

## Notice of Meeting and Agenda Communities and Housing Policy Board

Date	Time	Venue
Tuesday, 21 May 2024	13:00	Council Chambers (Renfrewshire), Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

MARK CONAGHAN  
Head of Corporate Governance

### Membership

Councillor Marie McGurk (Convener): Councillor Robert Innes (Vice Convener):

Councillor Jacqueline Cameron: Councillor Carolann Davidson: Councillor Gillian Graham: Councillor John Hood: Councillor Alec Leishman: Councillor Kenny MacLaren: Councillor Mags MacLaren: Councillor Colin McCulloch: Councillor Janis McDonald: Councillor Cathy McEwan: Councillor Jamie McGuire: Councillor Iain McMillan: Councillor John McNaughtan: Councillor Iain Nicolson: Councillor Emma Rodden:

### 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 <http://renfrewshire.cmis.uk.com/renfrewshire/CouncilandBoards.aspx>

For further information, please email  
[democratic-services@renfrewshire.gov.uk](mailto:democratic-services@renfrewshire.gov.uk)

### 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.

## **Hybrid Meeting**

Please note that this meeting is scheduled to be held in the Council Chambers. However, it is a hybrid meeting and arrangements have been made for members to join the meeting remotely should they wish.

## **Webcasting of Meeting**

This meeting will be filmed for live or subsequent broadcast via the Council's internet site – at the start of the meeting the Convener will confirm if all or part of the meeting is being filmed. To find the webcast please navigate to

<https://renfrewshire.public-i.tv/core/portal/home>



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<b>9</b>	<b>Scottish Housing Regulator Engagement Plan 2024/25</b>	<b>147 - 152</b>
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<b>10</b>	<b>Consultation on a New Social Housing Net Zero Standard in Scotland</b>	<b>153 - 168</b>
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<b>11</b>	<b>Allocation of property to staff, elected member or committee members: Housing Rule 2.5</b>	<b>169 - 170</b>
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## **CONSUMER PROTECTION**

<b>12</b>	<b>Consultation on proposed regulation for restricting promotions of food and drink high in fat sugar and salt</b>	<b>171 - 190</b>
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## **COMMUNITY LEARNING AND DEVELOPMENT**

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## **COMMUNITY EMPOWERMENT**

<b>14</b>	<b>Community Funding Applications</b>	<b>201 - 214</b>
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Report by Chief Executive.



## Minute of Meeting Police and Fire and Rescue Scrutiny Sub-Committee

Date	Time	Venue
Tuesday, 12 March 2024	15:00	Council Chambers (Renfrewshire), Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

**Present:** Councillor Robert Innes, Councillor Kenny MacLaren, Councillor Janis McDonald, Councillor Marie McGurk, Councillor Iain McMillan

### Chair

Councillor McGurk, Convener, presided.

### In Attendance

G Heaney, Climate and Public Protection Manager and M Hendry, Resilience and Deployment Manager (both Environment, Housing and Infrastructure); and R Devine, Senior Committee Services Officer and D Cunningham, Committee Services and Licensing Officer (both Finance & Resources).

### Also in Attendance

Chief Superintendent G McCreddie and Inspector A Marshall (both Police Scotland); and D McCarrey, Area Commander, P Storrie, Group Manager and P McQueen, Local Area Liaison Officer (all Scottish Fire and Rescue Service).

### Webcasting of Meeting

Prior to the commencement of the meeting the Convener intimated that this meeting of the Sub-committee would be filmed for live or subsequent broadcast on the Council's internet site.

### Declarations of Interest and Transparency Statements

There were no declarations of interest or transparency statements intimated prior to the commencement of the meeting.

## 1 **Police Scotland - Performance Report**

There was submitted a report by the Chief Superintendent, Police Scotland, relative to service performance and activities in the Renfrewshire area for the reporting period to 31 December 2023. The report summarised the key performance indicators and provided statistics on the key objectives detailed in the Renfrewshire Policing Priorities 2023/26 and the Police Scotland's Policing Priorities 2023/24.

The report provided updates in relation to the Renfrewshire Policing Priorities 2023/26 of violence, disorder and anti-social behaviour; protecting vulnerable people; acquisitive and cyber/digital crime; road safety and road crime.

The report also provided updates to the Police Scotland's Policing Priorities 2023/24 of protecting vulnerable people; working with communities; tackling crime in the digital age; public confidence: complaints and user satisfaction; local policing priority outcomes and forthcoming initiatives.

The Chief Superintendent advised that the consultation on Ferguslie Park Police Office had now closed, but that any Councillor who wished to send written representations could do so within the next two weeks for consideration.

### **DECIDED:**

(a) That it be noted that representations could be submitted by Members on the Ferguslie Police Office consultation for a further two weeks; and

(b) That the contents of the report and verbal update be noted.

## 2 **Spotlight - Scottish Fire and Rescue Service - Youth Engagement**

The Group Manager together with the Local Area Liaison Officer, Scottish Fire and Rescue Service (SFRS), delivered a verbal update relative to the Community Action Team. The update included details of SFRS's partnership working, their work in connection with youth engagement in education which included their delivery timetable for sessions at schools, Fireskills courses, home fire safety visits and events such as open days.

Councillor Innes highlighted the work of the water safety group.

**DECIDED:** That the contents of the verbal update be noted.

## 3 **Local Issues**

Councillor McMillan queried if there had been an increase in the number of road traffic incidents on the A737 road.

It was noted that Police Scotland and SFRS together with the Council's Environment, Housing and Infrastructure service would review their data and provide an update to a future meeting of this Sub-committee.



Councillor Innes advised that he had attended a meeting of the Linwood Elderly Forum where concerns had been raised relative to the perceived lack of a visible Police presence in Linwood at weekends.

Assurances were provided that Police Scotland had patrols in the area but that patrol data would be reviewed and analysed.

**DECIDED:**

(a) That it be noted that Police Scotland and SFRS together with the Council's Environment, Housing & Infrastructure service would review their data in connection with incidents on the A737 and that an update would be provided to a future meeting of this Sub-committee; and

(b) That it be noted that Police Scotland's patrol data relative to patrols in Linwood at weekends would be reviewed and analysed.





**To: Communities and Housing Policy Board**

**On: 21 May 2024**

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

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**Heading: Service Update Report**

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## **1. Summary**

- 1.1 This report provides an overview of key service activities, an operational performance update since the last Policy Board meeting on the services and key projects and updates on any other relevant changes to service areas covered within the remit of this Board.
  - 1.2 Specifically, the report requests that the Policy Board homologate the decision of the Head of Housing Services, in consultation with the Convener, to accept Scottish Government grant funding to support the delivery of new build housing in both Howwood Road and Gallowhill West, as well as Scottish Government grant funding from the Ukrainian Long Term Resettlement Fund.
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## **2. Recommendations**

It is recommended that the Communities and Housing Policy Board

- 2.1 Homologate the decision of the Head of Housing Services, in consultation with the Convener of the Communities and Housing Policy Board, to accept Scottish Government grant funding of £10,022,083 and £9,630,795 for the housing regeneration projects at Howwood Road and Gallowhill West subject to compliance with the relevant grant conditions.
- 2.2 Note that Scottish Government grant funding has been accepted to support current and historic housing regeneration projects.

- 2.3 Homologate the decision of the Head of Housing Services, in consultation with the Convener of the Communities and Housing Policy Board, to accept Scottish Government grant funding for £159,956 from the Scottish Government 'Ukrainian Long Term Resettlement Fund' which covers the repairs and furnishing costs for 20 'Last in the Block' properties which have now been let to Ukrainian Displaced Persons.
- 2.4 Note the contents of this report.

## Updates for Communities and Housing Policy Board

### 3. Housing Services

#### 3.1 Housing-Led Regeneration and Development

##### Regeneration

- 3.1.1 As reported to the Board at its meeting of 12 March 2024, good progress continues to be made on the rehousing of Council tenants and the acquisition of privately-owned homes in order to progress demolition in regeneration areas. To date, 46 of 89 properties have been acquired and a further 8 acquisitions are agreed and with legal services to conclude at this time. Table 1 below illustrates the situation as of 12 April 2024.

