Number of homeless applications requiring assessment | 981 | 839 | 430 | 832 | 377 |
| Total number of service users – those who were homeless, threatened with homelessness, or requiring housing options advice. | 1978 | 2154 | 1048 | 2098 | 1063 |

Table 11 provides information on the number of applications that have been assessed and how quickly assessments are carried out. Performance in terms of time taken to complete assessments continues to compare well with other Scottish local authorities.

| Table 11 Decision Making | 2013/14 | 2014/15 | 6 month update 2015/16 | 2015/16 | 6 month update 2016/17 |
|--|----------------|----------------|-------------------------------|----------------|-------------------------------|
| Number of applications assessed as 'homeless or threatened with homelessness' (i.e. the Council had a duty to rehouse) | 736 | 684 | 346 | 689 | 303 |

| | | | | | |
|--|-----|-----|-----|-------|-------|
| Proportion of assessments completed within 28 days | 88% | 84% | 89% | 95.5% | 98.2% |
|--|-----|-----|-----|-------|-------|

Table 12 measures satisfaction with Housing options service

| Table 12 Housing Options Satisfaction | 2013/14 | 2014/15 | 6 month update 2015/16 | 2015/16 | 6 month update 2016/17 |
|--|----------------|----------------|-----------------------------------|----------------|-----------------------------------|
| % pleased with the quality of advice and information they were given | 97% | 97.6% | 92% | 95.3% | 97% |
| % pleased with the overall quality of the service they received. | 96% | 97.6% | 95% | 96% | 97% |

Rent Arrears

Table 13 shows that at the end of September 2016, just over £1.6m was owed in arrears. This is higher than the year end figure for 2015/16; however there is a seasonal pattern, seen over previous years, whereby arrears are higher at the end of September than they are at year end as collection rates fluctuate through the year, depending on when 'rent free' weeks occur.

| Table 13 - Current Tenant Rent Arrears | | | | | |
|---|-------------------|-------------------|------------------------|-------------------|------------------------|
| | 2013/14 | 2014/15 | 6 month 2015/16 | 2015/16 | 6 month 2016/17 |
| Annual Rental Income | £45,428,200 | £45,092,800 | £46,391,290 | £46,110,300 | £46,709,600 |
| Number of Tenants | 12,056 | 11,835 | 12,074 | 11,657 | 11,607 |
| Total Arrears Owed All | £1,382,600 | £1,248,600 | £1,571,100 | £1,239,900 | £1,627,900 |

Table 14 shows the recovery action taken, there have been 6 evictions in the last 6 months for rent arrears.

| Table 14 – Recovery Action | | | | | |
|-----------------------------------|----------------|----------------|------------------------|----------------|------------------------|
| | 2013/14 | 2014/15 | 6 month 2015/16 | 2015/16 | 6 month 2016/17 |
| *NPRP issued | 1176 | 1,469 | 777 | 1,756 | 924 |
| All Cases calling at Court | 850 | 773 | 477 | 947 | 563 |
| Decrees Granted | 96 | 103 | 63 | 133 | 75 |
| Evictions enforced S/Officer | 10 | 4 | 4 | 10 | 6 |
| Average time first calling | 10 weeks | 10 weeks | 10 | 10 weeks | 10 weeks |
| Average time recalled at court | 5 weeks | 5 weeks | 7 weeks | 5 weeks | 5 weeks |

Table 15 provides a profile of arrears by value and table 18 shows the status of arrears debt.

| Table 15 – Profile of Arrears by Value | | | | | |
|---|-------------------|-------------------|------------------------|-------------------|------------------------|
| | 2013/14 | 2014/15 | 6 month 2015/16 | 2015/16 | 6 month 2016/17 |
| Under £250 | £124,600 | £113,700 | £161,800 | £88,000 | £158,700 |
| Between £250 & £500 | £211,700 | £81,400 | £226,800 | £159,800 | £234,400 |
| Between £500 & £1,000 | £385,600 | £345,500 | £441,900 | £350,500 | £448,800 |
| Over £1,000 | £660,700 | £608,000 | £740,600 | £641,600 | £786,000 |
| TOTALS | £1,382,600 | £1,248,600 | £1,571,100 | £1,239,900 | £1,627,900 |

| Table 16 – Status of Rent Debt | | | | | |
|---------------------------------------|-------------------|-------------------|------------------------|-------------------|------------------------|
| | 2013/14 | 2014/15 | 6 month 2015/16 | 2015/16 | 6 month 2016/17 |
| Arrears Pre Court | £868,300 | £769,900 | £1,027,600 | £733,700 | £1,070,100 |
| Arrears Post Court | £384,500 | £376,000 | £395,400 | £413,000 | £442,900 |
| Arrears Rent Direct | £102,800 | £102,700 | £102,300 | £93,200 | £114,900 |
| TOTALS | £1,382,600 | £1,279,400 | £1,571,100 | £1,239,900 | £1,627,900 |

Table 17 shows the amount owed by tenants by age profile. Around 70% of the arrears are from tenants aged between 25 and 49 years of age.

| Table 17 – Profile of Arrears by Age | | | | | |
|---|-------------------|-------------------|------------------------|-------------------|------------------------|
| | 2013/14 | 2014/15 | 6 month 2015/16 | 2015/16 | 6 month 2016/17 |
| Under 25 years | £183,800 | £159,100 | £161,300 | £155,900 | £178,900 |
| Between 25 & 49 years | £956,200 | £859,700 | £1,101,300 | £849,600 | £1,117,900 |
| Between 50 & 60 years | £199,900 | £188,600 | £250,600 | £192,400 | £285,100 |
| Over 60 | £42,700 | £41,200 | £57,900 | £42,000 | £46,000 |
| TOTALS | £1,382,600 | £1,248,600 | £1,571,100 | £1,239,900 | £1,627,900 |

Table 18 provides summary information on benefit levels and notes that benefit uptake remains high with 71% of our tenants in receipt of some form of benefit, including 307 tenants who are receiving Universal Credit

| Table 18 – Housing Benefit | | | | | |
|-----------------------------------|----------------|----------------|------------------------|----------------|------------------------|
| | 2013/14 | 2014/15 | 6 month 2015/16 | 2015/16 | 6 month 2016/17 |
| Number of tenants | 12,056 | 11,835 | 11,713 | 11,657 | 11607 |
| Tenants with benefit | 8,304 | 8,442 | 8,306 | 8,263 | 8254 |
| Tenants without benefit | 3,752 | 3,393 | 3,407 | 3,394 | 3353 |
| % in receipt of Housing Benefit | 69% | 71% | 71% | 71% | 71% |



To: Housing and Community Safety

On: 08 November 2016

Report by: Director of Development and Housing Services

Heading: Housing Equalities Annual Monitoring Report 2015/16

1. Summary

- 1.1 The Council is committed to promoting equal opportunities. This report provides housing equalities monitoring information for the financial year 2015/16 and outlines recent activity within Housing Services to ensure equality in service delivery.
-

2. Recommendations

It is recommended that the Policy Board:

- 2.1 Notes the content of the Housing Equalities Monitoring Report for 2015/16 (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 Celebrating and being responsive to the diversity and needs of our customers and employees is a fundamental value of the Council. The Equality Act 2010 enshrines in law a specific duty for the public sector to 'have 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 Act streamlines and strengthens previous equality legislation and ensures everyone has the right to be treated fairly and protected from discrimination. In particular, the Act describes 9 'protected characteristics' – age, disability, gender

reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation, marriage and civil partnership.

- 3.3 In addition to the general duties set out in the Act, the Scottish Government published specific duties in May 2011. As well as contributing to these, Housing Services have additional responsibilities through the Scottish Social Housing Charter, which requires all social landlords to demonstrate that service users are ‘treated fairly and with respect, and receive fair access to housing and housing services’. Equalities information on service users was collected and submitted as part of Renfrewshire Council’s submission to the Scottish Housing Regulator for 2015/16.
- 3.4 The Scottish Housing Regulator published a thematic inquiry “Use of Equality and Diversity Information by Scottish Social Landlords” in June 2016. A number of Housing Services’ established practices are identified as good practice such as developing tools and processes to overcome language barriers in service delivery and supporting staff training and awareness. Moving forward, the service will continue to examine the findings and recommendations and consider how equalities information can be further used to drive service improvements.
- 3.5 Housing Services work to ensure that all customers are able to access our services and that our activities do not have a negative impact on any particular customer (or potential customer) groups. The collection and analysis of equalities monitoring information is an important tool to identify opportunities to promote equalities and to inform future service planning. The Equalities Monitoring Report, attached as Appendix 1, provides the detailed equalities information for 2015/16 to inform this.

4. Equalities Activity during 2015/2016

- 4.1 In the last year, in order to promote equalities and ensure an accessible service for our customers, Housing Services has taken action across the following four broad areas.
- 4.2 Information, translation and accessibility:
- Continued use of translation and telephone interpretation services by Housing Services through ‘Language Line’ (18 telephone interpretations in 2015/16 for 3 different languages) and provided support for wider use within the Council to assist customers accessing through other services (e.g. Customer Contact Centre).
 - Set up a dedicated translation service to assist the Refugee Resettlement team.
 - Information continues to be offered in a variety of languages and formats, including large print, audio and Braille. We have also produced the council tenants’ newsletter in audio format when asked. Portable hearing loops, access to the translation helpline and instructions on how to book a British Sign Language Interpreter are available for all staff.

- Council tenants (including sheltered housing residents) were consulted during the production of the service's Tenant Report on Scottish Social Housing Charter performance on the report's content and layout. The final version of the report reflected their comments on font size and colour schemes to help those with partial sight loss. We also produced this report in an audio format.
- Ongoing use of the updated equalities monitoring forms with response rates showing improvements year on year.
- Ongoing use of language cards which enable officers to communicate with customers using 11 different languages.

4.3 Staff awareness and development

- Continued promotion of staff training opportunities covering a range of equalities issues.
- A guide on Equalities and Human Rights Assessments is available for Development and Housing Services staff to complement the corporate guidance.
- Development and Housing Services actively contribute to the Council's Equality Week activities, promoting service specific equalities advice and information to our staff and customers.

4.4 Aids, adaptations and older people

- Advice and assistance is 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 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.
- The Health and Well Being Coordinator initially funded by the Change Fund has been established as a permanent post funded by HRA due to the high participation rates and positive impact on older tenants' lives. Working with a range of partners, the Health and Wellbeing Co-ordinator has developed a broad programme of new activities and health initiatives for older tenants. On average, over 1715¹ people participated in monthly activities (an increase from last year's figure of 1410) with more than 99% participants over the age of 60.

Families

- Continued provision of emergency accommodation and support to women and children who have experienced domestic violence.

¹ number may count service users more than once where they participated in multiple events

- Foundations First, an initiative delivered by Shelter Scotland and funded by the STV Appeal and the Hunter Foundation, was introduced in Renfrewshire to support vulnerable families with the aim of preventing homelessness from occurring or reoccurring. This proactive approach in tackling child poverty in Renfrewshire links closely with Renfrewshire's Tackling Poverty Strategy.

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 – 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 is discharging its responsibilities in relation to the Equality Act 2010.
 5. **Property/Assets** - None
 6. **Information Technology** - None
 7. **Equality & Human Rights** -
Since this report makes reference to actions that took place last year and reports on data only performance, there is no need to have an Equality Impact Assessment.
 8. **Health & Safety** – None
 9. **Procurement** – None
 10. **Risk** - None
 11. **Privacy Impact** - None
-

List of Background Papers

- (a) Background Paper 1 Report to the Housing and Community Safety Policy Board 08 November 2016 'Housing Equalities Monitoring Report 2015/16.'

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.

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APPENDIX 1

Housing Equalities Monitoring Report 2015/16

Introduction

2015/16 was the fourth year that the Equalities monitoring form was used to collect equalities information across Housing Services' main customer groups: tenants; new tenants; housing applicants; homelessness applicants; and private sector grants customers. This provides us with valuable information on the customer base to inform future planning and improve service delivery.

Response rates have been steadily increasing year-on-year but there is still limited information on pregnancy, sexual orientation and gender reassignment due to low disclosure rates.

Summary of Key Points

- **Age:** Almost one third of the tenants and applicants are over 65 years old (27.5% for the tenants and 28.9% for the people in the waiting list). The figures are higher for the private sector grants with over 36% from the 65+ age group.

The profile is different for new tenants with half under the age of 35 years. Homeless applicants are predominantly younger people - people under 35 years old account for over 60% of homeless applicants in 2015/16 with almost half (27.1%) being under 24 yrs old. (Table 1 and Chart 1)

- **Gender:** The majority of existing tenants (56.6%), applicants (60.5%) and private sector applicants (54.5%) are women. In sharp contrast, 60% of homeless applicants are men. (Table 2 and Chart 2)
- **Religion:** Information on religion or belief is only available for a small percentage of customers due a low response rate in this area and should therefore be treated with caution. Of those who did provide information, the majority described themselves as having no religion. Where respondents identified as having religious belief, Roman Catholic and Church of Scotland were the predominant choices. More than half (52.4%) of Private Sector customers who provided information identified Church of Scotland as their religious belief (Table 3 and Chart 3).
- **Race:** The majority of customers in all groups are 'White' with most identifying as 'White Scottish'. The most diverse customer base appears to be homeless customers with 2.1% identifying as another ethnicity followed by new tenants where the corresponding figure was 1.75%. Chart 4 shows the graphical representation of the responses without taking into consideration the percentage of non responses. (Note: Private Sector customer data seems to show a comparatively high ethnic diversity (4.55%) but the figure corresponds to one customer and the increased percentage is due to the relative low number of service user respondents, i.e. Private sector responses: 22, New Tenants 1554 and Tenants 13635).
- **Disability:** Physical disability was the most frequently reported disability across all customer groups (7.2% of existing tenants, 8.2% of housing applicants, 11.6% of

new tenants, 11.5% of homeless applicants) with hearing impairment the second more frequent response. Within the private sector, visual and hearing impairments were the 2 most common disabilities with 9% each. Learning disabilities were most often reported by homeless applicants (1.8%) and new tenants (2.3%). (Table 5 and Chart 5)

- **Marriage and Civil Partnership:** The most popular status across all customer groups is “single” (over 70% of existing tenants and around 90% of homeless service users). Although this is higher than last year’s figure, this reflects the trend for smaller households across Scotland and is not unique to Renfrewshire. 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, we still encounter difficulty in trying to collect this sensitive information. 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 (including joint tenants) and as a result will be higher than the number of actual tenancies.*

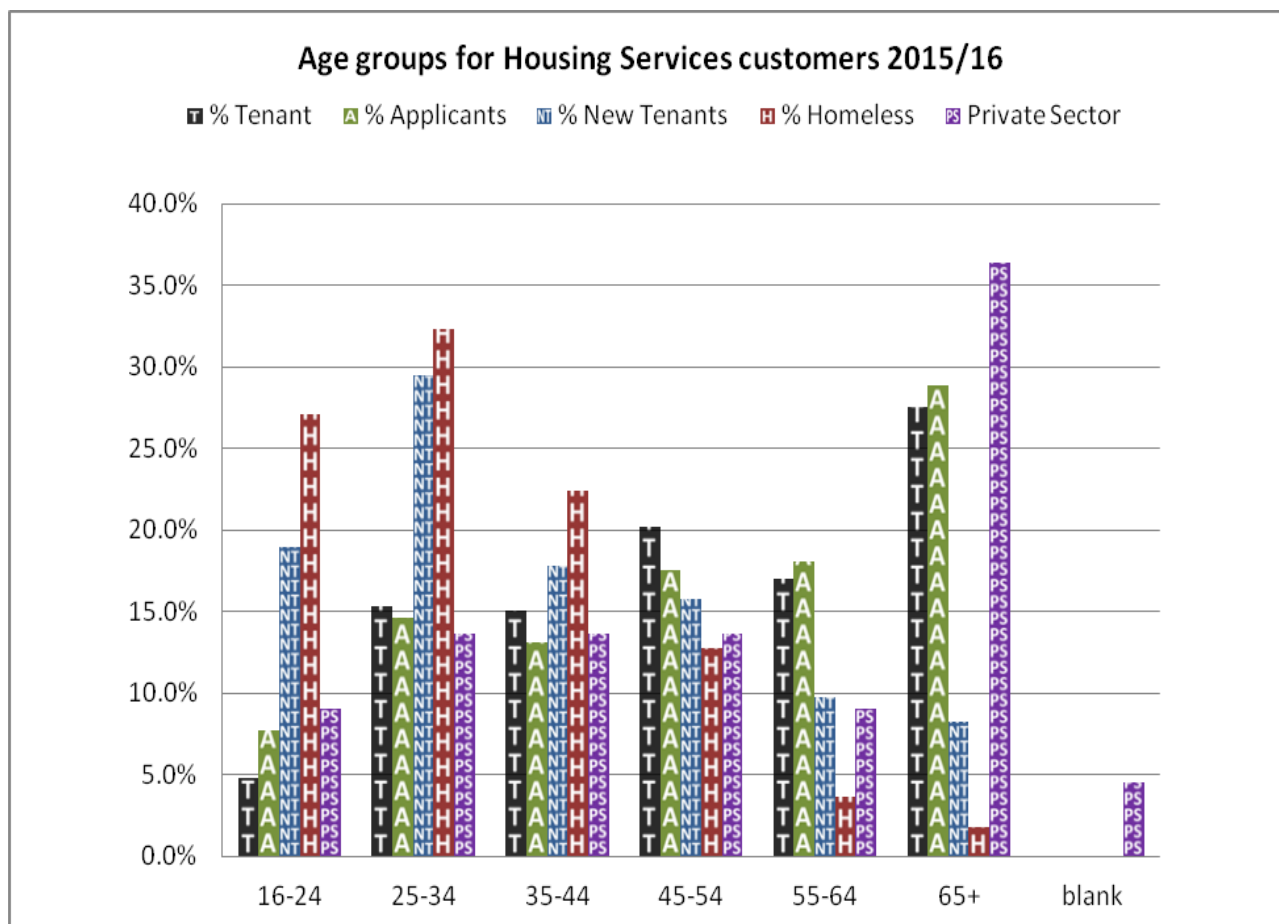


Chart 1: Age groups for Housing customer groups 2015/16

| Age Group | Tenants | Applicants | New Tenants | Homeless | Private Sector |
|----------------------|--------------|-------------|-------------|------------|----------------|
| 16-24 | 4.8% | 7.7% | 19.0% | 27.1% | 9.09% |
| 25-34 | 15.4% | 14.7% | 29.5% | 32.3% | 13.64% |
| 35-44 | 15.1% | 13.1% | 17.8% | 22.4% | 13.64% |
| 45-54 | 20.2% | 17.5% | 15.8% | 12.8% | 13.64% |
| 55-64 | 17.0% | 18.1% | 9.7% | 3.6% | 9.09% |
| 65+ | 27.5% | 28.9% | 8.2% | 1.8% | 36.36% |
| Prefer not to answer | | | | | 4.55% |
| Total | 100% (13635) | 100% (6894) | 100% (1554) | 100% (941) | 100% (22) |
| Average Age (years) | 52.4 | 52.9 | 39.23 | 33.1 | 55.1 |