**Table 1**

Regeneration & Renewal Area	Council Demo Props	Props to be acquired	Props acquired to Date	Total for demo	Demo void end Mar 24	%age void
Auchentorlie	17	1	0	18	17	94%
Ferguslie/Broomlands	64	16	7	80	32	40%
Howard Street Area	55	11	7	66	42	64%
Howwood Road Area	163	15	9	178	38	21%
Springbank/Mossvale	118	36	18	154	75	49%
Thrushcraigs	90	6	2	96	38	40%
Waverley Road Area	68	4	3	72	65	90%
	<b>575</b>	<b>89</b>	<b>46</b>	<b>664</b>	<b>307</b>	<b>46%</b>

## **Property Acquisition and “Last in the Block” disposals**

- 3.1.2 Since the introduction of the property acquisition scheme in 2019, a total of 34 properties have been acquired and added to the Councils' lettable stock (this figure does not include any properties acquired to enable demolition within the Housing-Led Regeneration and Renewal programme as detailed separately above). Properties that have been acquired in this way have been purchased with vacant possession to allow works to be carried out to bring the properties to the Council's letting standard before being offered to applicants from the Council's housing waiting list.
- 3.1.3 In the 2023/24 financial year (ending 31 March 2024), the Scottish Government extended the Rental off the Shelf (ROTS) scheme with Councils and RSL partners to allow the utilisation of grant funding from the Scottish Government's Affordable Housing Supply Programme (SHIP funding) to support open market acquisitions of suitable properties in line with the Council's approved Acquisitions Strategy and contribute to meeting identified local housing needs throughout Renfrewshire. £712,225 has been received from the Scottish Government towards 23 of the ROTS acquisitions claimed in 2023/24.
- 3.1.4 Officers are working on the sale of “last in the block” properties as approved by the Communities and Housing Policy Board on 16 August 2022 with monies received from property sales ringfenced for acquisitions to continue to add to the lettable stock and increase Council ownership in other mixed-tenure blocks across Renfrewshire. Properties identified for sale tend to be in blocks where it has not been possible to achieve owner agreement to proceed with larger investment programmes or where the cost to deliver improvements is not considered value for money for the Council. Given the low numbers of sale transactions and the aim of buying suitable replacement properties with the ringfenced capital, it is believed that this approach will have a positive impact for tenants and housing applicants in the long term as the Council will be in a better position to deliver energy efficiency improvements in blocks where we have full or majority ownership going forward. Further detail about how Scottish Government funding is being used to repair ‘Last in the block’ properties to let to Ukrainian Displace Persons is available at paragraph 3.3.5.

## **Newbuild Projects**

- 3.1.5 The contracts for the design and build of 70 homes at the Howwood Road Area Phase 1 (the former Cochrane Castle Primary School site) and design and build of 65 units at Gallowhill (vacant site off Montgomery Road, next to Glencairn Court) have now been awarded. Initial consultation events will be held on the 22 May 3pm – 7pm at Thorn Athletic for Howwood Road and 28 May 3pm – 7pm at Gallowhill Community Centre for Gallowhill. The events will be an opportunity for the local communities to see early proposals and provide feedback on the site and house layouts. Residents will be notified via letter drops, social media and posters in the local area.

- 3.1.6 The contract values for these projects is £14,249,611.93 at the Howwood Road area and £13,721,921.34 at Gallowhill, supported by Scottish Government Affordable Housing Supply Programme grant funding of £10,022,083 and £9,630,795 respectively.

### **Affordable Housing Supply programme (AHSP) Funding Update**

- 3.1.7 Each year, the Scottish Government, as part of the Affordable Housing Supply Programme (AHSP), allocate funding to Council areas to support development of new affordable homes delivered as part of the Council's five-year Strategic Housing Investment Plan (SHIP). In recent years levels of funding for Renfrewshire have been around £17.000m each year which, at Scottish Government benchmark rates, should support affordable housing providers to deliver approximately 200 new build homes for social rent in Renfrewshire each year.
- 3.1.8 In December 2023, the draft Scottish Government budget proposed a significant reduction in funding for the Affordable Housing Supply Programme (AHSP) of £196.145m for the year April 2024 to March 2025. This has resulted in a confirmed reduction in Renfrewshire's funding allocation for 2024/25 of £4.577m (27%) to £12.623m from the previously anticipated £17.200m with early indications suggesting that a similar level of funding (i.e., £12.623m) is possible again in 2025/26.
- 3.1.9 In recent years inflationary pressures have also significantly increased the cost of new build housing development for both the Council and its housing association partners with consistently high tender prices, alongside the incorporation of new qualitative features in homes, resulting in an exceptional increase in development costs which now significantly exceed Scottish Government benchmark grant rates. This issue is replicated nationally and effectively means that the significantly higher levels of grant required to make development viable for affordable housing providers (which can be almost twice the benchmark rate) will significantly reduce capacity to deliver as many new affordable homes each year.
- 3.1.10 The Council are currently engaged in ongoing discussions with both the Scottish Government and our housing association delivery partners to reprofile timescales for the delivery of new affordable homes and will prepare a new draft Strategic Housing Investment Plan (SHIP) for the Policy Board's approval for public consultation which will set out delivery priorities taking account of resource availability.
- 3.1.11 The entire funding allocation from the Scottish Government for 2024/25 (£12.623m) has now been allocated by the Scottish Government to those developers who were either already on site or were due to start on site imminently, with these projects also allocated all anticipated available resources in 2025/26. This funding will support delivery of 7 high priority sites for affordable housing in Renfrewshire over the next 2 years, with timescales and estimated funding availability for all remaining projects to be determined through discussions with affordable housing developers as part of the preparation of the next Strategic Housing Investment Plan (SHIP).

Projects:

Project Name	No. of Units	Developer
Cartha Crescent, Paisley	33 units	Williamsburgh HA
Hawkhead, Paisley	30 units	Link HA
Orchard St	46 units	Paisley South HA
East Lane, Paisley	48 units	Loretto HA
Paisley West End	120 units	Sanctuary Scotland
Gallowhill, Paisley	65 units	Renfrewshire Council
Howwood Road area, Johnstone	70 units	Renfrewshire Council

- 3.1.12 An additional affordable housing site in Johnstone Castle by Link Housing Association delivering 68 homes is starting on site in May 2024 with all homes expected to be completed in 2026. This project is funded via a separate 'Allia' Scottish Government funding stream.
- 3.1.13 The reduction of RPA within the Renfrewshire area together with noted increase in costs will reduce the number of projects and associated completions which can be approved at any one time. Accordingly, this will impact the funding capacity and timescales of the new build housing projects identified within the Strategic Housing Investment Plan.
- 3.1.14 On the 26 April 2024, the Scottish Government announced funding of £80 million across 2024/25 and 2025/26 to support the continuation of the National Acquisition Programme which will assist affordable housing providers to increase the supply of affordable homes through the open market acquisition of suitable properties in line with the Council's Acquisitions Strategy.
- 3.1.15 This £80 million funding will be accessible across Scotland (£40 million each year) and has the potential to increase the supply of affordable homes in Renfrewshire building on the 23 properties acquired in 2023/24. The Scottish Government have still to confirm the criteria for accessing this funding.

### **Customer Satisfaction Survey**

- 3.1.16 The Annual Return on the Charter (ARC) has six satisfaction questions that we are required to ask tenants. These are reported to the Scottish Housing Regulator as part of our ARC. Landlords are required to ask these questions at least once every three years. Like almost all landlords, this is done through a Tenant Satisfaction Survey and generally we carry this out every two years. We use this opportunity to ask tenants for feedback about a range of housing services, rather than just asking the six questions required by the Scottish Housing Regulator.
- 3.1.17 The service has commissioned an independent company called Research Resource to carry out our Tenant Satisfaction Survey. Interviews are being conducted by telephone throughout April and May. No-one will call at tenants' doors for this survey and participation is completely voluntary and confidential. Tenants have been advised by letter in advance of the survey and can choose to opt out from the survey should they wish to do so.

- 3.1.18 The questions in the survey are designed to help us understand what tenants think about the housing services we deliver. The questions cover a wide range of housing service areas, for example:
- Satisfaction with housing services and neighbourhoods.
  - What do tenants like about their home?
  - How tenants contact the Council and their reasons for contact; and
  - Questions about repairs services, rent arrears and estate management.
- 3.1.19 The results of the survey will be reported to the Communities and Housing Policy Board and publicised in an edition of The People's News.

## **3.2 Housing Management**

### **Income Advice**

- 3.2.1 Information from income advice interviews at the end of March confirms that over 2,983 income advice cases involved households from Council Tenancies this financial year.
- 3.2.2 During financial year 2023 / 24, 161 tenants qualified for the Tenants Support Fund, with a total figure of £32,580.73 awarded. The scheme commenced in October 2023; therefore, the figures represent a 6-month operating period. Officers will continue to engage with tenants to maximise access to any underlying entitlement to benefits and funds available during 2024/25.

### **Housing Advice**

- 3.2.3 There has been continued take-up of the option to apply to join the Council's housing waiting list using the online application form. The online system was introduced in November 2023 and, at 31 March 2024, 704 applicants had completed the online form. Staff are still available to assist in completing online forms and all applicants still have the opportunity for housing options advice; to assist those making a housing enquiry to gain a realistic understanding of the choices available to suit their circumstances. The online housing application is available alongside existing ways to apply, such as telephone, video conferencing (Near Me), email and in person as requested.

### **Tenancy Management**

- 3.2.4 Ninety-two members of staff from the housing team participated in learning about 'Trauma-informed' practice, to learn more about the causes of trauma and the impacts of trauma on people. The learning is intended to assist our staff in their roles when working with people and each other, to recognise causes and behaviours which may relate to previous or current trauma in their life, and to respond in a supportive manner. There has been positive feedback from those who attended, the team have benefited from the learning, with comments demonstrating knowledge and understanding, and recognition of opportunities to respond with helpful approaches to connect with and support those affected by trauma and when manifesting stress and distress. Taking account of feedback, next steps are being explored to promote and support on-going developments.



### **3.3 Homelessness and Housing Support**

- 3.3.1 There continues to be increased demand for assistance from our Homeless and Housing Support Services and a separate full report on these pressures is provided to the Policy Board at agenda item 6.
- 3.3.2 As regards other matters from across homeless and housing support, we have been able to have over 70 staff from across the homeless and housing support team to complete Level 2 'Trauma Skilled' training. The advanced learning outcomes from this training will enable staff to better understand and support service users, tenants and families who are dealing with the impact of trauma, as well as protect and support their own wellbeing in dealing with difficult circumstances in both their work and home environment.
- 3.3.3 The trauma skilled training course focused on four main areas:
- Understanding the impact of trauma and responding in a trauma-informed way
  - Trauma in children and young people
  - Understanding the impact of trauma on mental health and evidence-based pathways to recovery
  - Understanding the use of substances to cope with the impact of trauma.

#### **Refugee Resettlement**

- 3.3.4 The number of Ukrainian Displaced Persons being supported at our Welcome Hub near Glasgow Airport continues to reduce and 191 Ukrainian households have been supported to resettle in social rented tenancies across Renfrewshire.
- 3.3.5 In line with the Policy Board decision in 2023 to seek funding to allow a small number of 'Last in the Block' properties to be repaired and let to those resettling in Renfrewshire from Ukraine. The refugee resettlement team have now secured £159,956 funding via the Scottish Government's 'Ukrainian Long Term Resettlement Fund' to cover the repairs and furnishing costs for 20 void properties which have now been let to Ukrainian Displaced Persons.
- 3.3.6 A broad range of local integration events are now regularly taking place, as well as initiatives such as special screenings being arranged in partnership with Showcase Cinemas of feature films with Ukrainian subtitles at their Linwood cinema complex.

### **3.4 Housing Asset and Investment**

#### **Stock Condition Surveys**

- 3.4.1 Property consultants John Martin Partnership (JMP) have been appointed to carry out a condition survey of all our housing stock, lockups and launderette facilities.
- 3.4.2 The first surveys will commence in May 2024, with a 3-year programme planned with the aim of surveying all homes, subject to tenants providing access to their homes. The first year of the programme will mainly concentrate surveys in the areas of Paisley South and Central Paisley, as well as parts of Renfrew. Letters will be sent to tenants a few weeks prior to the surveyors attempting access in their area, explaining why the survey is required and what information is being collected. Local ward councillors and other internal stakeholders will be kept informed of the survey programme.
- 3.4.3 The stock condition surveys will gather data on the condition of the properties and estimate of remaining life span of key component parts such as kitchen, bathroom, windows, roof finish etc, as well as collecting energy data for the production of Energy Performance Certificates (EPCs).
- 3.4.4 The survey data will be used to update our Housing Asset Management System; informing our latest SHQS compliance rate, assist with plans for future investment programmes and inform the financial planning of our Housing Revenue Account (HRA) business plan.

#### **Private Landlord Forum Event**

- 3.4.5 As reported in the last service update report, Housing Services, in conjunction with Licensing, organised a private landlord forum event in Paisley on 15 February. Renfrewshire Landlord Forum saw over 65 landlords and agents attend the event in the Town Hall. Topics covered at the event included an update from the Council on investment plans and programmes including the regeneration areas as well as providing information to attendees on Council energy efficiency targets.
- 3.4.6 Due to the high level of interest in this event a further online event was held on 1 May. A further 90 landlords/agents were invited to attend, with 30 joining online on the day. The Council will work with partner organisations Landlord Accreditation Scotland and Under One Roof to ensure that landlords in Renfrewshire continue to receive further training opportunities to ensure that they are kept up to date on changing legislation and standards impacting on the private rented sector.

### **3.5 Review of Void Property Management**

- 3.5.1 The Single Voids Manager continues to develop and implement the action plan for improvement in conjunction with colleagues from all teams involved in the void process, including specifically:
- The key positions of Interim Facilities Manager (Voids) and Interim Single Voids Team Officer have been filled, with the former now

responsible for all trades supervisors and operatives working on voids and the latter now carrying out all pre-termination inspections;

- We have changed our approach to textured ceiling and wall coatings, in order to minimise specialist removal works;
- A contract has been let for a pilot project to provide potential tenants with links via social media to 360° virtual tours of void properties, in order to minimise refusal rates; and
- The Single Voids Team has been co-located at Underwood Road, with Building Services trades supervisors and the Housing Services Empty House Team working closely together, including on some joint inspections in order to ensure consistency of scoping of void works and minimise the extent of additional work required later in the process.

### **3.6 Lock ups and ground sites**

- 3.6.1 A working group of Council officers has been established to consider the future of Council owned lock ups and grounds sites (grounds sites are concrete bases which are leased by the Council to residents to erect their own garage). An initial non-technical review undertaken in 2023 concluded that there were 1,152 lock ups over 84 sites in Renfrewshire, and around 500 ground sites across 54 locations. Many of the Council owned lock ups and the structures on ground sites were found to be in poor condition with many void or apparently unused.
- 3.6.2 With regard to lock ups, the 2023 review suggested that a technical appraisal of all lock up sites is undertaken to help inform which lock ups should be retained, with associated repairs and costs identified. A stock condition survey is now underway. Once the stock condition survey information is available, the working group will complete an options appraisal to determine the future of the lock ups, with potentially some lock ups demolished and sites repurposed. The options appraisal will also consider future alternative uses for lock up sites.
- 3.6.3 For ground sites, the non-technical review found that only a small number had structures on them that were being used and maintained in good condition, and suggested that the owners of structures on other ground sites (i.e. those in poor condition) be engaged with to discuss the ending of leases and the removal of structures. An options appraisal exercise will also be undertaken by the working group to establish the future of ground sites. The options appraisal will also consider future alternative uses for ground sites.
- 3.6.4 The officer working group will continue with a more detailed review of all lock up and ground sites and consideration of their future use and report back to the Communities and Housing Policy Board in due course.

## **4. Public Protection**

### **4.1 Community Safety**

#### **Dargavel CCTV Update**

- 4.1.1 Funding of £100,000 for the provision of CCTV at the Village Square and Bishopton Rail Station was agreed as part of the Section 75 Town and Country Planning (Scotland) Act 1997 for Dargavel. To accommodate the additional CCTV cameras there is a requirement to upgrade the server capacity at the CCTV Control Room.
- 4.1.2 This funding will cover the installation of cameras at these two locations as well as the required upgrade to the server. When the infrastructure comes to the end of its life, or if it becomes damaged prior to replacement, an assessment will be carried out using the public safety data available at the time to determine if the location merits replacement.