Table 1: Age groups for Housing customer groups 2015/16

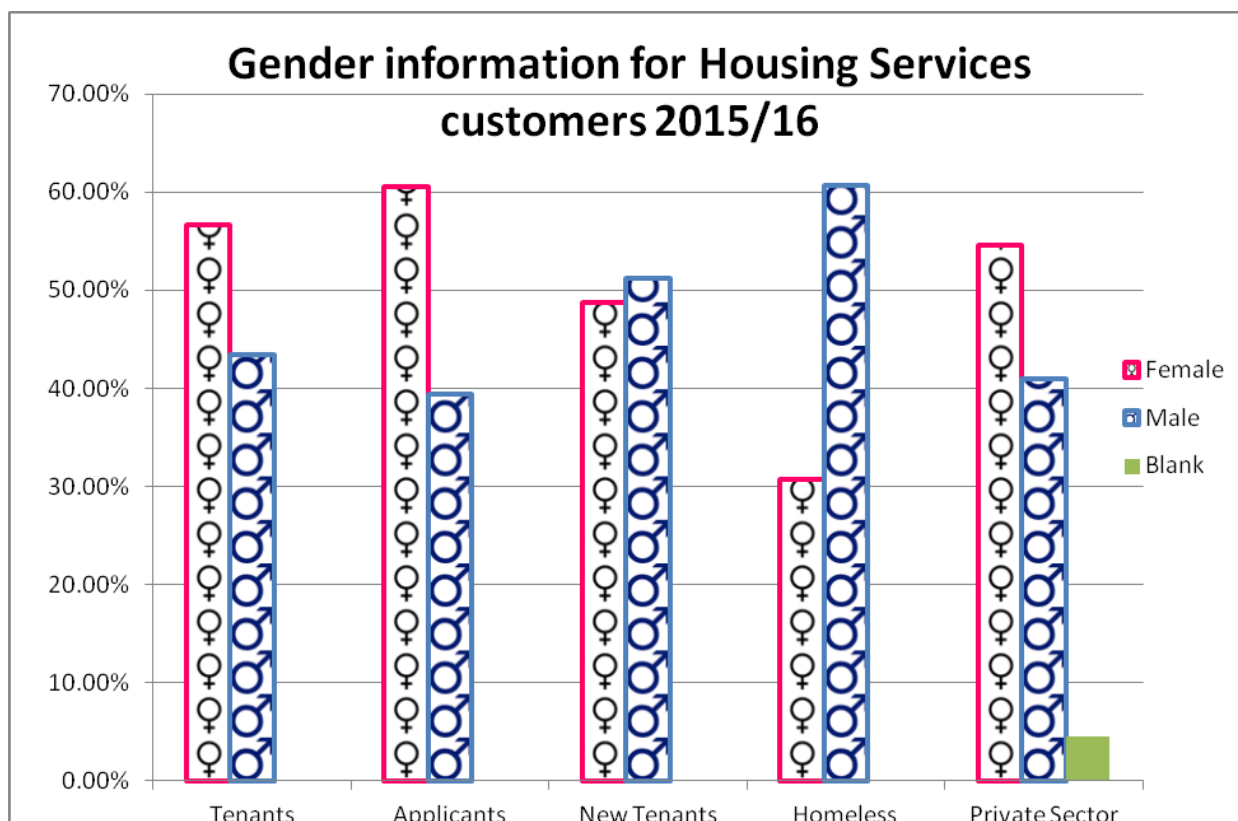


Chart 2: Gender information for Housing customer groups 2015/16

| Gender | Tenants | Applicants | New Tenants | Homeless | Private Sector |
|----------------------|---------|------------|-------------|----------|----------------|
| Female | 56.60% | 60.55% | 48.8% | 30.7% | 54.55% |
| Male | 43.41% | 39.35% | 51.2% | 60.7% | 40.91% |
| Prefer not to answer | 0.00% | 0.00% | 0.0% | 0.0% | 4.55% |

Table 2: Gender information for Housing customer groups 2015/16

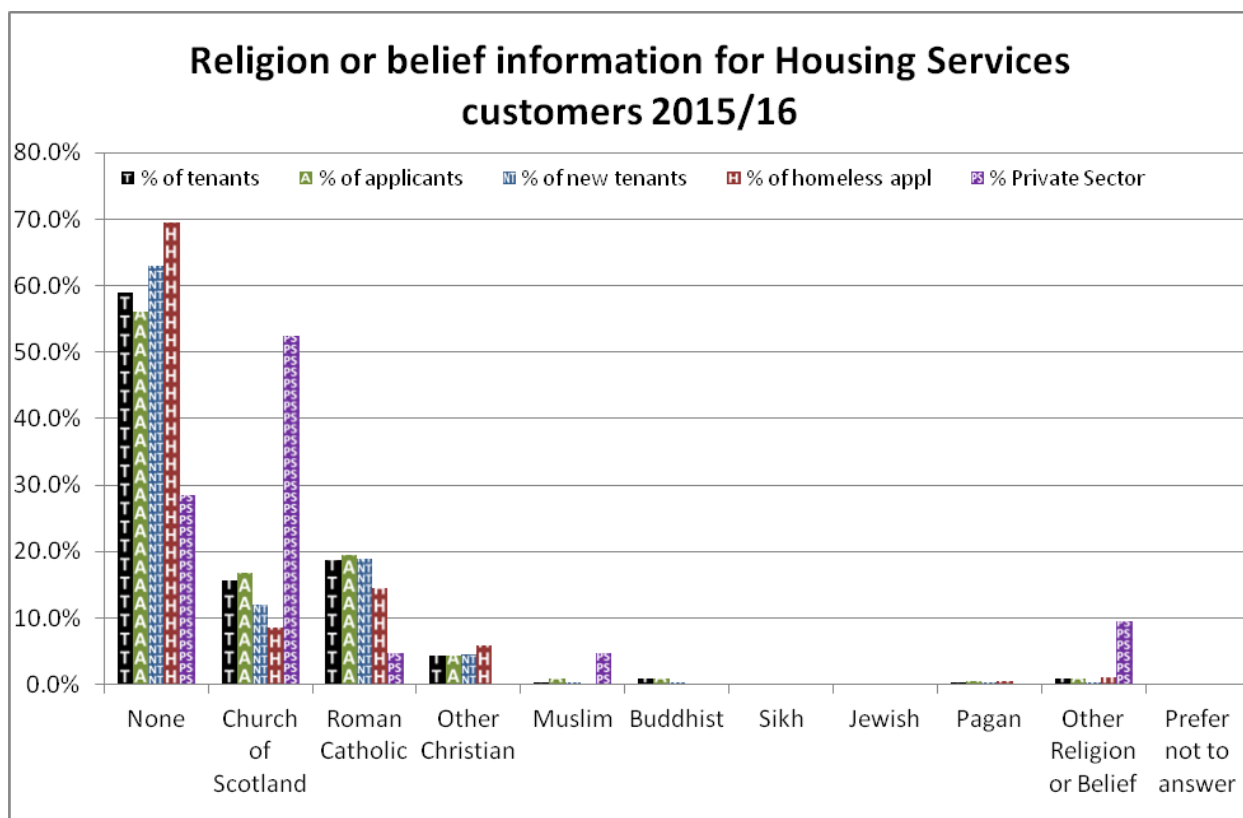


Chart 3: Religion or belief information for Housing customer groups 2015/16

| Religion or belief | Tenants | Applicants | New Tenants | Homeless | Private Sector |
|--------------------------|--------------|-------------|-------------|------------|----------------|
| None | 59.0% | 56.2% | 63.0% | 69.5% | 28.6% |
| Church of Scotland | 15.7% | 16.8% | 12.0% | 8.6% | 52.4% |
| Roman Catholic | 18.7% | 19.5% | 19.0% | 14.4% | 4.8% |
| Other Christian | 4.3% | 4.2% | 4.6% | 5.9% | |
| Muslim | 0.3% | 0.9% | 0.3% | 0.0% | 4.8% |
| Buddhist | 0.8% | 0.9% | 0.3% | 0.0% | 0.0% |
| Sikh | 0.0% | 0.1% | 0.0% | 0.0% | 0.0% |
| Jewish | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Pagan | 0.3% | 0.4% | 0.3% | 0.5% | 0.0% |
| Other Religion or Belief | 0.9% | 0.8% | 0.3% | 1.1% | 9.5% |
| Total | 100% (13635) | 100% (6894) | 100% (1554) | 100% (941) | 100% (22) |

Table 3: Religion or belief information for Housing customer groups 2015/16

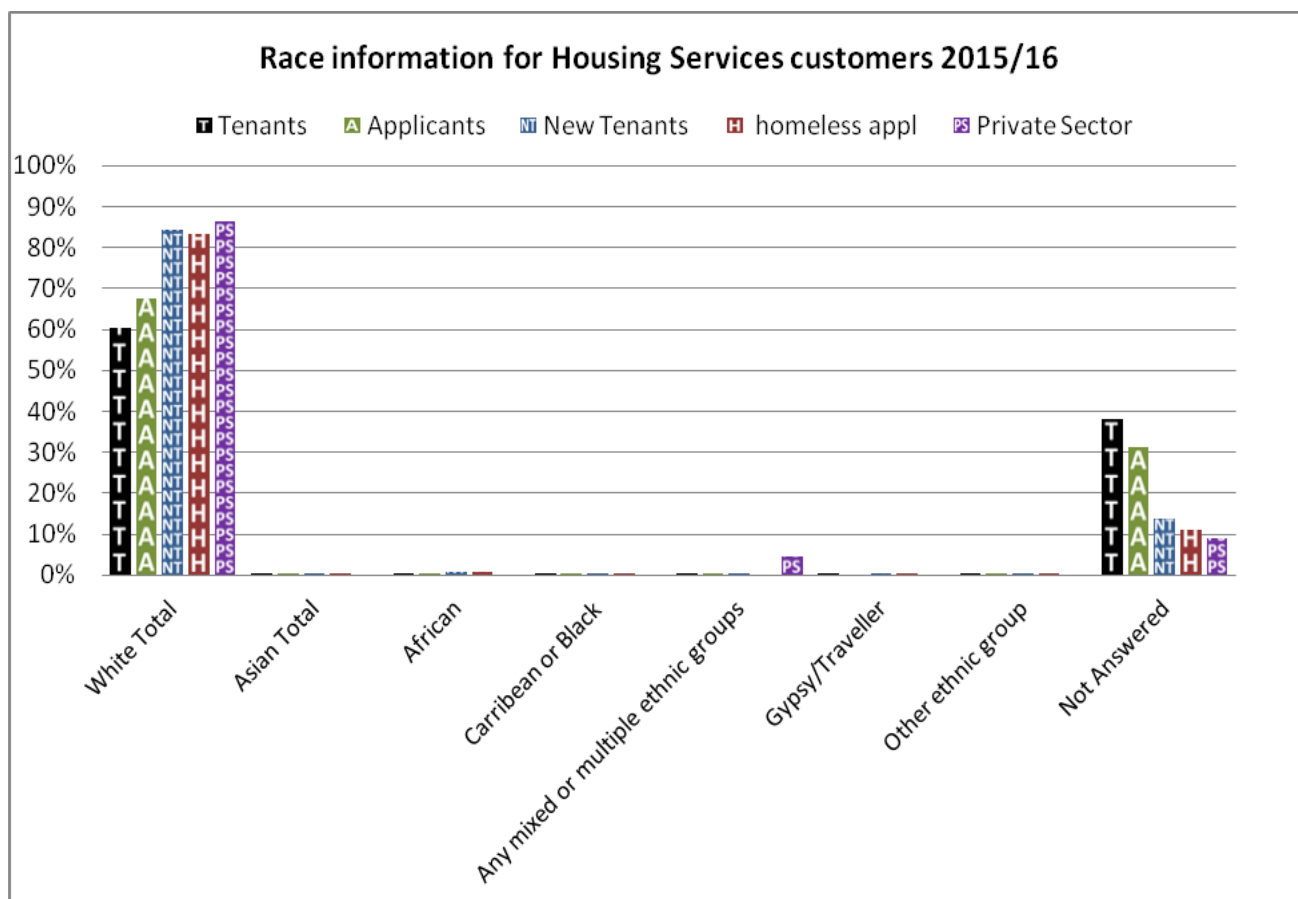


Chart 4: Race information for Housing customer groups 2015/16

| Race | Tenants | Applicants | New Tenants | Homeless | Private Sector |
|-------------------------------------|--------------|-------------|-------------|------------|----------------|
| White Total | 60.45% | 67.65% | 84.43% | 83.21% | 86.36% |
| Asian Total | 0.20% | 0.45% | 0.26% | 0.43% | 0.0% |
| African | 0.39% | 0.35% | 0.71% | 0.85% | 0.0% |
| Caribbean or Black | 0.1% | 0.1% | 0.3% | 0.4% | 0.0% |
| Any mixed or multiple ethnic groups | 0.1% | 0.0% | 0.1% | 0.0% | 4.55% |
| Gypsy/Traveller | 0.0% | 0.0% | 0.2% | 0.2% | 0.0% |
| Other ethnic group | 0.3% | 0.1% | 0.1% | 0.2% | 0.0% |
| Not Answered | 38.01% | 31.27% | 13.84% | 10.95% | 9.09% |
| Total | 100% (13635) | 100% (6894) | 100% (1554) | 100% (941) | 100% (22) |

Table 4: Race information for Housing customer groups 2015/16

Impairments and difficulties of Housing Services customers 2015/16

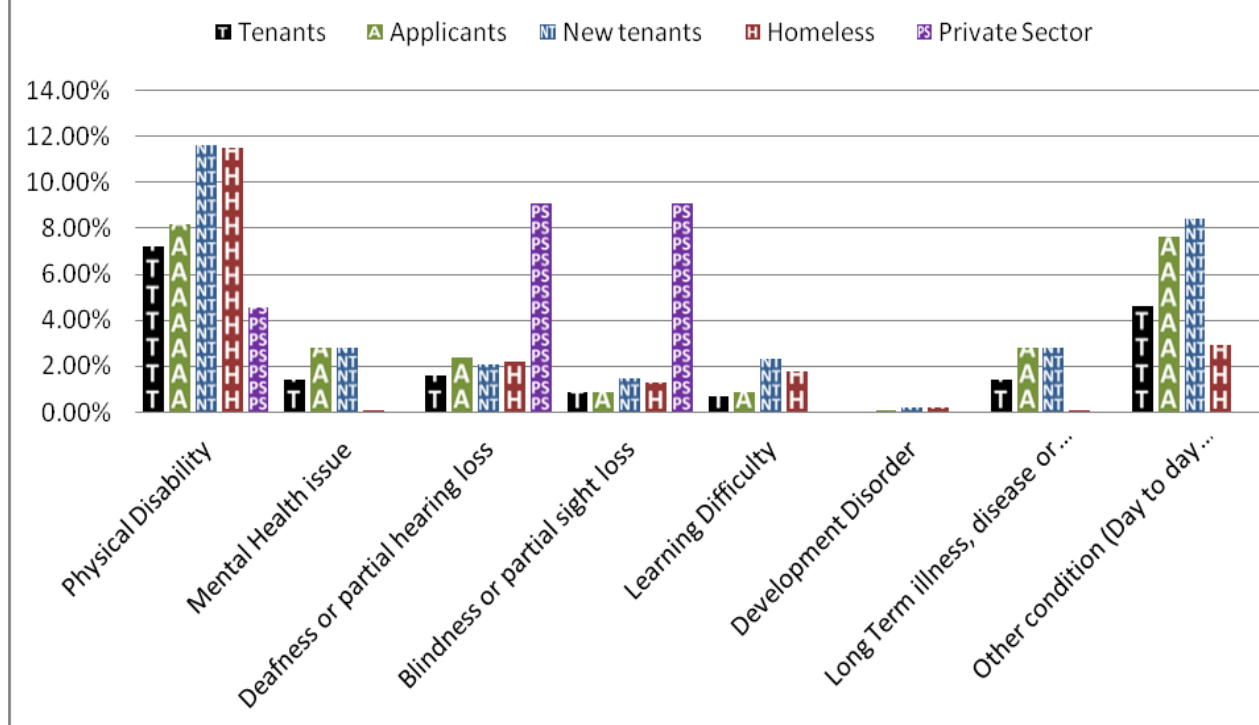


Chart 5: Impairments and difficulties for Housing customer groups 2015/16

| Disability | Tenants | Applicants | New Tenants | Homeless | Private Sector |
|---|---------|------------|-------------|----------|----------------|
| Physical Disability | 7.2% | 8.2% | 11.6% | 11.5% | 4.55% |
| Mental Health issue | 1.4% | 2.8% | 2.8% | 0.1% | |
| Deafness or partial hearing loss | 1.6% | 2.4% | 2.1% | 2.2% | 9.09% |
| Blindness or partial sight loss | 0.9% | 0.9% | 1.5% | 1.3% | 9.09% |
| Learning Difficulty | 0.7% | 0.9% | 2.3% | 1.8% | |
| Development Disorder | | 0.1% | 0.2% | 0.2% | |
| Long Term illness, disease or condition | 1.4% | 2.8% | 2.8% | 0.1% | |
| Other condition (Day to day difficulties) | 4.6% | 7.6% | 8.4% | 2.9% | |
| Prefer not to answer | | | | | 4.55% |
| Total who reported a disability | 17.80% | 25.70% | 31.70% | 20.10% | 22.73% |

Table 5: Impairments and difficulties for Housing customer groups 2015/16

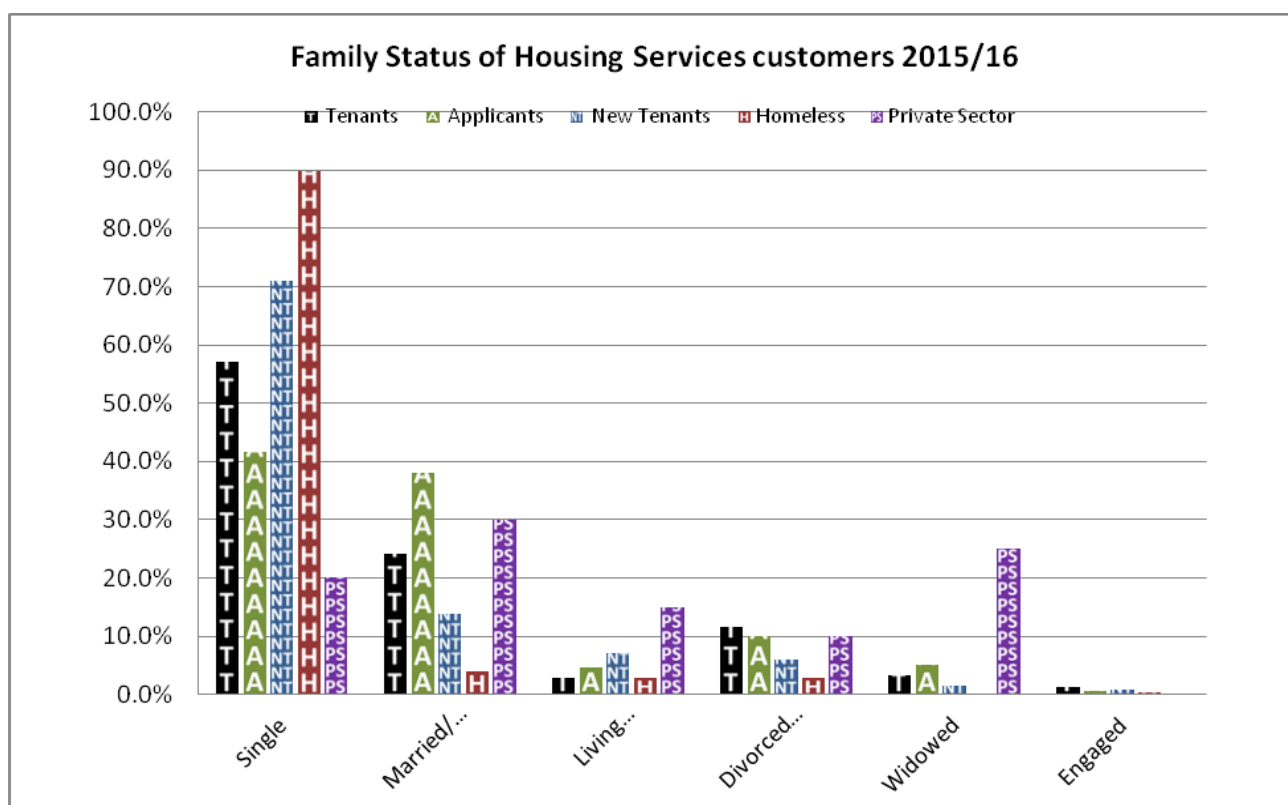


Chart 6: Family status for Housing customer groups 2015/16

| Marriage & Civil Partnership | Tenants | Applicants | New Tenants | Homeless | Private Sector |
|------------------------------|--------------|-------------|-------------|------------|----------------|
| Single | 57.1% | 41.7% | 71.1% | 89.8% | 20.00% |
| Married/Civil Partnership | 24.0% | 38.1% | 13.7% | 4.1% | 30.00% |
| Living with Partner | 2.9% | 4.6% | 7.2% | 2.9% | 15.00% |
| Divorced/Separated | 11.5% | 10.0% | 5.9% | 2.9% | 10.00% |
| Widowed | 3.3% | 5.0% | 1.4% | 0.0% | 25.00% |
| Engaged | 1.2% | 0.7% | 0.7% | 0.3% | |
| Not Given | 8.71% | 11.18% | 17.63% | 23.27% | 8.71% |
| No response | 16.41% | 1.83% | 3.67% | 3.51% | 16.41% |
| Total | 100% (13635) | 100% (6894) | 100% (1554) | 100% (941) | 100% (22) |