### **4.2 Trading Standards**

#### **Tobacco and Nicotine Vapour Products**

- 4.2.1 Work around Tobacco and Nicotine Vapour Products (NVPs or Vapes) continues to be of a high priority.
- 4.2.2 The Team recently concluded 20 Integrity Test Purchases at premises throughout Renfrewshire. Integrity tests are carried out to ensure that premises selling age-restricted products have robust systems in place to prevent underage sales – in particular that they are applying any “Challenge 25” policies properly. Test Purchases are carried out by a young adult, who is of age to buy the age-restricted product, to check that the business asks for proof of age and/or refuses a sale where no proof of age is presented.
- 4.2.3 Due to the high profile of Single-Use Vape Products, the Volunteer was asked to attempt to purchase one in each premises. The Volunteer was instructed to be truthful, and 20 premises were visited in total, with fourteen of those failing to make any checks on our volunteer (70% failure rate). Letters will be sent to all premises and follow up visits will be undertaken to ensure standards are raised.

#### **Weights and Measures**

- 4.2.4 Legal metrology is the buying and selling of goods by weight, or volume. In times of economic downturn, it's important to ensure that citizens (and indeed businesses through their own trade purchases) are getting what they paid for. This can be through activities such as checking packaged goods on sale in retail outlets, testing scales or checking petrol pumps. The Team recently undertook a pilot programme of short measure testing in licensed premises across Paisley. Twelve premises were visited, and two free pour measures of gin, rum, vodka, or whisky were purchased and tested in each premises. From these twenty-four measures, sixteen were found to be deficient (66% failure rate). From discussions at these visits, it would seem that training is possibly deficient in the use of brim (thimble) capacity

measures. These breaches will be subject to advice/warning letters, and consideration is now being given on how to help raise standards across the sector through educational activity.

### **4.3 Environmental Health**

#### **Time management Exercise**

4.3.1 The Environmental Health Business Regulation Team are currently engaged in a national time measurement exercise (TME) with Food Standards Scotland. The current exercise (TME 2.0) will run for 3 months and follows on from a similar one carried out in September 2022, when Scottish Local Authorities undertook the first TME over an 8-week period.

4.3.2 Although adding to the workload of managers and officers, it is acknowledged that it is critical that empirical data is available to support engagement with; The Society of Chief Officers of Environmental Health in Scotland, Scottish Government, SOLACE and CoSLA, as well as other national regulators, when discussing demands on our services.

4.3.3 In addition, the exercise:

- Facilitates an improved resource required calculation
- Assists with Service planning
- Enables enhanced change management
- Gathers baseline data for the Scottish Authorities Food Enforcement Rebuild (SAFER) programme.
- Serves as a pilot for wider EH Time/Resource Measurement

#### **Air Quality**

4.3.4 The service has recently prepared and issued a draft Air Quality Action Plan inviting comments on the Plan, and the finalised plan is being presented to this cycle of the Communities and Housing Policy Board. The draft Air Quality Action Plan Update has been developed in recognition of the legal requirement place on all local authorities under the Local Air Quality Management (LAQM) statutory process and in particular the Scottish Government's Local Air Quality Management Policy Guidance 2023 (PG(S)(23)). This latter guidance requires air quality actions plans to be reviewed and republished on a five yearly cycle from date of initial publication. As part of the development process and to ensure continuing improvement in air quality a number of new actions have been devised in consultation with service areas across the Council, statutory consultees and key stakeholders.

4.3.5 The report highlights that there has been no exceedances of statutory air quality objectives within Renfrewshire for a number of years (the last exceedance was reported in 2019) and consideration will, over the course of this year, be given to revoking the three Air Quality Management Areas within Paisley, Renfrew and Johnstone. Where these areas are revoked, current and newly identified measures will be incorporated into a Renfrewshire Council Local Air Quality Strategy. Progress each year will be reported in the

Annual Progress Report (APR) produced by Renfrewshire Council, as part of the Council's statutory Local Air Quality Management duties.

### Landlord Registration/Private Rented Sector

- 4.3.6 Enforcement activity continues to be progressed within the private rented sector to ensure that unregistered/expired landlord registrations are addressed with the landlords concerned to ensure they register, which is a legal duty on all private landlords. There is also ongoing activity to support tenants within private rented property to improve living conditions by requiring landlords to comply with their duties to provide accommodation which meets the terms of the statutory Repairing Standard and ensures that tenants are provided with safe accommodation which is fit for habitation. Enforcement powers available and which are utilised include reporting non-compliant landlords to the Housing and Property Chamber First Tier Tribunal, or to the Regulatory Functions Board to consider the fit and proper status of landlords.

**Table 2**

Action	2023 total (calendar year)	Jan- Mar 2024
Unregistered private landlords investigated	67	30
Expired private landlord registrations investigated	465	98
Rent Penalty Notices Issued	142	41
Number of disrepair enquiries within the private rented sector	71	35
Reports to the Housing and Property Chamber First Tier Tribunal*	4	0
Reports to the Regulatory Functions Board*	1	0

\*Majority of enquiries are resolved informally without referral to the Tribunal/RFB

### Animal Licensing

- 4.3.7 Annual inspections of animal premises which require to be licensed have been taking place over recent months with most of these being found to be satisfactory and very few issues of concern being identified. Visits to horse riding establishments are undertaken along with a veterinarian who considers the health of the horses to ensure they are fit for riding purposes, as part of the licensing process. Premises requiring to be licensed include kennels and catteries, home boarding and commercial boarding of dogs and premises engaged in the selling of animals as pets (formerly pet shops). Currently there are 48 premises in total requiring inspection.
- 4.3.8 The service is receiving significant volumes of service requests to treat pests within dwellings and gardens (or provide advice), with 1,204 requests having been received during 2023/24. The team who undertake treatments consists of two Officers however since August 2023, this has been successfully supplemented by the addition of a temporary Invest Trainee position which is both adding resource to the team but also providing the postholder valuable work experience within the service.

## 5. Community Development

### Team Up to Clean Up

- 5.1.1 A high volume of interest was generated by this Year's Big Spring Clean with 725 events taking place, supported by 2,239 volunteers. The business community across Renfrewshire, schools, community groups and individuals all got involved with presentations also being delivered to school pupils stressing the value of keeping their community tidy and the local and global benefits. The Office team also delivered 4 litterpicking events at local retail parks throughout March, inviting businesses and volunteers, generating awareness of the Campaign, the principles, and the volunteer's work.
- 5.1.2 The Conservation Volunteers again successfully delivered 3 workshops in Renfrewshire hosted by West End Growing Grounds Association (WEGGA), Evergreen Elderslie, and Renfrew Association of Growers & Gardeners (RAGG). Each of the events was well received with attendees learning how to create their own wildflower meadow areas.
- 5.1.3 Team Up to Clean Up were awarded an "Outstanding Achievement" accreditation at the Provost Awards in March. Sixteen volunteers enjoyed the award ceremony, they were accompanied by the office Team Up team. Attendees were treated to a 3-course meal and entertainment, while the Provost acknowledged and voiced appreciation for everyone involved, together with their dedication and commitment.

## 5.2 Environmental Taskforce

- 5.2.1 The Environmental Taskforce continues to deliver intervention to reduce instances of flytipping. Key statistics for the most recent period are:

**Table 3**

Action	2023 total
Proactive visits to identified hotspot areas	428
Number of reports investigated	343
Tonnes of flytipping removed	51 tonnes
Number of sites secured to prevent further flytipping	0
Letters to private landowners re flytipping	9
Visits to businesses to ensure Waste Disposal Arrangements in place	17
Fixed Penalty Notices Issued	16

- 5.2.2 Taskforce cameras have been relocated to new obtain visual evidence at local flytipping hotspot locations.

## 6. Justice Social Work

- 6.1.1 The Early Intervention Service is now operational. All staff have been recruited within the fieldwork service, the women's justice service and Whole Systems. Bail Supervision commenced on 19 February 2024 and voluntary supervision transferred from the court team to this service on the same date. Thus, staff are now undertaking the full range of services including extended diversions and Structured Deferred Sentences.
- 6.1.2 Justice Social Work is part of the Children's Services Redesign which is currently being implemented. David Wilson will replace Allison Scott as Justice Services Manager from 18 April 2024, and 2 Senior Manager posts have been created developed to ensure that Renfrewshire is prepared to take forward further developments in line with the national vision for Justice and the National Strategy for Community Justice.
- 6.1.3 A programme of engagement activity is planned over the coming months to understand the perceptions and experiences of community justice. This will involve people in receipt of services and those who deliver them. This is an early milestone in a strategic communications approach that aims to inform our communities and promote the benefits or rehabilitative approaches to offending and challenge ideas and thinking that can lead to stigma.
- 6.1.4 Further progress had been made though Renfrewshire's Local Employability Partnership (LEP) to provide targeted employability support for people with convictions. Providers have been commissioned from the LEP's 2024/25 grant fund to bolster Renfrewshire's already strong employability offer with new pathways that address the specific challenges and complex needs of people with convictions.