Table 6: Family status for Housing customer groups 2015/16

| Pregnancy and Maternity | Tenants | Applicants | New Tenants | Homeless | Private Sector |
|--------------------------------|----------------|-------------------|--------------------|-----------------|-----------------------|
| Pregnant | 0.98% | 1.44% | 2.12% | 0.96% | 4.55% |
| On maternity leave | 0.42% | 0.59% | 0.58% | 0.21% | 0 |
| Neither | 8.93% | 14.78% | 20.66% | 7.23% | 27.27% |
| Prefer not to answer | 0.39% | 0.51% | 0.77% | 0.85% | 13.64% |
| Not applicable | 6.26% | 12.08% | 14.99% | 7.97% | 50% |
| No response | 83.02% | 70.60% | 60.88% | 82.78% | 4.55% |
| Total | 100% (13635) | 100% (6894) | 100% (1554) | 100% (941) | 100% (22) |

Table 7: Pregnancy and maternity of Housing customer groups 2015/16

| Sexual Orientation | Tenants | Applicants | New Tenants | Homeless | Private Sector |
|---------------------------|----------------|-------------------|--------------------|-----------------|-----------------------|
| Bisexual | 0.12% | 0.25% | 0.39% | 0.43% | 0 |
| Gay | 0.21% | 0.33% | 0.71% | 0.11% | 0 |
| Heterosexual/straight | 15.01% | 26.23% | 34.81% | 15.41% | 77.27% |
| Lesbian | 0.07% | 0.10% | 0.00% | 0.00% | 0 |
| Other | 0.12% | 0.09% | 0.26% | 0.00% | 0 |
| Prefer not to answer | 1.80% | 2.86% | 3.73% | 1.38% | 18.18% |
| No response | 82.68% | 70.15% | 60.10% | 82.68% | 4.55% |
| Total | 100% (13635) | 100% (6894) | 100% (1554) | 100% (941) | 100% (22) |

Table 8: Sexual orientation of Housing customer groups 2015/16

| Gender Reassignment | Tenants | Applicants | New Tenants | Homeless | Private Sector |
|----------------------------|----------------|-------------------|--------------------|-----------------|-----------------------|
| Yes | 0.04% | 0.07% | 0.26% | 0.00% | 0% |
| No | 15.91% | 27.76% | 37.19% | 16.37% | 86.36% |
| Prefer not to answer | 1.34% | 1.91% | 2.45% | 1.06% | 4.55% |
| No response | 82.71% | 70.25% | 60.10% | 82.57% | 9.09% |
| Total | 100% (13635) | 100% (6894) | 100% (1554) | 100% (941) | 100% (22) |

Table 9: Gender reassignment of Housing customer groups 2015/16



To: Housing and Community Safety Policy Board

On: 8 November 2016

Report by: Director of Development and Housing Services

**Heading: Housing Energy Efficiency and Carbon Reduction Programmes:
2016/17 - Update**

1. Summary

- 1.1 On 23 August 2016 the Board approved a report noting the outcome of the application for resources under the Scottish Government's Home Energy Efficiency Programme for Scotland: Area Based Schemes (HEEPS:ABS).
- 1.2 This report advises members of additional funding for energy efficiency made available through the recently announced Capital Stimulus Programme, as well as the allocation of additional resources in the 2016/17 HEEPS:ABS programme.
-

2. Recommendations

- 2.1 That the Board;
- (i) Homologate the decision of the Director of Development and Housing Services to apply for £1,365,700 in terms of the recently announced Capital Stimulus Programme for energy efficiency projects within the Renfrewshire Council area.
 - (ii) Authorise the Director of Development and Housing Services to oversee delivery and operational management of the Capital Stimulus programme and note that a further report will be submitted to the Board confirming the outcome of the application

- (iii) Homologate the action of the Director of Development and Housing Services to apply for additional funding of £762,450 in terms of the HEEPS:ABS programme.
 - (iv) Authorise the Director of Development and Housing Services to oversee delivery and operational management £762,450 that has been awarded for qualifying projects within the Renfrewshire Council area for 2016/17 under the HEEPS:ABS programme and
 - (v) Authorise the Director of Development and Housing Services to utilise £481,000 of HRA capital funding to allow the completion of Council owned properties within the HEEPS:ABS project areas as set out in Appendix 2
 - (vi) Authorise the Director of Development and Housing Services to bid for projects within the Renfrewshire Council area for Scottish Government's HEEPS:ABS programme, should additional funding become available during 2016/17. The outcome of any further applications will be reported to future meetings of this Board
-

3. Capital Stimulus Programme 2016/17 Funding Opportunity

- 3.1. On 6th September 2016 the Scottish Government announced proposals to make £9M available to assist social landlords in meeting the Energy Efficiency Standard for Social Housing (ESSH), as part of their Capital Stimulus Programme to support and stimulate the economy in the wake of the EU referendum.
- 3.2. The intention of the funding is to bring about spending on additional capital projects which can be undertaken quickly, with the requirement that the spend is undertaken within this financial year. Accordingly, Councils were invited to come forward with projects in order to access the funding and were advised that it was proposed to cap individual offers of funding for each council area to £500,000. Subsequent discussions with officers within Scottish Government indicated bids in excess of this amount could be submitted for their consideration, however, the projects should be ranked in priority order.
- 3.3. The key eligibility criteria were:
 - that the funding is to support the delivery of ESSH through energy efficiency improvements to properties. Installed measures must be ECO eligible, however, applications are not required to have ECO funding
 - projects must be additional and not be part of 2016/17 capital programmes
 - works must be completed by 31st March 2017

- councils to engage with social landlords in their area to ensure the opportunity exists for their projects to be included
- 3.4 Councils were required to submit applications by 7th October and we submitted an application for £1,365,700 for 11 proposed projects across Renfrewshire, including 9 from social landlords, as detailed in Appendix 1 of this report.
- 3.5 The outcome of the application process will be reported to a future meeting of this Board.
-

4. Home Energy Efficiency Programme for Scotland: Area Based Schemes (HEEPS:ABS) 2016/17 – Allocation of Additional Funding

- 4.1 The Scottish Government's HEEPS:ABS programme was introduced in 2013/14 with the objective to reduce fuel poverty, reduce carbon emissions and demonstrate an appropriate strategic fit and approach to improving energy efficiency.
- 4.2 As previously noted by this Board on 23rd August 2016, Renfrewshire's allocation for 2016/17 was £1,185,582 which will be utilised to deliver external wall insulation in the Gallowhill area.
- 4.3 Local authorities were invited to bid for additional funding which had become available for 2016/17, with submissions required by 31st August 2016. We submitted an application for £762,450 to allow the completion of the final phase of works in Gallowhill, as well as contributing to new projects in the Johnstone, Renfrew, Houston, Bridge of Weir and Kilbarchan areas, as detailed in Appendix 2 of this report.
- 4.4 The council was advised on 9th September 2016 of the outcome of the application process which confirmed the allocation of an additional £762,450 for HEEPS:ABS projects in 2016/17.
- 4.5 Due to the reduction in the maximum amount of HEEPS:ABS payable per property which was introduced in 2016/17, the level of funding available requires to be augmented by both additional external funding (Energy Company Obligation (ECO)) and a contribution of approximately £481,000 from the Housing Revenue Account (HRA) Capital Programme to allow completion of all social rented properties within these project areas.
- 4.6 It is possible that there may be further opportunities to bid for additional HEEPS:ABS funding throughout this financial year, as the Scottish Government seeks to reallocate funds returned from other local authorities. It is proposed that the Director of Development and Housing Services is authorised to submit bids on behalf of Renfrewshire Council to maximise our opportunities to benefit from any further HEEPS:ABS funding which may become available.
-

Implications of the Report

1. **Financial:** Scottish Government allocation of £762,450 to support owner participation in energy efficiency projects within the Renfrewshire area. £481,000 from HRA Capital Programme which can be met within existing budget allocation
2. **HR & Organisational Development:** None
3. **Community Planning – Community Care, Health & Well-being :** Improving housing conditions benefitting tenants and private owners. Addressing fuel poverty.

Greener: Protecting, caring and enhancing the built environment. Reducing carbon emissions.
4. **Legal:** None
5. **Property/Assets:** Improvements in the energy performance of both social rented and private dwellings.
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:** Variation to existing contract with E:ON UK for the delivery of the 2016/17 HEEPS:ABS projects
10. **Risk:** None
11. **Privacy Impact:** None

List of Background Papers

- (a) Report to Housing & Community Safety Policy Board on 23 August 2016 – Home Energy Efficiency and Carbon Reduction Programmes: 2016/17 - Update
- (b) Report to Housing & Community Safety Policy Board on 15 March 2016 – Home Energy Efficiency and Carbon Reduction Programmes: 2016/17

The foregoing background papers will be retained with 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, Housing Asset and Investment Manager, 0141 618 6049, louise.feely@renfrewshire.gov.uk

Author: Louise Feely, Housing Asset and Investment Manager, 0141 618 6049

Application for Capital Stimulus Funding

APPENDIX 1

| Project Description | Landlord | Target Number of Privately Owned Properties in Project Area | Target Number of Social Rented Properties in Project Area | Grant Application Amount (£) |
|--|------------------------------------|---|---|------------------------------|
| Area 1 – Lochwinnoch External Wall Insulation | Renfrewshire Council | 20 | 28 | 312,000 |
| Area 2 – Glen Street Heating - electric to gas fuel switch | Linstone Housing Association | 0 | 31 | 93,000 |
| Area 3 – Ferguslie Park Heating – gas boiler renewal | Ferguslie Park Housing Association | 0 | 33 | 80,850 |
| Area 4 – Bute Drive Heating – gas boiler renewal | Linstone Housing Association | 0 | 3 | 9,000 |
| Area 5 – Williamsburgh Heating – gas boiler renewal | Williamsburgh Housing Association | 0 | 10 | 36,000 |
| Area 6 – Erskine External Wall Insulation | Bridgewater Housing Association | 23 | 16 | 138,000 |
| Area 7 – Lochwinnoch External Wall Insulation | Renfrewshire Council | 21 | 15 | 234,000 |
| Area 8 – Ferguslie Park Heating – gas boiler renewal | Ferguslie Park Housing Association | 0 | 33 | 80,850 |
| Area 9 – Williamsburgh Internal Wall Insulation | Williamsburgh Housing Association | 0 | 20 | 70,000 |
| Area 10 – Paisley South External Wall Insulation | Paisley Housing Association | 5 | 19 | 156,000 |
| Area 11 – Paisley South External Wall Insulation | Paisley Housing Association | 4 | 20 | 156,000 |
| Total | | 73 | 228 | £1,365,700 |

Additional HEEPS:ABS Funding Awarded 2016/17

APPENDIX 2

| Project Description | Target Number of Privately Owned Properties in Project Area | Target Number of Social Rented Properties in Project Area | HEEPS:ABS Funding Awarded (£) | Energy Company Obligation (ECO) Funding (£) | HRA Capital Contribution for Social Rented Properties (£) |
|--|---|---|-------------------------------|---|---|
| Area 1 – Gallowhill final phase External Wall Insulation | 15 | 0 | 112,125 | 10,000 | |
| Area 2 – Bridge of Weir External Wall Insulation | 29 | 31 | 216,775 | 43,200 | 201,500 |
| Area 3 – Johnstone and Kilbarchan External Wall Insulation | 38 | 33 | 284,050 | 51,120 | 214,500 |
| Area 4 – Renfrew External Wall Insulation | 20 | 10 | 149,500 | 21,600 | 65,000 |
| Total | 102 | 74 | £762,450 | £125,920 | £481,000 |



To: Housing and Community Safety Policy Board

On: 8 November 2016

Report by: Director of Development and Housing Services

Heading: Orchard Street Housing Renewal Area Draft Designation Order 2016

1. Summary

- 1.1 This report seeks approval for the Orchard Street Housing Renewal Area (HRA) Draft Designation Order 2016 and an accompanying Action Plan that will be subject to a minimum three month period of public consultation.
 - 1.2 This designation of a Housing Renewal Area will allow the comprehensive improvement of the tenements at 3-9 Orchard Street and 33 Causeyside Street via a partnership project involving Renfrewshire Council and Paisley Housing Association, supported by grant funding from the Scottish Government's Affordable Housing Supply Programme (AHSP).
-

2. Recommendations

- 2.1 It is recommended that the Policy Board:
 - (i) Authorises the Director of Development and Housing Services to issue a Housing Renewal Area Draft Designation Order and Action Plan covering 33 Causeyside Street, 3, 5, 7 and 9 Orchard Street (Appendix 1) for a statutory 3 month public consultation period;
 - (ii) Notes that a report will be provided to a future meeting of the Policy Board on the consultation exercise and if appropriate a Finalised Housing Renewal Area Designation Order and Action Plan will be presented to Board for approval.
-

3. Background

- 3.1 A key priority for Renfrewshire Council and its partners is to improve the fabric of the built environment and to increase the number of people using and living in all of its Town Centres.
 - 3.2 Regenerating and revitalising town centres is also a priority for the Scottish Government and in this context the “Town Centre First Principle” encourages the public sector to invest in town centres and help communities thrive.
 - 3.3 In recent years Renfrewshire Council and partners have completed a number of successful projects which have secured the comprehensive improvement of traditional tenement properties and enabled people to live in high quality housing in the town centre. This includes the Gordon Street and Johnston Street Comprehensive Tenement Improvement (CTI) Schemes in Paisley.
 - 3.4 The five tenement blocks at 3,5,7,9 Orchard Street and 33 Causeyside Street have been identified as a priority for improvement for a number of years due to their particularly poor condition and their strategic location in Paisley Town Centre Conservation Area. They are highlighted as a priority in the Strategic Housing Investment Plan 2017/18-2021/22.
 - 3.5 Following the completion of Gordon Street CTI in 2011/12, plans were in place to progress a comprehensive tenement improvement project at 3-9 Orchard Street and 33 Causeyside Street (currently configured as 52 flats and 7 commercial properties with the pub occupying 2 of the commercial units). However changes to the Grant Framework for affordable housing projects in 2011/12 meant that it was not possible to secure a funding package to allow the project to proceed.
 - 3.6 The Council, the Scottish Government and Paisley Housing Association have however, continued to work together to review costs, specification, funding and delivery arrangements and in this context it is now considered that there is a viable project which could be taken forward through the designation of a Housing Renewal Area.
-

4. Housing Renewal Area

- 4.1 Under the terms of the Housing (Scotland) Act 2006 Renfrewshire Council has powers to deal with poor quality housing and can designate a Housing Renewal Area, (HRA) where a significant number of houses in a locality are sub-standard, or the appearance or state of repair of any houses in the locality is adversely affecting the amenity of the area.
- 4.2 This HRA Designation Order must include an Action Plan which is a strategy for securing improvement in the condition and quality of housing in the HRA.

- 4.3 The HRA process requires that an HRA Draft Designation Order, including an action plan and map delineating the HRA, are made publicly available and consulted on for a period of 3 months.
 - 4.4 The HRA action plan must identify houses which are considered to be sub-standard and show whether the local authority considers that these should be demolished or should have work carried out to bring them up to a reasonable state of repair. Following this consultation period the authority may then, if appropriate, proceed to make a final Housing Renewal Area Designation Order.
 - 4.5 Following approval from this Board, a letter will be issued to all owners and tenants who are affected by the HRA Draft Designation Order along with a copy of the documents contained in Appendix 1. Owners and tenants will be invited to consultation drop-in sessions in Paisley Town Hall on Tuesday 15th November.
 - 4.6 A further report will be presented to a future meeting of the Policy Board providing feedback on the consultation and if appropriate a final HRA Designation Order and Action Plan will be presented to the Board for approval.
 - 4.7 If an HRA is declared, Works Notices under Section 30 of the Housing (Scotland) Act 2006 may be served on owners. These will identify the work required to properties and communal areas and will enable the Council to enforce these works if required.
-

5. Funding

- 5.1 It is anticipated that Paisley Housing Association will acquire the majority of properties within the HRA for comprehensive tenement improvement. The funding for property acquired by Paisley Housing Association would be provided partly via the Affordable Housing Programme and by Paisley Housing Association through private borrowing.
- 5.2 A separate report is presented to this meeting of the Policy Board on Renfrewshire's Strategic Housing Investment Plan (SHIP) 2017/18 – 2021/22, which includes provision for Grant Funding for this project of some £4.4 million.
- 5.3 A specific grant benchmark has been agreed for this project by the Scottish Government following a full value for money appraisal of the proposals. This reflects a higher rate of grant that is required for comprehensive tenement improvement compared to new build.
- 5.4 Some owners may choose not to sell to Paisley Housing Association but may wish to participate in the scheme and would therefore be liable for their share of the total cost of works. In such circumstances owners may be eligible for a grant from Renfrewshire Council's Private Sector Housing Improvement Grant. This would be available at the level set out in the Council's Scheme of Assistance, ie - 50% for owners in receipt of income support and similar

benefits, 35% for other owner occupiers, and 25% for non-resident owners (which includes owners of commercial properties).

Implications of the Report

1. **Financial** – There are no direct financial implications arising from this Report. A report will be presented to a future meeting of the Housing & Community Safety Policy Board, with full details of the regeneration proposals and any associated costs / implications in due course
 2. **HR & Organisational Development** - None
 3. **Community Planning – Empowering our Communities** – Improving housing conditions and local neighbourhoods.

Safer and Stronger – providing sustainable housing
 4. **Legal** – Legal advice on Housing Renewal Areas and works notices.
 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 the draft HRA is for consultation 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
-

Appendix 1: Draft Orchard Street Housing Renewal Designation Order

List of Background Papers: Report to Housing and Community Safety Policy Board, 10 March 2015, Private Sector Housing Improvement Programme

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 Lesley Muirhead, 0141 618 6259, email: Lesley.muirhead@renfrewshire.gov.uk

Appendix 1

HOUSING (SCOTLAND) ACT 2006

The Orchard Street Housing Renewal Area

Draft Designation Order 2016

Renfrewshire Council make the following order in exercise of the powers conferred by section 1 of the Housing (Scotland) Act 2006.

This order may be cited as the Orchard Street Housing Renewal Area (HRA) Draft Order.

The locality delineated in the map in schedule 1 is designated as the Orchard Street Housing Renewal Area.

The reason for the designation is that:

- A significant number of the houses in the locality identified in the map in schedule 1 are sub-standard and
- The appearance or state of repair of houses adversely affect the amenity of the locality identified in the HRA.

A Housing Renewal Area Action Plan is included in schedule 2 to this order

Executed on behalf of the council at Paisley on DATE

Signed

Schedule 1



Schedule 2

Orchard Street Housing Renewal Area Draft Designation Order - Action Plan

The following houses within the Orchard Street Housing Renewal Area (HRA) are considered to be sub-standard and that their appearance or state of repair is adversely affecting the amenity of the locality:

33 Causeyside Street (shop G/F left, pub G/F right, 1/1, 1/2, 1/3, 1/4, 2/1, 2/2, 2/3, 2/4, 3/1, 3/2, 3/3, 3/4 and all their common parts)

3 Orchard Street (pub GF left, shop G/F right, 1/1, 1/2, 1/3, 2/1, 2/2, 2/3, 3/1, 3/2, 3/3 and all their common parts)

5 Orchard Street (shop G/F left, 0/2, 1/1, 1/2, 1/3, 2/1, 2/2, 2/3, 3/1, 3/2, 3/3 and all their common parts)

7 Orchard Street (shop G/F mid, 0/1, 0/2, 1/1, 1/2, 1/3, 2/1, 2/2, 3/1, 3/2, 3/3 and all their common parts)

9 Orchard Street (shop G/F mid, 0/1, 0/2, 1/1, 1/2, 1/3, 2/1, 2/2, 2/3, 3/1, 3/2, 3/3 and all their common parts)

These houses are required to have work carried out in or in relation to them for the purposes of bringing them into, and keeping them in, a reasonable state of repair and for the purposes of enhancing the amenity of the HRA.

Renfrewshire Council intends to implement this Action Plan within a 5 year period.

Property/Areas Which Requires Works

The work specified in this Housing Renewal Area Action Plan to the houses listed and their associated common areas is intended to comprehensively improve the houses to achieve a habitable standard and extension to the life of these properties of 30+ years and will:

- Improve the safety or security of the houses and persons living there;
- Reduce the long-term burden and costs to property owners of maintaining the properties and their common parts, in future years; and
- Enhance the amenity of the common backcourt areas and of the area in general.

| Work Required | Address of property | Standard Required |
|---|--|--|
| <p>Environmental Works:</p> <ul style="list-style-type: none"> • Clear out and remove overgrown vegetation to upgrade common backcourt areas, including boundary walls and fences. The formation of useable bin storage and refuse collection arrangements, in the interests of Public Health and new clothes drying provision, new paths, turf and shrub beds. • Repair/renew front footpath as required | <p>All properties included within the proposed designated HRA: 33 Causeyside Street 3, 5, 7 and 9 Orchard Street</p> | <p>All work within the Orchard Street Housing Renewal will be carried out to a suitable standard to meet current Building Regulations (2015) and will ensure all houses will meet the Tolerable Standard, as well as enabling the properties to be maintained to a good standard of repair, in the longer term, at reasonable cost, via a traditional factoring regime</p> |
| <p>Common Property Repair and Improvement Works to be carried out as necessary including:</p> <ul style="list-style-type: none"> • Renew / replace all defective roof coverings and rainwater goods with sarking and rafter repairs and replace all associated flashings and trims. • Structural repairs as required including rebuilding Crow-stepped gable at 33 Causeyside Street. • Undertake all necessary structural repairs as necessary to maintain the structural integrity of the properties. • Renew all external / internal and below ground soil, waste and rainwater stacks, with suitable runs and falls, proper fixings and means of inspection. • Repairs and re-building to stabilise main chimney heads/ removal of all minor chimneys. • Remove all lead water supply pipework and install new water mains serving all flats direct (complete with double check valve protection). • Remove all common water storage tanks to address the potential for legionella. • Repairs/Improvements to common closes (including repairs to / renewal of treads, landings, close floors, close wall finishes, close ceilings and soffit finishes and common stores, as well as provision of new and improved close lighting, windows, front and rear doors and door entry control system. • Install new mains electricity supply • Install new gas mains pipework to all | <p>All common properties: 33 Causeyside Street 3, 5, 7 and 9 Orchard Street</p> | |

| | | |
|--|--|--|
| <p>flats</p> <ul style="list-style-type: none"> • New telecoms installation with wired broadband capacity • New common digital television system • Check all timbers for decay and repair/renew and undertake precautionary timber treatment works, as required. • Clean/repair/repoint all stonework, incorporating lead flashings, as required. • Install Damp proof course to specialist requirements. • Carefully take down and re-build defective oriel window stacks (2 no.) | <p>Nos 5 and 7 Orchard Street</p> | |
| <p>Flat Repairs/improvements:</p> <ul style="list-style-type: none"> • Eradicate/treat all Timber Decay, Woodworm and Dampness • Renew all windows. • Renew all kitchen fitments and bathroom sanitaryware. • Renew all skirtings, facings, door frames etc • Renew existing electrical system. • Install “hard wired” smoke / heat / carbon monoxide detection to all flats • Install central heating/hot water served from new Condensing Combi boiler. • Provide mechanical ventilation to all kitchens and bathrooms. • Improve thermal performance, sound insulation, fire resistance, means of escape and provide enhanced safety and security features. | <p>Flats: Causeyside Street :</p> <p>33 1/1,1/2,1/3,1/4,2/1,2/2, 2/3,2/4,3/1,3/2,3/3,3/4</p> <p>Orchard Street: 3,1/1,1/2,2/1,2/2,3/1,3/ 2,3/3.</p> <p>5 0/2,1/2,1/1,2/1,2/2,2/3, 3/1,3/2,3/3,</p> <p>7 0/1,0/2,1/1,1/2,2/1,2/2, 3/1,3/2,3/3</p> <p>9 0/1,0/2,1/1,1/2,1/3.2/1, 2/2,2/3,3/1,3/2,3/3</p> | |
| <p>Commercial Premises</p> <ul style="list-style-type: none"> • Eradicate/treat all Timber Decay, Woodworm and Dampness. • Renew existing electrical and water supplies. | <p>G/F shop and pub at 33 Causeyside Street</p> <p>G/F shops and pub, 3 Orchard Street</p> <p>G/F shop, 5 Orchard Street</p> <p>G/F shop 7 Orchard Street</p> <p>G/F shop 9 Orchard Street</p> | |

How this Action Plan will be Delivered

This action plan describes the work required to deal with the sub-standard housing and amenity of the area.

To tackle the very poor condition of the buildings, to prevent further deterioration and to ensure that they are safe, secure and can be maintained in the future, it is considered necessary that a full comprehensive tenement improvement refurbishment is the only viable solution.

The estimated costs associated with promoting the necessary repairs and improvement works are, however, significant.

Renfrewshire Council has worked in partnership with Paisley Housing Association and the Scottish Government to secure a funding package that would allow a scheme to progress. Paisley Housing Association would seek to secure ownership of the properties through voluntary acquisition. Paisley Housing Association would commission an independent valuation of properties and offer owners the current market value based on this valuation.

Paisley Housing Association would organise and oversee works to the buildings and common areas.

Paisley Housing Association would retain ownership of acquired houses and on completion of works the houses would be let as social housing. In order to secure future maintenance to common areas, the Council would encourage owners to appoint a factor. Paisley Housing Association is currently willing to act as factors.

Paisley Housing Association and Renfrewshire Council will provide advice and guidance to owners of properties identified in this HRA Action Plan.

Renfrewshire Council and Paisley Housing Association will endeavour to help where possible any resident permanently displaced from their living accommodation as a result of the implementation of this action plan to secure alternative accommodation.

Where an owner decides not to sell to Paisley Housing Association they may decide to participate in the scheme and will therefore be liable for their share of the total cost of works.

In these circumstances, the Council may be prepared to offer grant assistance to owners who wish to participate in the scheme and who enter into a binding Minute of Agreement with Paisley Housing Association, acting as agents of the Council. The Council's Scheme of Assistance (as provided in line with the Housing (Scotland) Act 2006) sets out the range of support the Council will provide for private sector owners to help them improve their properties. Grants are available to owners in mixed-tenure flatted blocks at the following levels:

- Resident owners on income support or other similar benefits - 50%
- Resident owners - 35%
- Non-resident owners - 25%

As non –resident owners, owners of commercial properties will be entitled to grant of 25%.

Where an owner does not voluntarily participate in the scheme as outlined, the Council will utilise its powers under the terms of the Housing (Scotland) Act 2006 to enforce repair and improvement works to bring the property upto a reasonable standard and subsequently pursue these owners for recovery of their share of costs.

For further information, please contact:

Renfrewshire Council

Development and Housing Services

Cotton Street, Paisley PA1 1 JD

Email: strategyandplace@renfrewshire.gov.uk

Telephone: 0141 618 6148

Appendix 1

Background

A significant number of the houses internally and all aspects of the common parts of these properties, at the addresses identified above are sub-standard and have also been identified as affecting the amenity of the area. Evidence for this comes from a number of sources including; information from a study undertaken by ODS consultants in 2001; a feasibility study carried out by Assist Design, Allied Surveyors and the Structural partnership in 2007 and an update to that study undertaken in 2014/15; inspection by Renfrewshire Council of various flats, closes and communal areas; and information from Ross and Liddell factors concerning the roof at no. 3 Orchard Street.

The following issues have been highlighted:

Communal and Flat issues

The common parts of the building listed are in serious disrepair and require urgent action, in terms of both repair and improvement.

- None of the buildings meet current Building Standards in terms of access, safety, thermal performance, fire separation or fire detection.
- The common elements of all properties are in poor condition and internally, a significant number of properties either fail the Tolerable Standard as set out in the Housing (Scotland) Act 1987 or, where the tolerable standard is achieved, certain aspects of the work associated with achieving the standard, fall short of acceptable construction standards.
- Significant building defects exist at Nos. 5 and 7 Orchard Street and 33 Causeyside Street.
- At No.7 Orchard St (right hand side), the stone panel below the oriel has bulged with what appears to be the outer stone leaf separating from the main wall construction. The panel is currently shored and is stable. However as part of the works it will be necessary to dismantle the oriel and part of the front elevation to rebuild the area affected by the bulge. A similar defect is evident at No. 5 Orchard Street (right hand side).
- At 33 Causeyside Street the corner of the property is splayed and was originally constructed with a crow stepped edge that extended above the eaves line of the property. This has been removed due to past storm damage. As part of the works it will be necessary for this part of the elevation to be rebuilt.
- Defective roof covering at No. 3 Orchard Street

- Dry rot has been identified within the common close and 3 individual flats at 7 Orchard Street and Renfrewshire Council has served a Defective Buildings Notice for this. Given the general standard of the building fabric, it is anticipated that other instances of timber decay will be present, elsewhere within these properties.

Amenity Issues

- The backcourt configuration is currently unattractive in use and provides no amenity at all. They do not provide adequate clothes drying or refuse storage facilities. This latter aspect is relevant in terms of public health.
- The backcourts are currently not being maintained and are seriously overgrown, which is negatively impacting on the appearance of the overall area.
- The grassed area is extremely overgrown and there is a problem with fly tipping.
- The paths and walls are in poor condition.
- Renfrewshire Council has served Dangerous Building Notices on two washhouses in the rear common area of no. 7 and 9. Orchard Street.

Assist Design Architects have drawn up plans for a reconfigured back court area.

Front footpaths will require to be renewed/repared as required.

In addition it is considered that the houses listed adversely affect the amenity of the locality, as well as that of the surrounding Paisley Town Centre Conservation Area which has seen recent substantial public investment to improve the condition and appearance of a number of surrounding buildings.



To: Housing and Community Safety Policy Board

On: 8 November 2016

Report by: Director of Development and Housing Services

Heading: Strategic Housing Investment Plan 2017/18 - 2021/22

1. Summary

- 1.1 The Housing & Community Safety Policy Board of August 2016, approved a Draft Strategic Housing Investment Plan (SHIP) for consultation.
 - 1.2 The document has now been finalised and sets an ambitious programme for the Council and its Housing Association Partners for investment in Affordable Housing across Renfrewshire that will not only meet but will exceed Renfrewshire Council's ambition to create over 1,000 new affordable homes in sites across our towns and villages.
-

2. Recommendations

- 2.1 It is recommended that the Policy Board:
 - (i) Approves the Renfrewshire Strategic Housing Investment Plan 2017/18 to 2021/22 and authorises the Director of Development and Housing Services to submit this document to the Scottish Government in relation to the Council's objective to deliver Affordable Housing across Renfrewshire.
-

3. Background

- 3.1. Local authorities are required to prepare a Strategic Housing Investment Plan (SHIP) every two years and submit this to the Scottish Government. The SHIP

shows how investment in affordable housing will be targeted to achieve the objectives set out in the Local Housing Strategy (LHS).

- 3.2. The current SHIP was approved by the Housing and Community Safety Policy Board in January 2015 and covers the period 2015/16 to 2019/20. Following approval by the Policy Board in August 2016, a new draft SHIP for the five year period to 2021/22 was issued for consultation. Copies were sent to Community Planning partners, including all of the Housing Associations which operate in Renfrewshire, as well as local stakeholder groups such as Community Councils and Tenants and Residents Associations.
- 3.3. During the consultation period, officers from Development & Housing met individually with Housing Associations to identify sites and potential new projects which, in line with the emerging Local Housing Strategy outcomes, will be developed as a pipeline programme of investment that will be brought forward as funding becomes available.
- 3.4. The finalised SHIP has been amended to take account of these discussions and;
- **Part A** provides details of the projects already included in the SHIP programme and the Strategic Local Programme Agreement between the Council and the Scottish Government.
 - **Part B** lists a new pipeline of projects that will be developed and brought forward during the lifetime of this SHIP. The details and implementation timetable will be agreed with Housing Association Partners, taking account of practical delivery issues as well as funding availability.

In the event that additional funding becomes available and/or slippage occurs within the programme, additional sites may be incorporated within the SHIP programme where these sites could help to deliver new affordable housing in line with LHS strategic outcomes and agreed investment priorities

- 3.5 The SHIP will be reviewed on an annual basis, and more detail will be provided on new projects as the programme rolls forward. Officers from Development and Housing will continue to liaise with Housing Association partners to identify and promote the delivery of sites over the next five years and in this context will seek to ensure that collectively, Renfrewshire Council's ambition to deliver at least 200 new affordable homes each year will be implemented.
-

Implications of the Report

1. **Financial** – No direct implications arising from this report. Allowance has been made within the Council's HRA Business Plan for Council new build development at Bishopton and Johnstone Castle.
 2. **HR & Organisational Development** – No implications arising directly from this report.
 3. **Community Planning** – Regenerating local communities and meeting housing needs.
 4. **Legal** – No implications arising directly from this report.
 5. **Property/Assets** – No implications arising directly from this report.
 6. **Information Technology** – No implications arising directly from this report.
 7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. An Equality Impact Assessment has been completed. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified.
 8. **Health & Safety** – No implications arising directly from this report.
 9. **Procurement** – Joint working is progressing between officers from the Councils procurement team, other registered social landlords (RSL's) and other local authorities in an effort to produce efficiencies.
 10. **Risk** – Risks will be identified and managed for individual projects.
 11. **Privacy Impact** – No implications arising directly from this report.
-

List of Background Papers

- (a) Background Paper 1 – Strategic Housing Investment Programme 2015/16 to 2019/20

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.

The contact officer within the service is Lesley Muirhead, Planning and Housing Manager, 0141 618 6259, lesley.muirhead@renfrewshire.gov.uk.

Renfrewshire Strategic Housing Investment Plan

2017/18 to 2021/22

November 2016

Renfrewshire Strategic Housing Investment Plan

2017/18 to 2021/22

Renfrewshire Strategic Housing Investment Plan

The Scottish Government allocates grant funding to Local Authorities through the Affordable Housing Supply Programme. All Local Authorities are required to prepare a Strategic Housing Investment Plan (SHIP) every two years and submit this to the Scottish Government.

Following submission of the SHIP to the Scottish Government, a Strategic Local Programme (SLP) for Renfrewshire will be agreed. This will form the basis of individual agreements between the Scottish Government, the Council and Registered Social Landlords (RSL's) on Grant levels for specific Affordable Housing projects.

Affordable Housing delivered through the SHIP programme can include a range of tenure types including homes for social rent, low cost home ownership/shared equity, and intermediate/Mid-Market Rent as well as private sector housing delivered below market cost.

Over the last five years (2011/12 to 2015/16), 842 new Affordable Homes have been completed in Renfrewshire – an average of 168 each year, while 2 new developments, providing 108 new affordable homes, will be completed in the current financial year. Details of these projects are attached in Appendix 1.

Strategic Context

Local Authorities are required to prepare a SHIP and to update this regularly. The SHIP sets out key investment priorities for affordable housing which will help to achieve the outcomes set out in the relevant Local Housing Strategy (LHS).

Renfrewshire's LHS, which is currently being finalised following consultation, sits within the framework of the Community Plan and other key strategies, such as 'Clydeplan' - Strategic Development Plan, the Local Development Plan and the strategic priorities of Renfrewshire's Health and Social Care Partnership.

This updated SHIP for the five year period to 2021/22 sets out a programme which shows how Grant Funding will be utilised to meet Renfrewshire's LHS strategic outcomes and help deliver the supply targets for affordable housing which are set out in the LHS.

Affordable Housing Investment Priorities

Grant funding from the Scottish Government's Affordable Housing Supply Programme will be prioritised to ensure that the new housing built in Renfrewshire is of the right type, size and tenure and in the right places.

Linking with the LHS strategic outcomes, investment in affordable housing will be prioritised under four broad themes:

- **Housing Regeneration**
 - Supporting area based housing investment programmes
 - Replacing obsolete social rented housing where improvements to existing stock would not be cost effective and sustainable
 - Addressing mismatch between the supply of social rented housing and the housing people want to live in – taking account of type, size, quality and location as well as tenure.
- **Town Centres**
 - Completing the comprehensive tenement improvement project in Paisley.
 - supporting town centre residential investment and regeneration and across all of Renfrewshire's Town Centres
- **Housing for Particular Needs**
 - Expanding the supply of housing which is suitable for older people and other people with particular housing needs
- **Increasing affordable housing options in areas of pressure**
 - Addressing shortfall in areas where there is pressure on the supply of affordable housing
 - Supporting the development of a graduated housing marked in areas of pressure and where there is a requirement for affordable options
 - Supporting the development of sustainable mixed communities by including affordable housing in Community Growth Areas and other larger housing developments

Preparation and Delivery of the SHIP

Following approval by the Council's Housing and Community Safety Policy Board in August 2016, a draft SHIP for the five year period to 2021/22 was issued for consultation.

Copies were sent to Community Planning partners, including all housing associations which operate in Renfrewshire, as well as local groups (community councils and tenants and residents' associations) and other stakeholders. During the consultation period, Council Officers met individually with housing associations to

identify sites and potential new projects which, in line with the emerging LHS outcomes, can be developed as a pipeline of investment and brought forward into the five year programme as additional funding becomes available.

The finalised SHIP has been amended to take account of these discussions. Appendix 2 is now presented in two parts.

- **Part A** lists projects already included in the SHIP programme and the Strategic Local Programme Agreement between the Council and the Scottish Government.
- **Part B** lists new pipeline projects which will be developed and brought forward during the lifetime of this SHIP. Timescales will be agreed with partners, taking account of practical delivery issues as well as funding availability. The SHIP will be reviewed on an annual basis, and more detail will be provided on these new projects as the programme rolls forward.

In the event that additional funding becomes available and/or slippage occurs within the programme, additional sites may be incorporated within the SHIP programme where these sites could help to deliver new affordable housing in line with LHS strategic outcomes and agreed investment priorities.

Officers will continue to work with housing association partners to identify and promote the delivery of sites over the next five years to meet the Council's target of at least 200 new affordable homes each year and contribute to the national target of 50,000 new affordable homes by 2021.