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## Implications of the Report

1. **Financial** – Any financial elements referenced in this report will be progressed through the Council's financial & budget planning process.
2. **HR & Organisational Development** – None
3. **Community/Council Planning** – The report details a range of activities which reflect local community and council planning themes.
4. **Legal** – None
5. **Property/Assets** – None
6. **Information Technology** –None
7. **Equality & Human Rights** - The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be



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

8. **Health & Safety** – None
  9. **Procurement** – None
  10. **Risk** – None
  11. **Privacy Impact** – None
  12. **COSLA Policy Position** – None
  13. **Climate Change** – there are a range of actions and activities throughout the Service Update Report which support the Council's Plan for Net Zero,
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**List of Background Papers:**

**None**

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**To: Communities and Housing Policy Board**

**On: 21 May 2024**

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

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**Heading: Environment, Housing and Infrastructure - Service Improvement Plan 2023-26 Outturn Report**

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## **1. Summary**

- 1.1 The Environment, Housing and Infrastructure Service Improvement Plan 2023-26 was approved by the Communities and Housing Policy Board on 16 May 2023. The plan sets out the priorities for the development of the service over a three year period.
- 1.2 The Service Improvement Plan is part of a suite of documents which describe the strategic direction of the service and the Council and also includes the Council Plan, Community Plan, Risk Management Plan and the Workforce Plan.
- 1.3 The Service Improvement Plan sets out the actions which will ensure continuous improvement across the service and the performance indicators which ensure the impact can be measured. These reflect the priority themes of the new Council Plan which was approved by Council on 29 September 2022.
- 1.4 Full details of Environment, Housing and Infrastructure performance and achievements over the period 1 April 2023 to 31 March 2024 are appended to this report. The main purpose of the report is to provide:
  - details of the key achievements of the service over the period;
  - an update on changes made to the action plan and scorecard to reflect the new Council Plan themes;
  - a progress update on implementing the action plan linked to the 2022-25 Service Improvement Plan; and
  - an assessment of performance in relation to the service scorecard of core performance indicators;

- 1.5 During 2023/24, the service has made good progress in delivering positive outcomes for Renfrewshire and its residents. This includes through the actions within the Service Improvement Plan and also other areas of activity which did not form part of the Service Improvement Plan actions which have subsequently arisen during 2023/24. These are detailed in section 4 of the report.
  - 1.6 A new Service Improvement Plan covering the period 2024-26 is also being presented to this meeting of the Communities and Housing Policy Board.
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## **2. Recommendations**

It is recommended that the Communities and Housing Policy Board:

- 2.1 Note the content of this report
  - 2.2 Note the progress to date on delivering the actions contained within the Environment, Housing and Infrastructure - Service Improvement Plan;
  - 2.3 Note the current performance of the service as measured by the scorecard indicators.
- 

## **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 as set out in the new Council Plan. It enables elected members to have oversight of developments within the service and to consider and develop policy options which reflect customer need and resource availability.
- 3.2 The service improvement plan also provides a mechanism by which elected members can evaluate the performance of the service. It contains an action plan and performance indicators against which progress can be measured. This outturn report provides an update on progress against the 2023-26 plan.
- 3.3 Section 4 gives details of service activity and achievements from April 2023 till the end of March 2024. Section 5 discusses actions delayed or cancelled since the Service Improvement Plan was approved. Section 6 provides a narrative on performance against the scorecard included.

#### 4. Service Update and Key Achievements April 2023 to March 2024

##### Housing Services

- Housing Services continue to support the Ukrainian refugee programmes, the Asylum Dispersal programme and the other programmes in place to assist refugees including helping them find settled accommodation. In Renfrewshire we have begun to see Afghan nationals present for support to our housing support and homelessness services, which combined with other wider pressures and resettlement and asylum programmes, is increasingly challenging for services to manage. A detailed report on the homeless pressures in Renfrewshire is being presented to the Communities and Housing Policy Board this cycle.
- The £100m Housing Led Regeneration and Renewal programme will deliver modern, high quality, energy efficient, affordable Council housing and programmes for each of the 8 areas in phase 1 have been prepared and implementation has started, with milestones for demolition, new build and investment in homes being retained. A total of 89 private properties have been identified for demolition with 46 acquired to date. 9 are with legal services to acquire, 11 still to be valued and negotiations continue with 23.
- Neighbourhood Renewal Groups were launched in two of the eight Areas – Auchentorlie and the Howard Street Area, with another one for the Howwood Road area commencing in May 2024.
- The construction of 101 new homes at Tannahill is now complete – all tenants have moved in and the 7 Shared Equity properties have been transferred to their new owners.
- The development of 39 new Council homes at Auchengreoch Road, Johnstone, was shortlisted for a Scottish Homes Award and our New Build Housing Zero Carbon Innovation Project was shortlisted for a UK-wide Municipal Journal Award.
- Under the Rapid Rehousing Transition Plan, we are on target for 49% of lets to go to homeless applicants. The number of service users supported via Housing First approach has been upscaled to 75 at any one time from 13 at Year 1 of RRTP.
- All known transit sites have been visited, and advice and support has been offered to the Gypsy/Traveller community.
- Tenants Support Fund policy developed and operational process in place to support tenants experiencing financial hardship. The scheme commenced in October 2023, and since its launch, 161 tenants have qualified for support.
- We have implemented improvements to our Sheltered Housing and Health & Wellbeing service with new posts now filled, and a broader range of initiatives in place, including those for Ukrainian Displaced Persons.
- The draft Housing Asset Management Strategy has been finalised and will be circulated for internal consultation prior to being presented to Board.

## Public Protection

- Public Protection continues to support the wider council response to the refugee and resettlement programmes including the property checks for “Homes for Ukraine” private and Super Sponsorship schemes.
- The Antisocial Behaviour Strategy has been implemented and actions progressed in line with the continuous improvement Action Plan attached to the Strategy.
- PREVENT (Notice Check Share) training continues to be rolled out to frontline services. Local Authorities are expected to ensure frontline staff have a good understanding of Prevent and are aware of available processes to deal with any individual who is vulnerable to being drawn into terrorism. Training for Mental Health Services and Adult Social Workers will be carried out during the remainder of 2024.
- Renfrewshire Community Protection PREVENT Steering Group continue to drive the CONTEST duty with active members. The new CONTEST Strategy was refreshed in March 2023 and the final local CONTEST Delivery Strategy document has published for the West for implementation by the Renfrewshire PRECENT Steering Group from the end of January 2024.
- Work around Tobacco and Nicotine Vapour Products (NVPs or Vapes) continues to be of a high priority. The Team recently concluded 20 Integrity Test Purchases at premises throughout Renfrewshire.
- Parking Enforcement. The Service has had a significant focus on parking enforcement activities to support the implementation of the Parking Strategy approved in 2023. In 2023/24 we issued 9,386 parking penalty charge notices, increased from 5,321 issued in 2022/23.
- Public Protection - The service has commenced a review of all activities and service structures as part of the Right for Renfrewshire programme with proposals to be developed for implementation in Autumn 2024.
- The Food Law inspection programme is on track to meet the requirements of the Code of Practice. Current compliance shows that compliance with food law is currently 99%.
- The service continues to deliver on the priorities outlined in the Business Regulation Service Plan and regularly engages with Business to provide advice and support to encourage businesses to comply with relevant legislation as well as tackling those businesses where there are serious breaches. In partnership with Licencing, Housing Services organised a private landlord forum event in Paisley. Over 65 landlords and agents attended the Town Hall event in February 2024. The event was oversubscribed and a further online event to update landlords unable to secure a place on the day will be arranged.
- Delivery of pest control services has been supported by taking on an Invest Trainee which ensures there is minimal reliance on the use of external contractors.

- Civil Contingencies Service continues to support services across the council ensuring that they have in place robust arrangements for continued delivery of essential services in the event of significant incidents such as disruptive weather, cyber-attacks, or widespread power outage. Updated draft versions of Business Continuity Plans for all four service areas within E,H&I have been completed and are now waiting feedback from an external cyber consultation before final approval.