Previously Identified Projects which Require Grant Funding 2017 to 2022

Regeneration

- **Seedhill Road, Paisley** This social rented development of 23 houses by Williamsburgh Housing Association and 24 amenity flats for older people by Renfrewshire Council has been delayed because of drainage issues. Discussions are ongoing with Scottish Water with a view to identifying a solution which will allow the development to proceed.
- **Paisley West End:** Sanctuary Scotland Housing Association is working with the Council to develop and implement housing regeneration plans for Paisley West End. This area faces a number of challenges and requires significant investment to improve the physical fabric and stimulate social and economic regeneration.

Phase 1 will see redevelopment of the Co-op site in Wellmeadow Street and it is anticipated that demolition work will take place in late 2016 / early 2017. Plans are still being developed for phase 2, which will focus on the Well Street area, and an indicative allowance has been made for this.

- **Johnstone Castle** The Council is implementing plans to enable the construction of around 100 new homes for social rent in Johnstone Castle, where obsolete tenement flats will be replaced with high quality, mainly 'back and front door' houses. The rehousing programme is progressing well and demolition work has started. It is anticipated that construction work on the newbuild housing will begin in spring/ summer 2017.

Town Centres

- **Smithhills Street, Paisley Town Centre** This affordable housing development of 24 flats by Link Group is the third phase of the redevelopment of the former Arnott's department store site in Paisley. This project will contribute to the ongoing regeneration of Paisley town centre, adding to tenure diversification and increased residential provision within this key central location.
- **Orchard Street, Paisley** Plans were in place to progress a Comprehensive Tenement Improvement (CTI) project at Orchard Street/Causeyside Street, Paisley following successful completion of the CTI project at Gordon Street by Paisley HA several years ago.

However, changes to the grant framework in 2011/12 and 2012/13 made this project difficult to progress. The Council, the Scottish Government and Paisley Housing Association have continued to work closely to review project costs and funding arrangements and the Council will bring forward plans to consult on the declaration of a Housing Renewal Area to facilitate the comprehensive improvement of the five tenement blocks which sit within the Paisley Town Centre Conservation Area.

Areas of Pressure/ Affordable Housing Options

- **Andrew Avenue, Renfrew;** This development (two phases – 77 units and around 57 units) will help address the identified shortfall of affordable housing in Renfrew.
- **Bishopton** The SHIP includes provision for 200 new affordable homes for social rent within the Bishopton Community Growth Area. The Council is currently progressing plans to build around 100 new homes as a first phase, with construction expected to start on site in summer 2017. It is proposed that the second phase of social rented housing will involve construction of around 100 homes for social rent by a housing association.
- **Milliken Road, Kilbarchan** This social rented development of 18 one and two bedroom homes by Williamsburgh Housing Association will add to the affordable housing supply in West Renfrewshire and help to address the identified shortfall in social rented housing. Construction work is expected to begin on site in the middle of 2017.
- **Inchinnan Road (Western Park), Renfrew** This affordable housing development of 67 homes by Sanctuary Scotland will provide additional affordable housing in Renfrew.

Pipeline Projects

In order to ensure delivery against the supply target of 200 new affordable homes each year in Renfrewshire, discussions have taken place during the SHIP consultation period with partners to develop a pipeline programme. This programme includes projects which fit with the LHS strategic outcomes and proposals will be developed to bring these forward as funding becomes available and any existing development constraints are addressed.

The pipeline programme includes provision for some newbuild affordable housing in Ferguslie Park. An indicative allowance of 40 new homes has been included for planning purposes.

This will be refined following consultation with tenants and residents on proposals for housing regeneration in the Tannahill area, linked to wider regeneration plans to deliver Regional Sports Facilities which will be supported £7.5m investment by the Council.

Resources

For planning purposes, the Scottish Government have provided guidance on the **minimum** Resource Planning Assumptions (RPA's) which councils can expect to receive to 2021/22. Renfrewshire's allocation for 2016/17 is £11.521m. Minimum RPAs for the next five years are as follows, giving a total of **at least** £29.954m to 2021/22:

- £9.217m in 2017/18
- £6.913m in 2018/19
- £4.608m in 2019/20
- £4.608m in 2020/21
- £4.608m in 2021/22

Appendix 2 shows the estimated grant requirement for identified projects over this five year period (around £44m, based on current Scottish Government grant benchmarks). As the programme rolls forward, it is anticipated that additional funding will be made available and new projects will be brought forward.

Delivery Issues

The Council and its partners are actively pursuing a range of mechanisms available to deliver affordable housing in Renfrewshire. Recently completed and ongoing developments in Renfrewshire include a range of tenures to promote different opportunities for lower income households to promote access to affordable housing.

These tenures have included low cost home ownership, shared equity, mid-market rent and social rent. This approach will be continued where appropriate, taking account of local needs and market circumstances, in order to maximise the benefit of the available grant funding across the programme and also to lever in private finance.

In line with identified needs and the evidence set out in the draft LHS, the Council will consult on an affordable housing policy for Renfrewshire through the Local Development Plan process.

Housing providers within Renfrewshire are working together to identify opportunities for maximising efficiency through a joint approach to procurement.

Infrastructure issues represent constraints for a number of sites in Renfrewshire and opportunities are being explored to address these with support from the Scottish Government's Infrastructure Fund. Seedhill Road and South West Johnstone Community Growth area have already been identified as projects which could potentially benefit from support from this Fund to help address drainage issues and work is ongoing to identify infrastructure constraints with respect to other projects.

| Housing Provider | Project | Sub- area | Category | Units | Total |
|----------------------|---------------------------|------------------------|-----------------------|-------|------------|
| 2011/2012 | | | | | |
| Paisley South | Gordon Street HAA | Paisley & Linwood | Town centre/Ten rehab | 47 | |
| Sanctuary | Linwood Regeneration | John, Eldesl & Linwood | Community renewal | 190 | |
| Link | Cotton Street Phase I | Paisley & Linwood | Town centre/Ten rehab | 30 | |
| Sanctuary | Abercorn St Phase II | Paisley & Linwood | Town centre/Ten rehab | 16 | 283 |
| 2012/2013 | | | | | |
| Bridgewater | Rashilee North | North Renfrewshire | Affordable supply | 92 | |
| Sanctuary | Shortroods Phase II | Paisley & Linwood | Community renewal | 83 | 175 |
| 2013/2014 | | | | | |
| Sanctuary | Gallowhill | Paisley & Linwood | Community renewal | 71 | |
| Link | Tannahill Crescent | Johnstone & Elderslie | Community renewal | 33 | |
| Loretto | Neilston Road | Paisley & Linwood | Particular needs | 55 | |
| Renfrewshire Council | Blackhall | Paisley & Linwood | Community renewal | 37 | 196 |
| 2014/2015 | | | | | |
| Linstone | Brown Street | Paisley & Linwood | Community renewal | 16 | |
| Sanctuary | Braille Crescent Phase I | Renfrew | Affordable supply | 40 | 56 |
| 2015/2016 | | | | | |
| Sanctuary | Shortroods Phase III | Paisley & Linwood | Community renewal | 86 | |
| Sanctuary | Braille Crescent Phase II | Renfrew | Affordable supply | 15 | |
| Link | Paisley Town Centre | Paisley & Linwood | Community renewal | 31 | 132 |
| 2016/17 | | | | | |
| Link | Thruscraigs | Paisley & Linwood | Community renewal | 70 | |
| Link | Abbey Place | Paisley & Linwood | Affordable supply | 38 | 108 |
| TOTAL | | | | | 950 |

Affordable Housing Projects 2017/18 to 2021/22

APPENDIX 2

| Part A: Projects in the Affordable Housing Supply Programme | Category | Sub-area | Developer | Number of Affordable Units | Total Grant Requirement (£M) | Estimated spend by End of March 2017 (£ million) | Est. grant requirement (YRS 1-3) 2017/18-2019/20 (£ million) | Est. grant requirement (YRS 4-5) 2020/21-2021/22 (£ million) | Est. grant requirement beyond 2021/22 (£ million) |
|---|-------------------------|-----------------------|----------------------|----------------------------|------------------------------|--|--|--|---|
| Seedhill Road Regeneration | Regeneration | Paisley & Linwood | Williamsburgh HA | 23 | 1,748 | 0,000 | 1,748 | 0,000 | 0,000 |
| Seedhill Road Regeneration | Regeneration/Part Needs | Paisley & Linwood | Renfrewshire Council | 24 | 1,368 | 0,000 | 1,368 | 0,000 | 0,000 |
| Paisley West End Phase I (Wellmeadow Street) | Regeneration | Paisley & Linwood | Sanctuary Scotland | 39 | 2,897 | 0,897 | 2,000 | 0,000 | 0,000 |
| Paisley West End Phase II | Regeneration | Paisley & Linwood | Sanctuary Scotland | 160 | 10,000 | 0,000 | 7,000 | 3,000 | 0,000 |
| Johnstone Castle | Regeneration | Johnstone & Elderslie | Renfrewshire Council | 100 | 5,700 | 0,600 | 5,100 | 0,000 | 0,000 |
| Smithills Street, Paisley town centre | Town Centres | Paisley & Linwood | Link Group | 24 | 1,713 | 0,238 | 1,475 | 0,000 | 0,000 |
| Orchard St/Causeyside St (HRA) | Town centre/CTI | Paisley & Linwood | Paisley HA | 47 | 4,422 | 0,209 | 2,391 | 1,822 | 0,000 |
| Andrew Avenue Phase I | Affordable Supply | Renfrew | Sanctuary Scotland | 77 | 5,947 | 5,947 | 0,000 | 0,000 | 0,000 |
| Andrew Avenue Phase II | Affordable Supply | Renfrew | Sanctuary Scotland | 57 | 4,381 | 2,200 | 2,181 | 0,000 | 0,000 |
| Inchinnan Road (Western Park) | Affordable Supply/Regen | West Renfrewshire | Sanctuary Scotland | 67 | 5,176 | 3,462 | 1,714 | 0,000 | 0,000 |
| Milken Road, Kilbarchan | Affordable Supply | West Renfrewshire | Williamsburgh HA | 18 | 1,180 | 0,237 | 0,944 | 0,000 | 0,000 |
| Bishopston Phase I | Affordable Supply/Regen | North Renfrewshire | Renfrewshire Council | 100 | 5,700 | 0,300 | 5,400 | 0,000 | 0,000 |
| Bishopston Phase II | Affordable Supply/Regen | North Renfrewshire | tbc | 100 | 7,721 | 0,000 | 7,721 | 0,000 | 0,000 |
| | | | | 836 | 57,952 | 14,090 | 39,042 | 4,822 | 0,000 |

Grant Requirement Yrs 1-5 (£M)

43,864

| Part B: Pipeline Projects | Category | Sub-area | Developer | Est Affordable Units^ |
|---|-------------------------|-----------------------|-------------------------------|-----------------------|
| Regeneration | | | | |
| Ferguslie Park Regeneration | Regeneration | Paisley & Linwood | tbc | 40 |
| Johnstone Castle Phase II | Regeneration | Johnstone & Elderslie | Linstone HA | 20 |
| Renfrew Regeneration (Moorpark) | Regeneration | Renfrew | Williamsburgh HA | 50 |
| Foxbar Regeneration | Regeneration | Paisley & Linwood | Paisley HA/Link Group/Council | 84 |
| Millarston Regeneration | Regeneration | Paisley & Linwood | Link Group/Council | 50 |
| South West Johnstone (Community Growth Area) | Regeneration | Johnstone & Elderslie | tbc | 40 |
| Gallowhill Regeneration | Regeneration | Paisley & Linwood | tbc | 30 |
| Glenburn Regeneration | Regeneration | Paisley & Linwood | tbc | tbc |
| Paisley Regeneration | Regeneration | Paisley & Linwood | Sanctuary Scotland | tbc |
| Town Centres | | | | |
| Paisley Town Centre (two sites) | Affordable Supply/Regen | Paisley & Linwood | Williamsburgh HA | 65 |
| Elderslie Centre | Affordable Supply/Regen | Johnstone & Elderslie | tbc | 15 |
| Johnstone Town Centre | Affordable Supply/Regen | Johnstone & Elderslie | tbc | 30 |
| Particular Needs | | | | |
| Westerfield House Phase II | Particular Needs | Paisley & Linwood | Paisley HA | 10 |
| Barnar Court, Linwood | Particular Needs | Paisley & Linwood | Linstone HA | 2 |
| Extra Care Housing, Paisley | Particular Needs | Paisley & Linwood | Linstone HA | 36 |
| Sheltered Housing Re-provisioning (Ersline) | Particular Needs | North Renfrewshire | Bridgewater HA | tbc |
| Areas of Pressure/Affordable Housing Opportunities | | | | |
| North Renfrewshire | Affordable Supply | North Renfrewshire | tbc | tbc |
| West Renfrewshire (Lochwinnoch) | Affordable Supply | West Renfrewshire | tbc | 30 |
| | | | | 502 |

* Indicative number of affordable units for planning purposes only - will be subject to review and revision. Note that many of the regeneration projects will be mixed tenure and that the total number of new homes will be higher than shown here.

| Year | Minimum RPA (£M) |
|---|------------------|
| 2016/17 | £11,521 |
| 2017/18 | £9,217 |
| 2018/19 | £5,913 |
| 2019/20 | £4,608 |
| 2020/21 | £4,608 |
| 2021/22 | £4,608 |
| * Minimum RPA over the lifetime of this SHIP 2017/18 to 2021/22 is £29,954M | |

5 Year Total: £29,954M*



To: Housing and Community Safety Policy Board

On: 8th November 2016

Report by: Director of Development & Housing Services

Heading: Annual Housing Performance Benchmarking Report 2015/16

1. Summary

- 1.1 Renfrewshire Council submitted its Annual Return on the Charter to the Scottish Housing Regulator in May 2016. This report provides information on the Council's performance in 2015/16 on key Housing Charter indicators compared to other local authorities and Registered Social Landlords (RSLs).
 - 1.2 A separate report to this meeting of the Policy Board presents performance information against the Housing Charter indicators for the first six months of the current financial year.
-

2. Recommendations

- 2.1 It is recommended that The Policy Board;
 - (i) Notes the Council's performance in 2015/16 on key Housing Charter indicators compared to other local authorities and Registered Social Landlords (RSLs).
-

3. Background

- 3.1 The Annual Charter Return consists of 37 performance indicators and 32 contextual indicators and is submitted to the Scottish Housing Regulator by every social landlord in Scotland. The Charter enables each housing provider to compare performance against all social landlords in Scotland.
 - 3.2 The Regulator publishes a report on every social landlord in August each year and landlords are required to report on their performance to tenants. The most recent issue of Renfrewshire Council's tenants' newsletter (the People's News) includes a special report on the Council's performance against the Charter.
 - 3.3 This report to the Policy Board also draws upon benchmarking data from Scotland's Housing Network (formerly the Scottish Housing Best Value Network) which allows comparison with the Network's peer group average for 26 local authority members and Glasgow Housing Association (GHA).
 - 3.4 Key benchmarking results are highlighted below. The 2015/16 results show that the Council's performance is improving across most areas of the service. Benchmarking is designed to assist with service improvement planning and some areas for improvement are also noted below. (A full list of the Charter performance indicators for 2015/16 along with the Scottish average and the SHN group average are included in Appendix 1.)
-

4. Benchmarking Analysis 2015-2016

4.1 Tenant Satisfaction

84.2% of tenants said they were satisfied with opportunities to participate compared to the Scottish average of 81.3% and the SHN group average of 72.1%

82.2% of tenants were satisfied with the overall service provided by the Council compared with the Scottish average of 89.0% and the SHN group average of 83.6%

4.2 Housing Quality and Maintenance

99.1% of repairs appointments were kept compared to the Scottish average of 94.4% and the SHN group average of 94.2%

96.6% of tenants who had repairs carried out were satisfied compared to the Scottish average of 89.9% and the SHN group average of 88.2%

The average time to complete emergency repairs was **5.5 hours** which is slightly below the Scottish average of 5.1 hours and the same as the SHN group average.

90.8% of repairs were completed 'right first time' which is similar to the Scottish average of 91.3% and above the SHN average of 89.8%.

92.3% of tenants were satisfied with the standard of their home when moving in. This is a substantial improvement over the last two years and is above both the Scottish average (87.7%) and the SHN group average (84.7%).

85.9% of Renfrewshire Council's housing met the SHQS standard which is below both the Scottish average (92.8%) and the SHN group average (93.2%). However, after applying allowable exclusions and abeyances, the Council is 100% compliant with SHQS. Most of the abeyances are the result of refusal by the current tenant to allow internal works to be carried out. The Council has an ongoing programme to target these properties and carry out the necessary work when properties become void in the future.

4.3 **Access to Housing and Support**

With **10.2%** of lettable houses becoming vacant during the year, turnover is higher than the Scottish average (8.6%) and the SHN group average (8.4%).

The rate of refusal of tenancy offers has reduced over the last three years, but is still (**46.1%**) higher than the Scottish average (37.8%) and the SHN group average (41.5%).

Tenancy sustainment figures had improved over the last two years, but the proportion of new tenancies sustained for more than a year fell to **84.5%** in 2015/16 which is slightly below the Scottish average of 88.4% and the SHN group average of 88.7%. Reasons for this will be investigated, with a particular focus on new tenants who were previously homeless – tenancy sustainment for this group was only 72.1% in 2015/16.

The average time to complete approved medical adaptations improved again in 2015/16 to **44 days** which is better than the Scottish average of 50 days and the SHN group average of 53 days.

4.4 **Homelessness**

There were **832** homeless applications in 2015/16, which is slightly below the average of 1,083 for Scottish local authorities. While Renfrewshire compares well with the local authority average in terms of assessments

carried out within 4 weeks (**88%** and 84% respectively) and time to close cases (**20 weeks** in Renfrewshire compared to 33 weeks across Scotland), repeat homelessness presentations were higher in Renfrewshire in 2015/16 (**10.6%** compared to 6.6%).

Satisfaction with temporary accommodation was lower than it has been in the last two years (**74.5%**) and was below the Scottish and SHN group average (86.9% and 87.9% respectively). The reasons for this will be investigated to help inform action to improve satisfaction levels in the future.

4.5 Neighbourhood and Community

The proportion of anti social behaviour cases which were resolved within locally agreed targets increased to **92.9%** in 2015/16. This was above the Scottish average of 86.6% and the SHN group average of 85.1%.

Performance in dealing with complaints from tenants dipped in 2015/16, with the proportion of stage 2 complaints responded to within SPSO timescales at **44%** which was below the Scottish average (81.8%) and the SHN group average of 72.8%. Work has taken place to establish the reasons for this. Systems and processes have been improved and guidance has been issued to staff to ensure complaints are dealt with more efficiently. In the first six months of 2016/17 performance has improved to 71.4% for stage 2 complaints and continues to be monitored.

4.6 Getting good value from rents and service charges

The amount of money collected for current and past rent was equal to **100%** of the total rent due in the year, compared to the Scottish average of 99.5% and the SHN group average of 99.3%.

The gross value of rent arrears as a percentage of rent due improved in 2015/16 to **6.0%**. This was slightly higher than the Scottish average of 5.3% but better than the SHN group average of 6.4%.

It took an average of **42 days** to re-let properties. While this is still slightly higher than the Scottish average (35 days) and the SHN group average (40 days), this represents significant improvement over the last two years.

While the proportion of rent lost through empty properties has improved (**1.9%**), it remains higher than the Scottish average and SHN average (both 1%). Through regeneration activity and local initiatives to tackle low demand and let empty properties as quickly as possible, minimising void periods and reducing rent loss remains a key priority for the housing service.

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 as 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

List of Background Papers

- (a) Reports to the Housing and Community Safety Policy Board on:
- HACS Board Report (Benchmarking of Key Performance Indicators 2012/2013, 12 November 2013)
 - HACS Board Report (Benchmarking of Key Performance Indicators 2013/2014, 11 November 2014)
 - HACS Board Report (Benchmarking of Key Performance Indicators 2014/2015, 10 November 2015)

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. The contact officer within the service is Lesley Muirhead, Planning and Housing Manager, Development & Housing Services.

Housing Charter Indicators

Appendix 1

| Indicator | | Renfrewshire | | | | SHN ⁽¹⁾ | SHR ⁽²⁾ |
|-----------|--|--------------|--------|-------|-----|--------------------|--------------------|
| | | 13/14 | 14/15 | 15/16 | DoT | 15/16 | 15/16 |
| 1 | % satisfied with the overall service provided | 82% | 82.0% | 82.2% | ↑ | 83.6% | 89% |
| 3 | % satisfied with keeping tenants informed | 79.2% | 79.2% | 79.5% | ↑ | 82% | 90.6% |
| 4&5 | % of all 1 st stage complaints within SPSO timescales | 94.9% | 100% | 93.3% | ↓ | 78.4% | 87.3% |
| 4&5 | % of all 2 nd stage complaints within SPSO timescales | 94.9% | 100% | 44% | ↓ | 72.8% | 81.8% |
| 6 | % satisfied with opportunities to participate | 69% | 69% | 84.2% | ↑ | 72.1% | 81.3% |
| 7 | % meeting the SHQS % stock | 62.1% | 84.6% | 85.9% | ↑ | 93.2% | 92.8% |
| 8 | % At or above NHER | 85.1% | 97.4% | 98.5% | ↑ | 96.5% | 96.5% |
| 9 | % Satisfied with standard of home when moving in | 61.4% | 83.4% | 92.3% | ↑ | 84.7% | 87.7% |
| 10 | % Satisfied with quality of home | 81.6% | 81.6% | 82.2% | ↑ | 84.2% | 86.4% |
| 11 | Average length of time taken to complete emergency repairs (hours) | 11.5 | 5.8 | 5.5 | ↑ | 5.5 | 5.1 |
| 12 | Average length of time taken to complete non-emergency repairs (days) | 8.5 | 8.5 | 8.4 | ↑ | 9 | 7.5 |
| 13 | % of non-emergency repairs completed right first time | 87.8% | 87.5% | 90.8% | ↑ | 89.8% | 91.3% |
| 14 | % of repairs appointments kept | 95% | 98.9% | 99.1% | ↑ | 94.2% | 94.4% |
| 15 | Gas safety record renewed by anniversary date | 100% | 100% | 99.5% | ↓ | 99.7% | 99.7% |
| 16 | % Satisfaction with repairs service | 78% | 94.7% | 96.6% | ↑ | 88.2% | 89.9% |
| 17 | % Satisfaction with management of neighbourhood | 81.2% | 81.2% | 82.5% | ↑ | 81.7% | 86.0% |
| 18 | % of tenancy offers refused | 61.3% | 59.6% | 46.1% | ↑ | 41.5% | 37.8% |
| 19 | Anti Social Behaviour cases resolved within locally agreed targets | 93.7% | 91.6% | 92.9% | ↑ | 85.1% | 86.6% |
| 20 | % of new tenancies sustained - Overall | 85% | 87% | 84.5% | ↓ | 88.7% | 88.4% |
| 21 | % of lettable houses that became vacant during the year | 11.0% | 10.2 | 10.2% | — | 8.4% | 8.6% |
| 22 | % of approved applications for medical adaptations completed during the reporting year | 98.6% | 87.8 | 96% | ↑ | 83.9% | 83.2% |
| 23 | Average time to complete approved applications for medical adaptations (days) | 61 | 64 | 44 | ↑ | 53 | 50 |
| 24 | % of court actions initiated which resulted in eviction - all reasons | 26.1% | 20.3% | 23.1% | ↓ | 17.8% | 15.5% |
| 25 | Average length time in temporary /emergency accommodation (all types) (days) | 47 | 57 | 79 | ↓ | 96 | 91 |
| 26 | % of households requiring temporary accommodation to whom an offer was made | 100% | 99.1% | 99.5% | ↑ | 104.1% | 103.5% |
| 27 | % offer refused (All) | 2.9% | 2.0% | 2.1% | ↓ | 7.9% | 7% |
| 28 | % Satisfied with temporary accommodation | 87.9% | 92.3% | 74.5% | ↓ | 87.9% | 86.9% |
| 29 | % tenants who feel rent represents value for money | 75% | 75% | 77.2% | ↑ | 79.4% | 79% |
| 30 | Rent collected as % of total rent due in the reporting year | 99.6% | 100.2% | 100% | ↓ | 99.3% | 99.5% |
| 31 | Gross rent arrears percentage of rent due | 5.6% | 6.3% | 6.0% | ↑ | 6.4% | 5.3% |
| 32 | Average annual management fee per factored property | N/A | £90 | £90 | — | £67.31 | £80.24 |
| 33 | Owners satisfied with factoring service | 23.8% | 45.4% | 50.9% | ↑ | 58.7% | 65.1% |
| 34 | % of rent due lost through empty properties | 2.6% | 2% | 1.9% | ↑ | 1% | 1% |
| 35 | Average time to re-let properties (days) | 56 | 44 | 42 | ↑ | 40 | 35 |

Sources: (1) Scottish Housing Network website (LAs + GHA) (2) Scottish Housing Regulator website,



To: Housing and Community Safety Policy Board

On: 08 November 2016

Report by: Director of Development and Housing Services

Heading: Service Improvement Plan 2016/17 – 2018/19 Monitoring Report

1. Summary

- 1.1 The Development and Housing Services' Service Improvement Plan 2016-17 was approved by the Housing and Community Safety Policy Board in March 2016. The plan sets out the priorities for the development of the service over a three year period and details the actions which will contribute to the implementation of the Council Plan and Community Plan. It also sets out the actions which will ensure continuous improvement across the service and the performance indicators which ensure the impact can be measured.
- 1.2 This report contains details of Development and Housing Services performance over the period 1 April 2016 to 30 September 2016. The main purpose of the report is to provide:
 - Details of the key achievements of the service over the period
 - A progress update on implementing the action plan linked to the 2016-17 Service Improvement Plan
 - An assessment of performance in relation to the service scorecard of core performance indicators
 - An overview of priorities for the service over the next six months
- 1.3 Over the past six months, the key achievements for the service have included:
 - Development of major plans and strategies for Renfrewshire including Renfrewshire Economic Framework, the Strategic Housing Investment Plan, Paisley Town Centre Action Plan, and Renfrewshire Outdoors Access Strategy
 - Outline business cases prepared for Glasgow City Region City Deal (due for approval by the end of 2016)
 - Successful resettlement and ongoing support to refugees in Renfrewshire

- Completion of phase 1 of the Paisley THI/CARS project, and confirmation of the funding of £1.882m from HLF and £0.998 from Historic Environment Scotland for phase 2 to enable delivery of a £4.5m programme of improvements.
- Continued significant progress in regenerating Johnstone Castle
- Developing a new approach and establishing a new team to deliver Community Economic Development services to Renfrewshire communities
- Review of homeless prevention activities to ensure Renfrewshire's most vulnerable people continue to get the best advice and assistance

1.4 Over the next six months, the key actions to be delivered include:

- Submission of a winning bid for Paisley to become UK City of Culture 2021, by the end of April 2017
- Approval of business case and further public consultation on the Glasgow City Region City Deal projects with planning permission for two of the three projects due to be submitted summer 2017
- The appointment of a new build contractor to commence the construction of new Council houses in Dargavel Village in Bishopton and the Johnstone Castle regeneration area.
- Further development of regeneration proposals for the Tannahill area of Ferguslie Park and Paisley West End.
- Approval of the Renfrewshire's new Local Housing Strategy
- Approval of the Main Issues Report for Local Development Plan 2.
- Continued progress of the Paisley Heritage Regeneration Strategy including commencement of THI/ CARs phase 2, and completion of the feasibility study on the Paisley Abbey Drain.

2. Recommendations

- 2.1 Board members are requested to note the progress made on by the service on actions and performance relating to the functions of this board, and note that an out-turn report will be provided to the Board in Spring 2017.

3. Background

- 3.1 The Service Improvement Plan is a comprehensive statement of the outcomes the service aims to achieve, and the actions it will take to achieve these. It fits within the wider planning framework of the Council by taking account of Community Planning themes and Council priorities. It enables elected members to have oversight of developments within the service and to consider and develop policy options which reflect customer need and resource availability.
- 3.2 The Service Improvement Plan also provides a mechanism by which elected members can evaluate the performance of the service. The appendices to the plan contain an action plan and performance indicators against which

progress can be measured. This mid-year monitoring report provides an update on progress against the 2016-17 Plan.

- 3.3. Section 4 of this report provides details of the service's achievements, aligned to Council Plan priorities, over the period April to October 2016. It highlights areas of significant progress and details of action to be taken to address any areas where performance is below target. Further detailed is provided in the Action Plan which forms Appendix 1 and the Performance Scorecard which forms Appendix 2.
- 3.4 An outturn report will be brought before Board in Spring 2017.
-

4. Service Update

- 4.1 Development and Housing Services provides the economic development, planning, housing and regeneration functions of the Council. This includes helping to deliver sustainable economic and physical regeneration in Renfrewshire, managing the Council's stock of approximately 12,500 houses and leading for the Council on the Glasgow City Region City Deal programme and the UK City of Culture 2021 Bid.
- 4.2 Elected members will be aware from previous reports that the service is actively working to address a range of demand pressures and financial pressures. For Development and Housing Services, this includes managing and developing the existing Council housing stock with the large debt burden attached to the housing stock while at the same time keeping rents affordable. The continuing roll out of Universal Credit is also being managed to support tenants in sustaining their tenancies and to protect the Service's largest income stream. The service also experiences demand pressures on services to Renfrewshire's most vulnerable people such as those requiring housing advice and support and those threatened with or experiencing homelessness. The uncertain and variable national economic climate also impacts on the services' strategies for Renfrewshire's continued economic development requiring these to be dynamic and able to adapt quickly to this changing environment.
- 4.3 Detailed below are some of the service's achievements over the last six months, aligned to council priorities. Full detail on the service's progress in terms of implementing the tasks outlined in the current Service Improvement Plan over this period is included as Appendix 1 to this report.
- 4.3.1 Council Plan Priority 1: Driving Physical and Economic Regeneration
- Glasgow City Region City Deal programme is a key driver of physical and economic regeneration for Renfrewshire and progress over the last 6 months includes the preparation of the outline business cases and the first phase of public consultation. There are two labour market

programmes which are part of City Deal – Youth Gateway and Working Matters, both have been successfully established and are on track to exceed their targets.

- The successful completion of the Paisley THI/CARS project has significantly contributed to the physical regeneration of Paisley Town Centre, with building repairs in Paisley Arts Centre and Causeyside Street addresses, 9 shop front restorations and flats restored in Forbes Place.
- Invest in Business, the Council's flagship business development programme, continues to deliver support to nourish and grow local enterprise including delivering the InCube programme; bringing the 'Business Gateway' contract in house to deliver a more joined up service for businesses; and continuing to support businesses to access a range of funding. The Business Development Section is restructuring to ensure that all services are locally aligned to the needs of business. The service has now split into two distinct sections. The first is Business Start-Up and Enterprise which will operate from InCube. The second is Business Growth and Development which will operate from a larger team in Renfrewshire House.
- Invest in Communities has recently developed a new delivery model to deliver Community Economic Development services to Renfrewshire communities
- The past 6 months has seen the development of major plans and strategies which will significantly shape Renfrewshire's future including Renfrewshire Economic Framework, Paisley Town Centre Action Plan, and Renfrewshire Outdoors Access Strategy. Work is ongoing to consult with communities and other key stakeholders on many of these plans, ensuring they represent a shared vision for the area.
- Actions are ongoing from Renfrewshire's first Local Development Plan – over the past 6 months this has delivered new residential homes in Johnstone South West and Bishopton Dargavel Village
- Renfrewshire's Strategic Housing Investment Plan (SHIP) covering the period 2017/18 to 2021/22 was approved for consultation in August 2016. This is a significant strategic plan, linking with key partners and outlining how funding will be used in order to meet the supply targets for affordable housing in Renfrewshire
- Johnstone Castle Regeneration has been continuing over the past 6 months with 66 properties demolished and over 100 households being rehoused as part of the programme. Consultation with local residents has continued and planning and building warrant applications will be submitted by the end of 2016.

4.3.2 Council Plan Priority 2: Building on our Culture and Heritage

- There has been a period of intense activity on the Paisley UK City of Culture 2021 Bid over the past 6 months, with the team appointed and the development of the vision and step changes for the bid. There has been a varied programme of engagement with the wider Renfrewshire

community as well as a successful reception at Westminster. Detailed progress reports are presented on a monthly basis to the executive bid team and bimonthly to the partnership board.

- Progress on the cultural actions within Paisley Town Centre Heritage Asset Strategy continues, linking to the work of the bid development. The stage 1 bid to the Heritage Lottery Fund for the refurbishment and extension of Paisley Museum was unsuccessful but valuable feedback was provided and the application is being reviewed for resubmission in December 2016.

4.3.3 Council Plan Priority 4: Creating a Sustainable Renfrewshire

- The Housing Capital Investment plan was approved in February 2016; including energy efficiency and carbon reduction programmes as a key area for investment. In addition, the Council has secured additional investment of almost £2m under the Scottish Government HEEPS:ABS programme to contribute to external wall insulation programmes across common blocks.

4.3.4 Council Plan Priority 5: Reducing the Level and Impact of Poverty

- The service has led on the resettlement of refugees to Renfrewshire and 19 families continue to be supported. Of those 19, 3 have been assisted to move on to their own tenancies with our RSL partners. The service has also negotiated the leasing of properties from our RSL partners and a private landlord to support the resettlement of unaccompanied asylum seeking children. A new post of Refugee Resettlement Co-ordinator has been created, whose role is to further develop the housing options and employability assistance provided to the refugees.
- A review of existing homeless prevention arrangements has been completed and resulted in improvement actions being implemented including a new 'Tenancy Sustainment Assistance' initiative by the George Street team; a 'Keys to Learn' training programme delivered by the Glasgow Homelessness Network; and an expansion of the Housing First project in partnership with Turning Point Scotland using new funding from the Big Lottery Fund. In addition, office renovations have been completed at George Street Service to provide improved interview facilities
- We continue to work with Community Planning partners to deliver the priority outcomes of the Tackling Poverty Strategy. Particular progress to note over the past 6 months includes providing job creation opportunities and employability support through the Invest in Renfrewshire Employability Programme; the launch of funds to support people with the costs of childcare and transport; campaigning for and raising awareness of the Living Wage; recruiting an additional enforcement officer and undertaking a full review of how the council works with the private rented sector; and the establishment of a new team to support community groups access funding.

4.3.5 Council Plan Priority 7: Supporting and Sustaining People into Employment

The third strand of Invest in Renfrewshire is the employability programme which continues to support around 2,000 people per year. In the past 6 months the service has delivered the Employability Fund and Modern Apprentice programmes and launch the new Renfrewshire Recruitment Initiative. The 3rd annual 'Celebrating Success' awards was held in June 2016, as was the annual Invest in Renfrewshire partnership conference. The second intake of Project SEARCH was launched in August 2016 as was the retail academy at the InCube shop.

4.3.6 Council Plan Priority 10: Continuing to be a Well Run Council

- As a social landlord, Renfrewshire Council is required to complete an Annual Return on the Charter which was submitted to the Scottish Housing Regulator in May 2016. This return provides a full and detailed explanation of the services' performance against a number of key standards. The return shows strong performance for the majority of indicators. Areas for improvement were also identified and improvement plans are in place.

4.4 Areas where actions have been reviewed or delayed

- Following consultation with stakeholders and partners, Renfrewshire's new Local Housing Strategy (LHS) for the five year period 2016 to 2021 is being finalised and will be presented to the Housing and Community Safety Policy Board early in 2017.
- Subject to funding decisions from the Scottish Government we will launch of the City of Culture Enterprise Academy by the end of 2016.
- Following additional consultation for the other Centre Strategies, the finalised Centre Strategies and Action Plans for Erskine, Linwood, Renfrew and Braehead will now be presented to the Planning and Property Policy Board in January 2017.

5. The impact of Development and Housing Services

5.1 Development and Housing Services leads on many of the Council's priority projects, as has been outline in much of the above, but the Service also delivers crucial 'business as usual' activities which have a significant impact on the people of Renfrewshire:

- Housing services manage 12,500 houses in Renfrewshire, making Renfrewshire Council the largest landlord in the area and responsible for the estate management of large parts of Renfrewshire's towns and villages; ensuring tenants are supported and manage their rent accounts, empty properties are quickly re-let and neighbourhoods are well managed and desirable places to live.

- This work links with extensive capital investment programmes, ensuring housing is of a high standard and our housing stock is maintained effectively for the future. There are also a number of energy efficiency projects which significantly benefit Renfrewshire Council tenants, proactively tackling fuel poverty and ensuring tenants live in warm, dry, fuel efficient homes.
 - For Renfrewshire residents who find themselves in need of complex housing advice or at a crisis in their lives, specialist teams continue to offer advice and assistance to tackle homelessness and assist those at risk of becoming homeless. Teams working from Abercorn Street and George Street provide a vital lifeline to some of Renfrewshire's most vulnerable people.
 - The Council owns and manages 11 sheltered housing complexes throughout Renfrewshire, where over 300 older tenants are provided with support 7 days a week from a team of Sheltered Housing Officers.
 - There are a number of strategic documents which are integral to the Council's housing functions and, in turn, make significant impacts on the people in Renfrewshire. The Strategic Housing Investment Plan (SHIP) outlines how the Council and other partners can work together, investing in affordable housing for Renfrewshire in order to meet the targets outlined in the Local Housing Strategy. These documents together provide a blueprint for housing in Renfrewshire, ensuring demand can be met for now and in the future. This links closely with other high profile projects, ensuring that people who are attracted to live and work in Renfrewshire can have their housing needs met, securing vital investment and economic regeneration for the area.
 - Development management and building standards ensure that public safety is protected and communities are engaged throughout the development and planning processes. The work in this area underpins many of the Council's high profile projects; ensuring planning procedure is adhered to effectively and efficiently and ultimately helping attract millions of pounds worth of investment to Renfrewshire through the delivery of key housing, business and infrastructure developments.
-

6. Progress against service scorecard

- 6.1 A service scorecard of performance indicators (PI's) is given in Appendix 2. The performance scorecard contains 24 indicators, of which 12 are for data only and have no target. Of those indicators with targets 9 are performing well, 2 require monitoring and 1 is below target. Please note that some of the indicators are annual and therefore performance is based on 2015/16 data.

6.2 Areas of strong performance include:

- Rent collected as percentage of total rent due continues to be a high performing area – 98.35% for quarter 2 – well exceeding the target of 95%.
- The rate of new build house building (new private housing supply through new build and conversion) shows significant increases year on year (from 320 in 2013/14 to 577 in 2015/16).
- The average time to complete non-emergency repairs continues to perform consistently well, showing performance well below target over the past years and particularly over the last 6 months (7.1 and 6.5 days for quarters 1 and 2 respectively).
- Although for data only, the number of unemployed people being supported through Invest in Renfrewshire has increased over the past 2 years and the data over the past 6 months indicates another strong performance this year.

6.3 Areas where performance is below target and may require targets to be reviewed or requires monitoring include:

- The target for the average time from household presenting themselves as homeless to the completion of duty (number of weeks) is now set at 21 days to accommodate efforts to tackle repeat homelessness.
 - The percentage of properties at or above the appropriate NHER or SAP rating is performing well at 98.5% for 2015/16 but the target of 100% is challenging and therefore this indicator requires to be monitored.
-

7. Priorities over the next six months

- Delivering a winning Bid for Paisley to become UK City of Culture 2021 is a key priority for the service, Renfrewshire Council and our partners aim to use the City of Culture process as a lever for achieving a step change in the outcomes for our place and for our residents. The process of becoming 'Bid ready' and further developing our approach, priorities and plans throughout 2016/17 will deliver positive impacts for Renfrewshire regardless of the final outcome of the Bid application.
- Significant milestones for the Glasgow City Region City Deal projects are coming up in the next six months including the approval of business cases, further public consultation and planning applications for two of the three projects are due to be submitted in summer 2017.
- The development of the Local Development Plan 2 will continue with consultation on the Main Issues Report from early 2017.
- Early 2017 will see the relocation of the Employability Service to the refurbished Russell Institute. This move will deliver a more holistic and one stop shop offer to clients but also represents a significant milestone in the regeneration of Paisley Town Centre with this iconic building coming back into use as the result of an extensive and complex programme of funding and restoration.