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

- 5.1 The only action where there has been no progress has been in relation to the new duties which may form a future Housing Bill following the Scottish Government's 'Prevention of Homelessness Duties' consultation. The Bill was published on 26 March 2024 and will help to deliver our New Deal for Tenants as well as make changes to existing homelessness legislation to allow for early intervention by local authorities. We will manage any requirements resulting from Housing Bill when it becomes law.
- 5.2 The final Asset Management Strategy has been delayed due to the Scottish Government consultation on the new SHNZS. (Social Housing Net Zero Standard) which is due to replace ESSH2. However, the draft strategy has been finalised and will be circulated for internal consultation prior to being presented to Board.

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

- 6.1 Environment, Housing and Infrastructure has 22 performance indicators in its current scorecard. Of these, 16 are reported quarterly and 6 are reported annually. Of the quarterly indicators, three are 'data only' indicators which do not have targets.
- 6.2 The following performance indicators have shown improvement over the last 12 months:
- Average length of time taken to re-let properties in the last year (in days) – 50.4 days in 2023/24 compared to 60.59 days in 2022/23
  - Percentage of rent loss due to voids – 1.45% in 2023/24 compared to 1.86% in 2022/23
  - % of FOI Requests completed within timescale by EHI – 100% in 2023/24 compared to 99% in 2022/23
- 6.3 The following performance indicators have met or exceeded target in the last 12 months.
- Private Water Supplies – 100% of type A supplies risk assessed and sampled - 100% in 2023/24 against a target of 100%
  - Air Quality - average nitrogen dioxide value of monitoring sites, within AQMA(s) exceeding limits - There were no exceedances of the target value of 40ug/m<sup>3</sup> at any monitoring location during the reporting period, reflecting an improving trend over recent years and there have been no exceedances since 2019.

- Average length of time taken to complete non-emergency repairs (days) – non-emergency repairs were completed in an average of 7.9 days, against a target of 15 days.
- Average time from household presenting themselves as homeless to completion of duty – Against a target of 26 weeks, the average time in Quarter 4 of 2023/24 was 22.04 weeks. Figures for 2023/24 still require to be submitted to the Scottish Government for ratification.
- Rent collected as percentage of total rent due in the reporting year. – 100.42% of rent was collected against a target of 98%
- % of frontline resolution complaints dealt with within timescale by EHI – 85% in 2023/24 against a target of 85%
- % of investigation complaints dealt with within timescale by EHI – 89% in 2023/24 against a target of 85%
- % of Members enquiries completed within timescale by EHI – 92% in 2023/24 compared to the target of 85%

6.4 The following Performance indicators are showing as areas which are below target.

- Percentage of Percentage of Council housing stock which meets the Scottish Housing Quality Standard - 68.55%% against a target of 100%
  - Our pass rate is still materially affected by EICR & Smoke Detector fails and by EESSH fails. A contract has recently started to enforce EICRS/Smoke detector installs and we expect the position to improve as a result, for next year's compliance rate.
- Percentage of homes meeting the EESSH 2020 standard – 87.55% against a target of 95%
  - Including insulation works and solar PV installs in 2023/2024, the pass rate increased to 87.75% from 85%. Over 600 new Energy Performance Certificate (EPC) were added to our system, many replacing previously cloned energy data however, the real EPC data often lowered scores and resulted in some new fails emerging. As EESSH is being replaced by Social Housing Net Zero Standard (SHNZS), we do not expect to target works for further EESSH compliance.
- Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year. – 8.32% against a target of 7.5%
  - Although below target, the direction of travel is positive and we have seen a 1% point improvement in rents arrears from the same position last year.

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## Implications of the Report

1. **Financial** – The Service Improvement Plan highlights resourcing pressures arising from increasing demand for services and the current financial environment.



2. **HR & Organisational Development** – The Service Improvement Plan also highlights workforce development and wellbeing considerations.
3. **Community/Council Planning** – The report details a range of activities which reflect Council and Community Planning themes and a direct link to the delivery of the Council Plan.
4. **Legal** – none.
5. **Property/Assets** – none.
6. **Information Technology** – Service developments relating to information technology are key enablers of service improvement and modernisation and support service-level and corporate objectives.
7. **Equality & Human Rights** – The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – none.
9. **Procurement** – none.
10. **Risk** – Risks related to the delivery and management of services are regularly monitored and included in Renfrewshire Council's Corporate and Strategic Risk Registers.
11. **Privacy Impact** – none.
12. **COSLA Policy Position** – none.
13. **Climate Change** – Actions and indicators within the SIP covers the 'green' theme of Renfrewshire's Council Plan which highlights activities across the Council to tackle climate change.

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**List of Background Papers:**

Communities and Housing Policy Board; 16 May 2023 - Environment, Housing and Infrastructure – Service Improvement Plan 2023/26 – *Agenda item 4*

Communities and Housing Policy Board; 31 October 2023 - Environment, Housing and Infrastructure - Service Improvement Plan 2023/26 Mid-Year Monitoring Report – *Agenda item 4*

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

Outturn Report

May 2024

Communities and Housing Policy Board

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



# Welcome to our outturn report

- This update reflects progress over the last year of our Service Improvement Plan (SIP) and the following pages shine a spotlight on some great projects or practice and highlight areas where we'd like to improve or develop further.
- Our Service Improvement Plan is closely aligned to the Council Plan and each of the actions and performance indicators within the SIP are grouped under the appropriate Council Plan theme to show the linkage between what we are aiming to achieve and the corporate priorities of the Council. Towards the end of this document, you'll find a full update against all the actions and performance indicators we use to measure progress.
- We report on 22 performance indicators, 6 which are reported annually and 16 reported quarterly. Of these quarterly indicators, 3 are 'data only' indicators which do not have targets. This report contains data pertaining to Quarterly figures throughout 2023/24 and annual figures for 2023/24.

# About us

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

## Public Protection



Responsibilities include:

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

## Housing Services



Responsibilities include:

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

## Civil Contingencies



Responsibilities include:

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

# Delivering the Council Plan

## Place

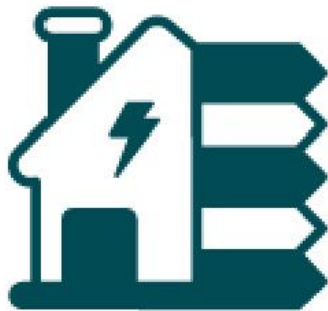
The Housing-led Regeneration and Renewal Programme is being implemented across all 8 areas. Key milestones have been time lined for the demolition, new build and investment in existing homes across each area.



Under the Rapid Rehousing Transition Plan, we are on target for 49% of lets to go to homeless applicants. The number of service users supported via Housing First approach has been upscaled to 75 at any one time from 13 at Year 1 of RRTP. RSL's have been requested to increase number / proportion of lets. Scale of homelessness has meant B&B has had to be used on occasions.



## Green



Although ESSH2 is currently on hold until the Scottish Government issue the new standard, we continue to deliver energy efficient investment projects, with improving designs and standard.

# Place: Working together to enhance wellbeing across communities

## Achievements



In partnership with Licencing, Housing Services organised a private landlord forum event in Paisley. **Over 65 landlords and agents** attended the Town Hall event in February 2024. The event was oversubscribed and a further online event to update landlords unable to secure a place on the day will be arranged

The Antisocial Behaviour Strategy has been implemented and actions progressed in line with the continuous improvement Action Plan attached to the Strategy.



There have been **no exceedances of statutory air quality objectives** within Renfrewshire for a number of years. The service has recently prepared a draft Air Quality Action Plan Update.



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



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



Parking Enforcement. The Service has had a significant focus on parking enforcement activities to support the implementation of the Parking Strategy approved in 2023. In 2023/24 we issued 9,386 parking penalty charge notices, increased from 5,321 issued in 2022/23.

# Place:

## Working together to enhance wellbeing across communities

### Achievements:

- The construction of **101 new homes** at Tannahill is now complete – all tenants have moved in and the 7 Shared Equity properties have been transferred to their new owners.
- The development at Tannahill was shortlisted for a Chartered Institute of Housing Scotland Award
- MyLA (My Life Ahead) has received additional funding from the Alcohol and Drugs Programme Board to allow the initiative to support those with alcohol / drugs issues and who are at risk of losing their settled home.