- The next six months will see the further development of regeneration proposals for the Tannahill area of Ferguslie Park, this is closely linked to the plans for a regional sports facility; ensuring the community are able to fully share in the benefits for the local area from such a significant and ambitious project.

Implications of the Report

1. **Financial – None.**
2. **HR & Organisational Development – None.**
3. **Community Planning –** The Service Improvement Plan takes account of the themes, actions, outcomes and targets set out in the Community Plan and the Council Plan.
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.**

List of Background Papers

(a) Background Paper 1

Report by the Director of Development and Housing Services to the Housing and Community Safety Policy Board entitled, 'Service Improvement Plan 2016/17 – 2018/19', agenda item 10 on 15th March 2016.

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 Douglas Morrison, Service Review & Development Officer, 0141 618 6263, douglas.morrison@renfrewshire.gov.uk




Author: Douglas Morrison, Service Review & Development Officer - 0141 618 6263



APPENDIX 1




Development and Housing Services Service Improvement Plan Action Plan 2016-19








| Council Plan Priority 1: Driving Physical and Economic Regeneration | | |
|--|---|--|
| Status | Action Title | Due Date |
| | | Progress on actions |
| | | <p>Glasgow City Region City Deal aims to deliver an uplift of over £2 billion additional economic activity and 29,000 new jobs over the next 20 years. The three Renfrewshire City Deal projects are the £78 million Clyde Waterfront & Renfrew Riverside (CWRR) Project, the £51 million Glasgow Airport Investment Area (GAIA) Project and the £144 million Airport Access Project (AAP).</p> <p>Main actions include:</p> <ul style="list-style-type: none"> Options appraisal and development work has been ongoing in conjunction with external consultants and public engagement Outline business cases will be presented to the Leadership Board and then the City Region Cabinet for approval in November / December 2016. These will provide details of the Outcomes of the development and options appraisal work undertaken to date Further public engagement will take place in December 2016 to present project progress and allow feedback on emerging preferred options Summer 2017 - Planning application submitted for CWRR and GAIA project Consultants will be appointed to progress outline design for AAP. <p>Following the approval of the Strategic Business Cases for all 3 of Renfrewshire's City Deal projects in 2015, options for the infrastructure have been developed and evaluated to establish the best performing options which deliver the maximum benefits to Renfrewshire residents and businesses.</p> <p>During the appraisal process a number of events will be held to provide information and opportunities for public engagement to allow stakeholders and the general public to contribute to, and comment on, the various options and the emerging designs.</p> <p>Following completion of the appraisal process, the 'preferred options' for CWRR and GAIA projects are being developed further. These will be presented as part of the Outline Business Cases being presented to Council at the Leadership Board in November followed by City Deal Cabinet in December. The preferred options will also be presented at further public engagement events in December 2016.</p> |
|  | 1.1 Deliver Glasgow City Region City Deal programme | December 2016 |



| | | | |
|---|--|------------|---|
| | | | <p>Due to the technical complexities and constraints involved, the Airport Access Project (AAP) has a significantly longer development process, with the scheme expected to be completed and operational by 2025. Work continues to identify the preferred route and mode (e.g. Tram Train / Personal Rapid Transport). These continue to be evaluated in an appraisal process to establish the best performing solution.</p> <p>As part of City Deal, Renfrewshire also has two Labour Market Programmes; Youth Gateway and Working Matters. Both of these are on track to exceed all targets (including number of clients supported and number supported into permanent employment).</p> |
|  | 2.1 Deliver the Invest in Renfrewshire (Invest in Business programme) | March 2017 | <p>The Invest in Renfrewshire Programmes and Services provide a clear and joined up approach to support the growth of the local economy and to tackle unemployment rates. Upcoming actions Include</p> <ul style="list-style-type: none"> • We are contributing to the 'Living Wage' campaign by raising awareness amongst employers to encourage them to sign up to Living Wage • The second InCube programme for local start up and early stage businesses was carried out in June 2016. A second intake in January 2017 is also planned. • Renfrewshire Council has brought the 'Business Gateway' contract in house from 1st October 2016 and now deliver a joined up and seamless service to businesses. • We will deliver a wide range of events to contribute to Global Entrepreneur Week during November 2016. • ONGOING – We will continue to deliver a wide range of support to local business through Invest in Renfrewshire grants and loans. <p>The Invest in Renfrewshire economic development programmes are subject to regular and ongoing reports to the Economy & Jobs Policy Board.</p> |
|  | 2.2 Deliver the Invest in Renfrewshire (Invest in Communities programme) | March 2017 | <ul style="list-style-type: none"> • Programme is now open for applications for the new LEADER programme; Renfrewshire Council is leading the delivery of the LEADER 2014-2020 programme for the rural areas within Renfrewshire, East Renfrewshire and Inverclyde, acting on behalf of the Local Action Group (LAG). The first approvals for the LEADER programme are expected in October/ November 2106. • WE are delivering our new approach for Community Economic Development with a team of three staff working across Renfrewshire's communities to promote external funding opportunities and develop new local services. • ONGOING – Continuation of Social Economy grant programme and Third Sector trainee programme. <p>The Invest in Renfrewshire economic development programmes are subject to regular and ongoing reports to the Economy & Jobs Policy Board.</p> |
|  | 2.3 Creation of a longer term vision for Paisley Town Centre | Early 2017 | <p>Paisley Town Centre 10 year Action Plan has been developed following a series of workshops held in Spring 2016 and sets out a number of short, medium and longer priorities for 4 different Activity Areas viewed as crucial to the future success of the town centre.</p> |



| | | | |
|---|---|--------------------|---|
| | | | <p>In September 2016, the Leadership Board approved this draft Paisley Town Centre Action Plan for consultation during autumn 2016. Following this, the outcomes of the stakeholder consultation will be reported back to Board alongside a final version of the Action Plan.</p> <p>The consultation will take a number of formats with the specific details still being worked up. As a minimum this will include:</p> <ul style="list-style-type: none"> • Publicity of the draft Action Plan's existence via the usual digital channels as well as traditional media coverage highlighting where copies of the Action Plan can be accessed by interested parties and how they can submit comments; • A public event where interested parties can "drop-in" and engage with officers to offer comments on the Action Plan and to entice views / ideas on the future of the Town Centre and where officers can update attendees on the latest development and proposals; <p>Specific consultation meetings with key stakeholders, including Paisley First, UWS, WCS, Scotrail, Paisley 2021 Trust, Piazza Centre, Paisley Centre, etc to begin to understand and define what role they can play in the regeneration of Paisley Town Centre</p> |
|  | <p>3.1 Implement current Local Development Plan (LDP)</p> | <p>2014 - 2019</p> | <p>The Planning and Property Policy Board approved the Renfrewshire Local Development Plan in August 2014. The Renfrewshire Local Development Plan Action Programme sets out an ambitious framework to assist in the successful implementation and delivery of the objectives, strategy and proposals set out within the Plan.</p> <p>51 Actions were set out in the Action Programme. A recent review of the implementation of the Actions revealed 40 out of the 51 Actions have been progressed or completed. A few of the significant actions that have been implemented are as follows:</p> <p>Delivering the Economic Strategy - The framework and spatial strategy set out in the Renfrewshire Local Development Plan has provided the spatial context within the Strategic Business Cases submitted for the City Region City Deal projects in Renfrewshire;</p> <p>Delivering the Centres Strategy - The approval of the planning application for Braehead which contained the ambitious Masterplan for the area, that will support and strengthen the role, function and diversification of this Strategic Centre in Renfrewshire, was based on a strong framework for investment, regeneration and placemaking which is the focus of the Renfrewshire Local Development Plan;</p> <p>Delivering the Places Strategy - There has been significant progress at both the Community Growth Areas of Johnstone South West and Bishopton - Dargavel Village. Both have seen new houses and infrastructure being successfully implemented, creating sustainable mixed communities. Focusing on creating good places within existing built up areas has meant a reduction in Renfrewshire Council's vacant and derelict land, however more importantly it has meant a range and choice of new residential homes within existing communities.</p> |
|  | <p>3.2 Develop and adopt new Local Development Plan 2 (LDP)</p> | <p>2018</p> | <p>Work on the review of the Local Development Plan 2 (LDP) has progressed well. The Development Plan Scheme which sets out the timetable for adoption of the next Development Plan will be submitted to the Planning and Property Policy Board in November 2016 and this details the timetable for the adoption of the next LDP, as outlined below.</p> <ul style="list-style-type: none"> • JANUARY 17 – Publish Main Issues Report and consult over a 12 week period. |




| | | | |
|---|---|-------------|---|
| | | | <ul style="list-style-type: none"> • AUGUST 2017 – Prepare and publish the proposed LDP taking into account comments received on the Main Issues Report. Consult on the proposed LDP over a 12 week period. • DECEMBER 2017 – Submit the proposed LDP with a proposed Action Programme. (Start of Examination process). • JUNE to SEPT. 2018 – Report on the Examination and the Council to consider Reporter's findings and recommendations. • JUNE to SEPT. 2018 – Publish Local Development Plan with any modifications arising out of Examination Report and advertise intention to adopt. • OCTOBER 2018 – Adoption of new Local Development Plan. |
|  | 3.3 Develop and adopt Town Centre Strategy and Action Plans | August 2016 | <p>To ensure realistic, ambitious but deliverable Centre Strategies and Action Plans further consultation with local businesses and stakeholders was undertaken between July and September 2016 before finalising all strategies.</p> <p>Taking account of all of the representations and comments made during the consultation, the Finalised Centre Strategy and Action Plan for Johnstone town centre will be presented to the Planning and Property Policy Board in November 2016.</p> <p>Following additional consultation for the other Centre Strategies, the finalised Centre Strategies and Action Plans for Erskine, Linwood, Renfrew and Braehead will be presented to the Planning and Property Policy Board in January 2017.</p> <p>The baseline report will be prepared every two years to allow for regular review of the town centre strategies and their actions along with monitoring of their performance and delivery.</p> <p>The Paisley THI/ CARS project was completed in June 2016. By then it had delivered</p> <ul style="list-style-type: none"> • Building Repairs – Paisley Arts Centre, 41 Causeyside Street, 43 Causeyside Street and 44 Causeyside Street were all complete. • Shop Front Restoration – 9 shop fronts restorations were completed. • Bringing historic floor space back into use – The restoration of 4-6 Forbes Place into 8 one bedroom flats was completed in March 2016. <p>There was also a range of complimentary initiatives – including delivery of the Activity and Training Plan and a programme of activities has been delivered in partnership with Arts & Museums, UWS and West College Scotland.</p> <p>A Celebration Event to mark the end of the THI/ CARS was held in February 2016.</p> |
|  | 3.4 Deliver Paisley THI/ CARS project | June 2016 | |
|  | 3.5 Deliver Paisley TH/ CARS 2 project | 2016 - 2021 | <p>We have now had our funding applications approved by the Heritage Lottery Fund (£1,882m) and Historic Environment Scotland (£998k). With funding from Renfrewshire Council (£1.214m) and owners (£400k) the overall value of this project is £4.5m.</p> <p>The team of 4 staff plus Project Manager to deliver the project will be in place by the end of November 2016 and over the course of the five year project, the main deliverables will be;</p> |



| | | | |
|---|---|-------------|---|
| | | | <ul style="list-style-type: none"> • Repair and refurbishment a number of priority buildings within the Paisley Town Centre Conservation Area, in partnership with owners. • Improving areas of public realm including the west end of High Street and the area around Browns Lane. • We have developed an activity plan with a range of actions to help raise people's awareness of Paisley's heritage, culture and an understanding of the importance of maintaining the built heritage. <p>This project will help deliver the desired outcomes of the Paisley Town Centre Asset Strategy & Action Plan and will work with the UK City of Culture 2021 partnership in achieving the aims of the bid.</p> |
|  | 3.6 Implement Renfrewshire Outdoor Access Strategy – "Outdoors For You" | 2016 - 2026 | <p>Consultation on the draft Outdoor Access Strategy was carried out during February and March 2016 which involved external agencies, Community Planning partners, Community Councils, Renfrewshire Local Outdoors Access Forum and other access stakeholders.</p> <p>Fifty eight responses were received, providing an overall positive response to the Access Strategy. These responses and comments were taken into account in finalising the Strategy and following this 8 week public consultation, the Strategy was approved by the Planning and Property Policy Board on 23rd August 2016.</p> |
|  | 4.1 Deliver Local Housing Strategy (LHS) | 2016 - 2021 | <p>Following consultation with stakeholders and partners, Renfrewshire's new Local Housing Strategy (LHS) for the five year period 2016 to 2021 is being finalised and will be presented to the Housing and Community Safety Policy Board early in 2017.</p> <p>The LHS will sit within the framework of the Community Planning Partnership as well as other key strategies, such as 'Clydeplan' - Strategic Development Plan, the Local Development Plan and the strategic priorities of Renfrewshire's Health and Social Care Partnership.</p> <p>The proposed LHS includes 7 key outcomes set within the context of the Community Plan. It focuses on increasing the supply of housing, targeting housing investment to improve neighbourhoods and town centres, minimising fuel poverty, preventing homelessness and enabling people to live independently in their own homes.</p> <p>The Draft Strategic Housing Investment Plan (SHIP) 2017/18 to 2021/22 was approved for consultation by the Housing and Community Safety Policy Board in August 2016.</p> <p>Consultation took place during September 2016 and the revised SHIP will be presented to the Policy Board for approval in November 2016 before submission to the Scottish Government.</p> <p>Once finalised, the new SHIP 2016-2021 will set out a programme which shows how grant funding will be utilised over the next five years and how the supply target for affordable housing will be met.</p> <p>Following submission of the SHIP to the Scottish Government, a Strategic Local Programme (SLP) for Renfrewshire will be agreed. This will form the basis of individual agreements between the Scottish Government, the Council and Registered Social Landlords on grant for specific projects.</p> |
|  | 4.2 Deliver new Strategic Housing Investment Plan (SHIP) | 2016 | |





| | | | | | <p>The Johnstone Castle regeneration project continues to progress on target. Demolition began in January 2016 and by the end of September 2016 a total of 66 houses have been demolished with over 100 households being rehoused as part of this initiative.</p> <p>In April 2016 a new build local consultation event was held and feedback from tenants was very positive.</p> <p>The first phase of new build is expected to start on site in spring/ summer 2017.</p> <p>Paisley West End – We are working with Sanctuary (Scotland) Housing Association our RSL partner to develop a draft Masterplan for the regeneration of Paisley West End.</p> <p>Bishopton - Design works are ongoing and finalised layouts will be completed before the end of 2016 and Planning and Building Warrant applications will follow on from this. Construction work is expected to start on site in summer 2017.</p> |
|---|---|--|--|--|--|
| |  | 4.3 Progress housing regeneration programmes | 2017 | | |
| Council Plan Priority 2: Building on our Culture and Heritage | | | | | |
| Status | Action Title | Due Date | Progress on actions | | |
|  | 5.1 We will develop a successful bid for Paisley to be UK City of Culture 2021 | 2017 | <p>April – October 2016 has been a period of setting the vision and step changes for the 2021 bid. The work streams have been supporting by collating baseline data and detailing measures for assessing the benefits of a successful bid. There have been a series of consultations with cultural organisations and practitioners and with the wider Renfrewshire communities which is informing the writing of the Bid and Cultural Programme for 2021. In addition a number of very successful engagement opportunities with businesses, national organisations and government have been held, including a reception within Westminster. A Holyrood reception is planned for December.</p> <ul style="list-style-type: none"> • ONGOING – Remainder of community consultation and engagement activity based around the autumn events programme. • DECEMBER 2016 – Programme developed and draft bid prepared • MARCH 2017 - Bid writing, review and production • APRIL to NOVEMBER 2017 – The UK Government Bid Process, from submission of initial bid to announcement of winner | | |

| | | | |
|---|---|---------------|--|
|  | 5.2 Implement the Paisley Town Centre Heritage Asset Strategy | 2021 | <p>In January 2014 the Economy and Jobs Policy Board approved The Paisley Town Centre Heritage Asset Strategy. The strategy contains a number of ambitious plans within it.</p> <p>In June 2016 we completed current Paisley THI/ CARS programme (see action point 3.4 above)</p> <p>The up to £5m, refurbishment of the iconic Russell Institute will be completed in early 2017.</p> <p>Following rejection of the first stage 1 bid to the Heritage Lottery Fund for the refurbishment and extension of Paisley museum, the application for funding is being reviewed for resubmission in December 2016.</p> <p>Following approval of funding applications preparations are underway to deliver the new Paisley TH/ CARS 2 project. (See note 3.5 above). This scheme will focus on building restoration, shop front improvements, public realm improvements and an extensive programme of complimentary activities.</p> <p>The museum store project will be completed with official opening in October 2017.</p> <ul style="list-style-type: none"> • 2016 ONWARD - <ul style="list-style-type: none"> o to develop support and funding for the delivery of the strategy o the development of business cases for capital works. o to take forward a bid for UK City of Culture 2021 o to support cultural and tourism activity in Paisley and across Renfrewshire o to commission and recruit such specialist advice as required <p>Progress on delivering the strategy is reported to the Economy and Jobs Policy Board on a regular basis.</p> |
|  | 5.3 Contribute to Purple Flag accreditation process. | December 2016 | <p>All evidence for the Purple Flag application has been collected and an overnight assessment was carried out by Paisley First, Renfrewshire Council and other partner organisations in August 2016.</p> <p>The application was submitted by Paisley First in October 2016 and the result of the process will be known after an overnight assessment by external assessors which will take place on Friday 9th of December 2016.</p> |












| Council Plan Priority 4: Creating a Sustainable Renfrewshire | | | |
|---|--|---------------|---|
| Status | Action Title | Due Date | Progress on actions |
|  | 6.1 Implement revised Housing Asset Management Strategy | December 2016 | <p>A revised strategy will set out proposals to deal with abeyances and exemptions which have arisen from the Scottish Housing Quality Standard (SHQS) and programmes to maintain delivery of the standard in coming years. The strategy will also address the requirements of the Energy Efficiency Standard for Social Housing (EESH) and the delivery of the first milestone in 2020. The impact of proposed regeneration strategies and potential stock re-provisioning on the asset base will also be included, following a comprehensive assessment of stock performance and consideration of future sustainability issues.</p> <ul style="list-style-type: none"> ● DECEMBER 2017 – Revised Strategy presented to board for approval |
|  | 6.2 Implement Housing Capital Investment Plan 2015/16 to 2017/18 | 2018 | <p>The Housing Capital Investment Plan 2016/17 to 2018/19 was approved by the Council in February 2016. The new Capital Investment Programme sets out our approach to lifecycle replacement of key components to ensure housing stock is maintained at the required SHQS.</p> <p>The main areas for investment within the plan are:</p> <ul style="list-style-type: none"> ● Internal improvements (kitchens, bathrooms and rewiring) ● External improvements (such as roof, render, rain water goods improvements) ● Energy Efficiency and carbon reduction programmes ● Other priorities such as disabled adaptations. <p>The Capital Investment Plan also outlines how we will contribute to regeneration programmes in key areas such as Johnstone Castle, Paisley West End and Ferguslie Park.</p> <p>The Plan also includes provision for new affordable social housing in Renfrewshire as detailed in the SHIP.</p> <p>In addition for 2016/17 the Council has secured additional investment of almost £2M under the Scottish Government HEEPS: ABS programme to contribute to external wall insulation programmes across common blocks.</p> |

| Council Plan Priority 5: Reducing the Level and Impact of Poverty | | | |
|---|---|------------|---|
| Status | Action Title | Due Date | Progress on actions |
|  | 7.1 Deliver on actions Development and Housing Services lead on within Tackling Poverty Action Plan | March 2017 | <p>Renfrewshire's Tackling Poverty Strategy was developed in response to the recommendations from the Tackling Poverty Commission's strategic assessment of the nature, causes and impact of poverty in Renfrewshire.</p> <p>We continue to work with Community Planning partners to deliver the priority outcomes of the strategy and we lead as Project Executive on a number of key actions within the Tackling Poverty Programme.</p> <p>A detailed progress update was provided to the Leadership board in June 2016. Particular progress to note includes providing job creation opportunities and employability support through the Invest in Renfrewshire Employability Programme; the launch of funds to support people with the costs of childcare and transport; campaigning for and raising awareness of the Living Wage; recruiting an additional enforcement officer and undertaking a full review of how the council works with the private rented sector; and the establishment of a new team to support community groups access funding.</p> |
|  | 7.2 Continue to support Council's approach to dealing with Welfare Reform | March 2017 | <p>We continue to build and develop knowledge of our tenant's circumstances and improve/refine processes and links with specialist money advice, energy management, employability services and the DWP, in the interests of supporting our tenants to help mitigate the impact on low income households during ongoing Welfare Reforms.</p> <p>At 2 October 2016, 307 council tenants were in receipt of Universal Credit (UC). All tenants known to be in receipt of UC have been contacted and offered advice, including signposting for employability advice, energy advice and specialist money advice where appropriate. The Social Sector Size Criteria (Bedroom tax) impacts 1584 council tenancies, currently 1521 tenancies are in receipt of a Discretionary Housing Payment to provide financial assistance in mitigating the impact on low income households.</p> <p>On 7 November 2016, the threshold for households impacted by the Benefit Cap will reduce. In partnership with colleagues in DWP and Finance and Resources we have developed a communications strategy to raise awareness to all council tenants impacted - advice and assistance will be provided where possible to support any tenants affected</p> <p>19 families continue to be supported and of those 3 have been assisted to move on to their own tenancies with our RSL partners.</p> <p>We have also negotiated the leasing of properties from our RSL partners and a private landlord to support the resettlement of unaccompanied asylum seeking children.</p> <p>We have also created a new post of Refugee Resettlement Co-ordinator whose role is to further develop the housing options and employability assistance that is provided for the refugees.</p> |
|  | 7.4 Review existing homelessness strategy and incorporate high level outcomes within the new Local Housing Strategy 2016 -2021. | June 2016 | <p>The High level strategic outcomes have been developed and being incorporated into the draft Local Housing Strategy in line with the timescales for the completion of the LHS.</p> <p>We are also progressing the development of an operational plan which will be completed by the end of 2016.</p> |







| | | | |
|---|---|------------|--|
|  | 7.5 Review impact of homeless prevention activities (including George St. service) and implement recommendations. | April 2017 | <p>A review of existing arrangements has been completed. This has included a new 'Tenancy Sustainment Assistance' initiative by the George Street team, a 'Keys to Learn' training programme delivered by the Glasgow Homelessness Network and an expansion of the Housing First project in partnership with Turning Point Scotland using new funding from the Big Lottery Fund.</p> <p>Office renovations have been carried out at George Street Service to provide improved interview facilities</p> |
| Council Plan Priority 7: Supporting and Sustaining People into Employment | | | |
|  | 8.1 Deliver the Invest in Renfrewshire (Employability programme) | March 2017 | <p>Progress on actions</p> <p>The Council's Invest in Renfrewshire Employability Programmes supports around 2,000 people each year. Key deliverables as part of this include:</p> <ul style="list-style-type: none"> APRIL – MARCH 2017 – Increase take up of Tackling Poverty funds for Childcare and Access to Work. APRIL – MARCH 2017 – Renfrewshire Council will increase traineeships from 40 to 120 this year. In April 2016 we commenced delivery of Employability Fund and Modern Apprenticeship programme contracts from Skills Development Scotland. April 2016 also saw the launch of the new Renfrewshire Recruitment Initiative The 3rd Annual 'Celebrating Success' Awards ceremony was held in June 2016. Also in June, the Annual Invest in Renfrewshire partnership conference was held. The Official launch of second intake of Project SEARCH took place in August 2016. August also saw the Official launch of retail academy at InCube shop Renfrewshire Council Act as lead for the Youth Gateway programme across the 8 local authorities with the City Region. The programme is currently running ahead of target, and given its success the focus is now turning to developing a joined up City Region employability service to commence in 2019. ONGOING – Second year of the City Deal Working Matters programme – tackling those with health related issues <p>The Invest in Renfrewshire economic development programmes are subject to regular and ongoing reports to the Economy & Jobs Policy Board.</p> |





| Council Plan Priority 10: Continuing to be a Well Run Council | | | | |
|---|---|------------|--|--|
| Status | Action Title | Due Date | Progress on actions | |
|  | 9.1 Implement Risk Management Plan | April 2017 | A midyear progress report on the management of the services' risks will be presented to the Housing and Community Safety Policy Board in November 2016. All actions contained within the Risk Management Plan are progressing on target to be completed within timescale. | |
|  | 9.2 Submit Annual Return on the Charter to Scottish Housing Regulator (SHR) and report back to stakeholders | March 2017 | <p>Renfrewshire Council submitted its third Annual Return on the Charter (ARC) to the Scottish Housing Regulator in May 2016.</p> <p>A report was presented to the HACS board in August 2016 outlining performance against the Charter indicators, highlighting both improved performance and also areas which require further improvement.</p> <p>A six monthly update report, outlining performance in the first half of 2016/17 will be presented to the HACS board in November 2016.</p> <p>In October we produced our Tenant Report on the Charter following consultation with tenant representatives.</p> | |
|  | 9.3 Produce Planning Performance Framework (PPF) for 2015/16 | July 2016 | <p>The fifth Renfrewshire Planning Performance Framework was submitted to the Scottish Government on 29th July 2016.</p> <p>The PPF requires the Council to demonstrate continuous improvement, providing an explanation in support of our performance. This is evidenced through selected case studies including a flexible Local Development Plan framework supporting the delivery of the planned infrastructure investment associated with the Glasgow City Region City Deal. Learning from the experience of the Hillington Simplified Planning Zone (SPZ), preparing and implementing the first pilot town centre SPZ in Renfrew town Centre, Renfrewshire Council was working in partnership with the owners of Westway Business Park to progress a third SPZ.</p> <p>The PPF demonstrates an intention to continually improve the Planning Service, and demonstrates the commitment to investing in Renfrewshire through an 'open for business' approach, encouraging sustainable development and positive engagement with customers and stakeholders.</p> <p>The Planning Performance Framework highlight that in relation to the speed of decision making in planning, Renfrewshire Council is performing well in terms of the Scottish average.</p> <p>We expect to receive a scorecard from the Scottish Government commenting on the Planning Performance Framework before the end of 2016.</p> | |
|  | 9.4 Continue to implement and monitor the impact of policies and activities aimed at reducing staff absence levels. | March 2017 | We continue to monitor absence levels and these are reviewed and discussed on a regular basis by the Director and senior managers. | |







Development and Housing Services Service Improvement Plan Performance Scorecard







| PI Status | | Long Term Trends | | | Short Term Trends | | |
|---|-----------|---|---------------|--|---|---------------|--|
|  | Alert |  | Improving | |  | Improving | |
|  | Warning |  | No Change | |  | No Change | |
|  | OK |  | Getting Worse | |  | Getting Worse | |
|  | Unknown | | | | | | |
|  | Data Only | | | | | | |







Council Plan Priority 1: Driving Physical and Economic regeneration

| PI Code & Name | Current Status | Short Term Trend | Long Term Trend | 2013/14 | 2014/15 | 2015/16 | Q1 2016/17 | Q2 2016/17 | 2016/17 | 2017/18 | 2018/19 | Explanation of Performance |
|---|---|---|---|---------|---------|---------|---------------------------|---------------------------|-----------|-----------|-----------|---|
| | | | | Value | Value | Value | Value | Value | Target | Target | Target | |
| DHS.EMP.04 Number of new companies signed up to 'Invest in Renfrewshire' |  |  |  | 337 | NA | 106 | 21 | 22 | Data only | Data only | Data only | Companies continue to be engaged and willing to sign up to 'Invest in Renfrewshire'. Although there is a slight fall in the number of new businesses signing up, this can be attributed to the success of previous years and the high number of businesses we are already working with. |
| DHS.EMP.05 Number of new companies supported to create new and additional jobs |  |  |  | 305 | 111 | 125 | Not measured for Quarters | Not measured for Quarters | Data only | Data only | Data only | PI shows a slight improvement on last year's figure, with continued efforts to promote the support the Economic Development team can offer to local businesses. |




| PI Code & Name | Current Status | Short Term Trend | Long Term Trend | 2013/14 | 2014/15 | 2015/16 | Q1 2016/17 | Q2 2016/17 | 2016/17 | 2017/18 | 2018/19 | Explanation of Performance |
|---|--|------------------|-----------------|---------|---------|---------|---------------------------|---------------------------|-----------|-----------|-----------|---|
| | | | | Value | Value | Value | Value | Value | Target | Target | Target | |
| DHS.EMP.07 Number of new companies supported to grow their business (through development and training grants and business loans) |  | ↑ | ↑ | 141 | 82 | 103 | Not measured for Quarters | Not measured for Quarters | Data only | Data only | Data only | This PI shows an improvement on last year's figures, reflecting the continued efforts to support local companies. |
| DHS.EMP.08 Number of new businesses start ups in Renfrewshire with Business Gateway Support |  | ↑ | ↑ | 330 | 311 | 336 | 85 | 104 | Data only | Data only | Data only | This PI shows a slight improvement from last year with performance very consistent. |
| HPSIP01 Affordable housing completions |  | ↑ | ↓ | 196 | 56 | 132 | Not measured for Quarters | Not measured for Quarters | 200 | 200 | 200 | Over the last five years, an average of 168 new affordable homes has been completed each year. The target was 150 units per year which has been revised upward in the draft LHS 2016-2021 to deliver 200 new homes each year. |
| SOA10.10a Rate of new house building (new private housing supply through new build and conversion) |  | ↑ | ↑ | 320 | 477 | 577 | Not measured for Quarters | Not measured for Quarters | 500 | 500 | 500 | The supply target in the draft LHS 2016-2021 for private housing is 500 each year. |




| Council Plan Priority 4: Creating a Sustainable Renfrewshire | | | | | | | | | | | | | | | | |
|--|---|---|---|---------|---------|---------|---------------------------|---------------------------|---------------------------|--------|---------|---------|---------|--|---|--|
| PI Code & Name | Current Status | Short Term Trend | Long Term Trend | 2013/14 | 2014/15 | 2015/16 | Q1 2016/17 | | Q2 2016/17 | | 2016/17 | 2017/18 | 2018/19 | | Explanation of Performance | |
| | | | | Value | Value | Value | Value | Value | Value | Target | Target | Target | | | | |
| HPCHARTER08 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. |  |  |  | 85.07% | 97.35% | 98.5% | Not measured for Quarters | Not measured for Quarters | Not measured for Quarters | 100% | 100% | 100% | 100% | | | |
| HPCMT13a % of Council housing stock which meets the Scottish Housing Quality Standard |  |  |  | 62.1% | 84.6% | 85.87% | Not measured for Quarters | Not measured for Quarters | Not measured for Quarters | 100% | 100% | 100% | 100% | | Taking abeyances and exemptions into account, the Council remains 100% compliant with SHQS. (85.87% achieved SHQS, 14.13% in abeyance). | |






















| Council Plan Priority 5: Reducing the Level and Impact of Poverty | | | | | | | | | | | | | | | | |
|--|---|---|---|----------|---------|---------|---------------------------|---------------------------|---------------------------|-----------|-----------|-----------|-----------|---|----------------------------|--|
| PI Code & Name | Current Status | Short Term Trend | Long Term Trend | 2013/14 | 2014/15 | 2015/16 | Q1 2016/17 | | Q2 2016/17 | | 2016/17 | 2017/18 | 2018/19 | | Explanation of Performance | |
| | | | | Value | Value | Value | Value | Value | Value | Target | Target | Target | | | | |
| DHSSIP03 Amount of arrears accrued due to impact of Bedroom Tax |  |  |  | £105,844 | £0 | £0 | Not measured for Quarters | Not measured for Quarters | Not measured for Quarters | Data only | Data only | Data only | Data only | Bedroom tax arrears funded through DHP or written off | | |
| HPCHARTER30 Rent collected as percentage of total rent due in |  |  |  | 99.54% | 100.24% | 100% | 98.18% | 98.35% | 95% | 95% | 95% | 95% | 95% | | | |




| PI Code & Name | Current Status | Short Term Trend | Long Term Trend | 2013/14 | | 2014/15 | | 2015/16 | | Q1 2016/17 | | Q2 2016/17 | | 2016/17 | | 2017/18 | | 2018/19 | | Explanation of Performance |
|---|---|---|---|---------|-------|---------|-------|---------|-------|------------|-------|------------|-------|---------|--------|---------|--------|---------|--------|---|
| | | | | Value | Value | Value | Value | Value | Value | Value | Value | Value | Value | Target | Target | Target | Target | Target | Target | |
| the reporting year. | | | | | | | | | | | | | | | | | | | | |
| HPCARTER31 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% | 6.01% | 4.84% | 5.43% | 8% | 9% | 9% | | | | | | | | | |
| HPCMT05 Average time from household presenting themselves as homeless to completion of duty (number of weeks) |  |  |  | 20.5 | 18.38 | 18.5 | 20.9 | 23.6 | 21 | 21 | 21 | | | | | | | | | Rise in target is to accommodate efforts to tackle repeat homelessness. |

Council Plan Priority 7: Supporting and Sustaining People into Employment

| PI Code & Name | Current Status | Short Term Trend | Long Term Trend | 2013/14 | | 2014/15 | | 2015/16 | | Q1 2016/17 | | Q2 2016/17 | | 2016/17 | | 2017/18 | | 2018/19 | | Explanation of Performance |
|---|---|---|---|---------|-------|---------|-------|-----------|-----------|------------|-----------|------------|-------|---------|--------|---------|--------|---------|--------|---|
| | | | | Value | Value | Value | Value | Value | Value | Value | Value | Value | Value | Target | Target | Target | Target | Target | Target | |
| DHS.EMP.01 Number of unemployed people being supported through Renfrewshire Council Employability Programme (INVEST) |  |  |  | - | 1,462 | 1,635 | 699 | Data only | Data only | Data only | Data only | | | | | | | | | 6 months report (April – Sept 2016) This is the total number of new registration in this period. Invest will still have an active caseload of customers registered in previous months. |

| PI Code & Name | Current Status | Short Term Trend | Long Term Trend | 2013/14 Value | 2014/15 Value | 2015/16 Value | Q1 2016/17 | | Q2 2016/17 | | 2016/17 | | 2017/18 | | 2018/19 | | Explanation of Performance |
|---|--|------------------|-----------------|---------------|---------------|---------------|------------|-------|------------|-------|-----------|-----------|-----------|-----------|---------|--------|--|
| | | | | | | | Value | Value | Value | Value | Target | Target | Target | Target | Target | Target | |
| DHS.EMP.02 Number of unemployed people supported into work through Renfrewshire Council Employability Programme (INVEST) |  | ↗ | ↗ | - | 629 | 557 | | 287 | | | Data only | Data only | Data only | Data only | | | 6 months report (April – Sept 2016) This includes employment opportunities funded through Invest. |
| DHS.EMP.03 Number of people supported, sustained in work at 6 Months through Renfrewshire Council Employability Programme (INVEST) |  | ↘ | ↘ | - | 475 | 96 | | 130 | | | Data only | Data only | Data only | Data only | | | 6 months report (April – Sept 2016) Please note this is from clients registered from Feb 2015 and represents a new cycle of funding. Comparison should be made from those entering work within the same period. |
| DHS.EMP.06 Number of new people employed through wage subsidy support (includes graduates and traineeships) |  | ↗ | ↗ | 382 | 394 | 205 | | 77 | | | Data only | Data only | Data only | Data only | | | 6 months report (April – Sept 2016) This figure is included in DHS.EMP.02 but represents how many of these outcomes have been funded through INVEST. |

| Council Plan Priority 10: Continuing to be a Well Run Council | | | | | | | | | | | | | | | | | |
|---|---|---|---|---------|---------|---------|---------------------------|---------------------------|------------|-----------|-----------|-----------|-----------|-----------|-----------|---|----------------------------|
| PI Code & Name | Current Status | Short Term Trend | Long Term Trend | 2013/14 | 2014/15 | 2015/16 | Q1 2016/17 | | Q2 2016/17 | | 2016/17 | | 2017/18 | | 2018/19 | | Explanation of Performance |
| | | | | Value | Value | Value | Value | Value | Value | Target | Target | Target | Target | Target | | | |
| HPCHARTER12 Average length of time taken to complete non emergency repairs (days) |  |  |  | 8.5 | 8.5 | 8.4 | 7.1 | 6.5 | 15 | 15 | 15 | 15 | 15 | 15 | 15 | | |
| HPCHARTER13 % of reactive repairs carried out in the last year completed right first time |  |  |  | 87.8% | 87.5% | 90.8% | Not measured for Quarters | Not measured for Quarters | 91% | 92% | 92% | 92% | 92% | 92% | 92% | | |
| HPCHARTER34 % of rent loss due to voids |  |  |  | 2.57% | 2.03% | 1.86% | 1.91% | 1.66% | 2.25% | 2.25% | 2.25% | 2.25% | 2.25% | 2.25% | 2.25% | | |
| HPCHARTER35 Average length of time taken to re-let properties in the last year |  |  |  | 56 | 44 | 42 | 41 | 35 | 40 | 35 | 35 | 35 | 35 | 35 | 35 | | |
| HPCMT07 % Overall Repairs Completed Within Target |  |  |  | 93.75% | 92.83% | 93.58% | 90.65% | 95.7% | 84% | 95% | 95% | 95% | 95% | 95% | 95% | | |
| PT.DS.PPF.CMT01 Average Time for processing Planning Applications (Householder) |  |  |  | 6.9 | 7.2 | 7.9 | 7.5 | 7.6 | Data only | Data only | Data only | Data only | Data only | Data only | Data only | In accordance with guidance from the Scottish Government, this Performance Indicator should be used to provide comparison with annual figures. The quarterly and yearly summary analysis data is fed into the Planning Performance Framework. This indicator is a National Headline Indicator in the PPF. | |
| PT.DS.PPF.CMT02 Average Time for processing Planning Applications (Non Householder) |  |  |  | 8.7 | 8.3 | 9.4 | 9 | 11. | Data only | Data only | Data only | Data only | Data only | Data only | Data only | | |

| PI Code & Name | Current Status | Short Term Trend | Long Term Trend | 2013/14 | 2014/15 | 2015/16 | Q1 2016/17 | | Q2 2016/17 | 2016/17 | 2017/18 | 2018/19 | | Explanation of Performance |
|--|---|---|---|---------|---------|---------|------------|-------|------------|-----------|-----------|-----------|-----------|----------------------------|
| | | | | Value | Value | Value | Value | Value | Value | Target | Target | Target | Target | |
| PT.DS.PPF.CMT03 Average Time for processing Planning Applications (Major) |  |  |  | 12 | 10.1 | 13.3 | 21.6 | 19.3 | Data only | Data only | Data only | Data only | Data only | |