### Looking forward to 2024-2025

- We will manage any requirements resulting from Housing Bill which was published 26 March 2024. The Bill will help to deliver our New Deal for Tenants as well as make changes to existing homelessness legislation to allow for early intervention by local authorities.
- We will work to review the delivery and turnaround of void properties across Renfrewshire to allow properties to be re-let as quickly as possible.
- We will implement measures to mitigate the impacts from the increased homeless pressures.



**90.6%** of repairs were completed within target in Q4



The number of those being supported via Housing First at any one time now **exceeds 70**



We continue to deliver the Housing-led Regeneration and Renewal Programme. **89 private properties** have been identified for demolition with 46 acquired to date. 9 are with legal services to acquire, 11 still to be valued and negotiations continue with 23

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

## Achievements:

- During 2023/24, 161 tenants qualified for the Tenant's Support Fund. The scheme has only been in operation for 6 months having commenced in October 2023.

## Looking forward to 2024-2025

- We will simplify access to specialist income advice for Council Tenants experiencing financial issues in order to maximise entitlement to benefits and other financial / household assistance schemes.
- Support the decommissioning of the Welcome Hub at Glasgow Airport for Ukrainian Displaced people as numbers continue to reduce
- Continue to provide assistance from our Homeless and Housing Support Services to mitigate the impact from increased homeless pressures



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



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

Housing options advice offered to former asylum seekers.



As a result of the increase in homelessness, the average time from household presenting as homeless to completion of duty has increased to 22.04 weeks in Q4 from 18.9 in Q3.



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



PREVENT (Notice Check Share) training continues to be rolled out to frontline services. Training for Mental Health Services and Adult Social Workers will be carried out during the remainder of 2024.

## Achievements

Continue to support the wider council response to the refugee and resettlement programmes including the property checks for “Homes for Ukraine” private and Super Sponsorship schemes.



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

## Looking forward to 2024-2025



- Following the announcement of the Terrorism (Protection of Premises) Bill in the King’s Speech the Home Office have provided some updated information on the Bill which was subject to pre-legislative scrutiny earlier this year.
- A preparedness exercise is ongoing with civil contingencies and Health and Safety to map out potential venues that will be captured within the Act.

# Economy: building an inclusive, green and resilient economy

## Achievements



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

Work around Tobacco and Nicotine Vapour Products (NVPs or Vapes) continues to be of a high priority.

The Team recently concluded 20 Integrity Test Purchases at premises throughout Renfrewshire. Integrity tests are carried out to ensure that premises selling age-restricted products have robust systems in place to prevent underage sales



We visited premises in Paisley to remove illicit tobacco and non-compliant vape products from sale and signed them over for destruction.

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

## Looking forward to 2024-2025



- The review of animal licence conditions is ongoing. New proposed legislation is currently being considered by the Scottish Government. It is expected to come in to effect during 2024/25 so we will continue to monitor any changes to existing licensing activities.



The Food Law inspection programme is on track to meet the requirements of the Code of Practice. Current compliance shows that compliance with food law is currently **99%**.

# Green: leading Renfrewshire to Net Zero

## Achievements:

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



**68.55% of properties** are now compliant with the Scottish Housing Quality Standard (against a target of 100%)

## Looking forward to 2024-25

- Environment, Housing and Infrastructure will continue to lead on Climate for the council and Renfrewshire's Plan for Net Zero which sets out how the area will work towards net zero by 2030.



We continue to deliver energy efficient investment projects, with improving designs and standard and our compliance with ESSH2020 Standard is **87.75% in 2022/23.**



EH&I continues to support Team Up to Clean Up. There are now over **5,000 members** on the TU2CU Facebook group which equates to 4% of Renfrewshire's entire over 25 population

# Living our Values: making a difference together

## Achievements

The **Civil Contingencies Service** continues to support all services across the council ensuring that they have in place robust arrangements for continued delivery of essential services in the event of significant incidents such as disruptive weather, cyber-attacks or widespread power outage through refreshed Business Continuity Plans for each service area. Revised Business Continuity Plans have now been completed across all four service areas within E,H&I.



**Infrastructure & Service Development** services have been successfully re-accredited through strategic review for the next three years of accreditation to the ISO9001 Quality Management Systems standard.

**Looking forward to 2024-2025**



**Environment, Housing and Infrastructure** will continue to support our staff to provide them with the skills and knowledge required to provide our services, now, and in the future.



The **Single Voids Team** brings together colleagues from all teams involved in the void process. The team will work to ensure housing properties within Renfrewshire that have become void and re-let, will be turned around as quickly as possible to ensure an adequate stock of Council properties and maximise rental income.





# Actions and indicators

October 2023




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






# Delivering the Service Improvement Plan– Place

What we will do	Due Date	Status	Progress Update
Assess the use of Litter Control Areas across Renfrewshire – to identify sites and land ownership.	31 March 2024		Officers have assessed the potential for introducing Litter Control Areas and established that significant resource would be required to research the landowners and designate the area. The Service will work alongside Neighbourhood Services to develop a Litter Strategy to improve litter management throughout Renfrewshire.
Implementation of the Anti-Social Behaviour Strategy	31 March 2025		<p>The Antisocial Behaviour Strategy has been implemented and actions progressed in line with the continuous improvement Action Plan attached to the Strategy.</p> <p>An update was provided and agreed at the Communities and Housing Policy Board in August 23 and going forward the strategy will revert to business as usual in compliance with the strategy contents.</p>
Deliver the key outputs from the 5th year of Renfrewshire’s Rapid Rehousing Transition Plan (RRTP) and ensure the supply of temporary accommodation and lets meets the national and local increase in homelessness.	31 March 2024		<p>Currently on target for 49% of lets to go to homeless applicants. RSL’s been requested to increase number / proportion of lets.</p> <p>Number of service users supported via Housing First approach has been upscaled to 75 at any one time from 13 at Year 1 of RRTP.</p> <p>Scale of homelessness has meant B&amp;B has had to be used on occasions.</p>
Deliver any new duties, with partners, in relation to prevention of homelessness	31 March 2024		New duties have only been published in Housing Bill at end of March 2024, and will therefore not be implemented until during 2024/25.

# Delivering the Service Improvement Plan – Place




What we will do	Due Date	Status	Progress Update
Implement revised Housing Asset Management Strategy	31 March 2024		The final Asset Management Strategy has been delayed due to the Scottish Government consultation on the new SHNZS. (Social Housing Net Zero Standard) which is due to replace EESSH2. The draft strategy has been finalised and will be circulated for internal consultation prior to being presented to Board.
Progress Renfrewshire's Housing-led Regeneration and Renewal Programme 31 March 2031 (Council Plan)	31 March 2025		A varied programme for the delivery of regeneration and renewal objectives is being implemented across all 8 areas within the HR&R programme. Key milestones have been time lined for the demolition, new build and investment in existing homes across each area. In terms of the acquisition of the 89 private properties identified for demolition, 46 have been acquired to date, with 9 others with legal services to acquire, 11 remain to be valued and negotiations continue with the remaining 23 owners.
As part of the new Department, Officers will work together to review the delivery and turnaround of void properties across Renfrewshire to minimise times, wherever possible, to allow properties to be re-let.	31 March 2024		We are implementing the recommendations of the recent review and have established a Single Voids Team, commenced Pre-Termination Inspections. We have reviewed our policy on textured wall coatings, our prioritisation of voids by date of passing to Building Services alone and starting the allocations process earlier.

# Delivering the Service Improvement Plan – Place

Indicator	Current Status	2021/2022		2022/23		2023/24	Q1	Q2	Q3	Q4	2023/24	Explanation of performance
		Value	Target	Value	Target	Target	Value	Value	Value	Value	Value	
Private Water Supplies – 100% of type A supplies risk assessed and sampled		100%	100%	100%	100%	100%	Not measured for quarters				100%	As required under statute, all Regulated Private Water Supplies were sampled and risk assessed during the reporting year.
Air Quality - Annual average PM10 value across all continuous monitoring sites		10.2ug/m3	18ug/m3	14.2ug/m3	18ug/m3	18ug/m3	Not measured for quarters				tbc	Due to the statutory reporting process this annual value will not be available until June 2024 and an update will be provided at this time.
Air Quality - average nitrogen dioxide value of monitoring sites, within AQMA(s) exceeding limits		0ug/m3	41ug/m3	0ug/m3	40ug/m3	40ug/m3	Not measured for quarters				0ug/m3	There were no exceedances of the target value of 40ug/m <sup>3</sup> at any monitoring location during the reporting period, reflecting an improving trend over recent years






# Delivering the Service Improvement Plan – Place

Indicator	Current Status	2021/2022		2022/23		2023/24	Q1	Q2	Q3	Q4	2023/24	Explanation of performance
		Value	Target	Value	Target	Target	Value	Value	Value	Value	Value	
Percentage of reactive repairs carried out in the last year complete right first time (Housing)		85%	93%	90%	93%	93%	Not measured for quarters				Not available	The final value for this indicator will be available in mid May and reported as part of the Annual Return on the Charter.
Percentage of Overall Repairs Completed Within Target (Housing Services)		93.68%	95%	93.43%	95%	95%	91%	95.9%	92.3%	91%	92.1%	The value for 2023/24 is slightly below target of 95%
Average length of time taken to complete non-emergency repairs (days) (Housing Services)		14 days	15 days	6.1 days	15 days	15 days	7.4 days	7.3 days	8.4 days	8.4 days	7.9 days	The Annual figure is well within target and is the final figure to be returned to the Scottish Housing regulator as part of our ARC return.





# Delivering the Service Improvement Plan – Economy

What we will do	Due Date	Status	Progress Update
Provide employment, training and apprenticeship opportunities for identified groups of young people in Renfrewshire.	31 March 2024	✔	One Officer undertaking the training has now left Renfrewshire Council. The remaining two Officers have been undertaking licensing enforcement duties. This is a new function for the team, so the focus is on training Officers for this new activity. The Trading Standards qualification element will be revisited in the next financial year.
Complete the review of animal licence conditions across all licences	31 March 2024	▶	Review of licence conditions is ongoing, however most conditions are either set in legislation or Codes of Practice relevant to the particular licence and there is limited scope for amending. There is new proposed legislation currently being considered by the Scottish Government and if implemented, as recently consulted upon, there will be significant change to existing licensing of animals activities. It is expected this legislation will come into effect during 2024/25.
Deliver The Business Regulation Service Plan	31 March 2024	▶	The service continues to deliver on the priorities outlined in the Service Plan and regularly engages with Business to provide advice and support to encourage businesses to comply with relevant legislation as well as tackling those businesses where there are serious breaches.


# Delivering the Service Improvement Plan – Fair

What we will do	Due Date	Status	Progress Update
Liaise with Gypsy/Travellers who are staying in Transit Sites	31 March 2024		All known transit sites visited, and advice/assistance offered.
Reducing inequalities by ensuring proactive regulatory activities are targeted where they can support the wellbeing or financial security of citizens	31 March 2024		Trading Standards attended the SOOPIR event at the Lagoon in October 2023, to provide advice and guidance to older adults in Renfrewshire about scams and doorstep crime. The Team have undertaken proactive project work in areas where consumer confidence is required due to the cost of living crisis. This includes in relation to pricing (both online and in retail premises) and the safety of low cost items such as cosmetic products or small electrical items. Checks continue on the weight or volume of pre-packed food items, with issues being identified at every visit. This work is essential to the integrity of the Renfrewshire marketplace.
Work with partners on national Serious Organised Crime and CONTEST (Prevent) agendas	31 March 2024		Renfrewshire Community Protection PREVENT Steering Group continue to drive the CONTEST duty with active members. The new CONTEST Strategy was refreshed in March 2023 and the final local CONTEST Delivery Strategy document has recently been published for the West for implementation from the Renfrewshire PRECENT Steering Group end of January 2024. The strategy will be In place for the next three years, with annual reports expected for submission. The Secretariat will use these annual reports to provide assurance to the Strategic CONTEST Board for Scotland and the Scottish CONTEST Delivery Group on the delivery of CONTEST at a local level. There is also a revised Terms of Reference for local CONTEST Boards to reflect the new Local Delivery Strategy to ensure consistency of approach.



# Delivering the Service Improvement Plan – Fair

What we will do	Due Date	Status	Progress Update
Deliver the Action Plan outcomes outlined in the Tenant Participation Strategy 2022-2027	31 March 2027		Officers continue to implement the action plan and review its progress on a six-monthly basis.
Ensure effective participation and support for all refugee programmes.	31 March 2024		Accommodation and support offered in line with Ukrainian and Afghan programmes. Housing options advice offered to former asylum seekers.
Fully implement the improvements to our Sheltered Housing and Health & Wellbeing service.	31 March 2024		New post filed, and broader range of initiatives in place, including those for Ukrainian Displaced Persons.
Ensure proposed Protect Duty is delivered across the Council	After UK legislation has been enacted		<p>Following the announcement of the Terrorism (Protection of Premises) Bill in the King's Speech the Home Office have provided some updated information on the Bill which was subject to pre-legislative scrutiny earlier this year.</p> <p>Ahead of introduction to UK Parliament in this session, the Home Office have decided to conduct a further Public Consultation Exercise on the proposed amendments that have been made to the Standard Tier requirements.</p> <p>A preparedness exercise is ongoing with civil contingencies and Health and Safety to map out potential venues that will be captured within the Act.</p>



# Delivering the Service Improvement Plan – Fair

Indicator	Current Status	2021/22		2022/23		2023/24	Q1	Q2	Q3	Q4	2023/24	Explanation of performance
		Value	Target	Value	Target	Target	Value	Value	Value	Value	Value	
Average time from household presenting themselves as homeless to completion of duty (number of weeks)		22.25	26	21.74	26	26	21.43	21.80	18.98	22.04	Not available	This is currently a manual calculation and has still to be submitted to the Scottish Government for ratification. Whilst the figure is better than target, this indicator relates to 'closed' cases only. Given the record high number of homeless applications during 2023/24 and the number of homeless applicants still staying in temporary accommodation ('live' cases), it is anticipated that this figure is likely to increase in the long run. A strong focus will continue to be required on social housing lets to those who are homeless






# Delivering the Service Improvement Plan – Greener

What we will do	Due Date	Status	Progress Update
Supporting the local economy towards Net Zero; ensuring proper and informed consumer choice, both through effective advice and regulation.	31 March 2024		The service are developing costed net zero delivery plans to determine the priority net zero activities for 2024/25. we will also continue to support community groups and organisations in their transition to net zero and will build on the success of the recently established community transport organisation in Renfrewshire.
<p>Deliver the Energy Efficiency Standard for Social Housing post-2020 (EESH2) milestones.</p> <p><i>(The Scottish Government is reviewing EESH2 to strengthen and realign the standard with the target for net zero heat in houses from 2040, as set out in the Climate Change Update, the Heat in Buildings Strategy, and the Housing to 2040 Route Map – whilst the review is underway, the Scottish Housing Regulator will continue to gather data on EESH1 compliance)</i></p>	<p>On hold until new the Scottish Government issue the new standard.</p> <p>The Energy Efficiency standard is expected to be by 2033</p> <p>Clean heating installs to all homes, is expected to be by 2045</p>		We continue to deliver energy efficient investment projects, with improving designs and standard.

# Delivering the Service Improvement Plan – Greener




Indicator	Current Status	2021/22		2022/23		2023/24	Q1	Q2	Q3	Q4	2023/24 Value	Explanation of performance
		Value	Target	Value	Target	Target	Value	Value	Value	Value		
Percentage of Council housing stock which meets the Scottish Housing Quality Standard		57%	100%	68.31%	100%	100%	Not measured for quarters				68.55%	The Annual figure is the final figure to be returned to the Scottish Housing regulator as part of our ARC return. Our pass rate is still materially affected by EICR & Smoke Detector fails and by EESSH fails. A contract has recently started to enforce EICRS/Smoke detector installs and we expect the position to improve as a result, for next years compliance rate.
Percentage of homes meeting the EESSH 2020 standard		78.4%	95%	85.07%	95%	95%	Not measured for quarters				87.75%	Including insulation works and solar PV installs in 2023/2024, the pass rate increased to 87.75%. Over 600 new Energy Performance Certificate (EPC) were added to our system, many replacing previously cloned energy data however, the real EPC data often lowered scores and resulted in some new fails emerging.  As EESSH is being replaced by SHNZS, we do not expect to target works for further EESSH compliance.

# Delivering the Service Improvement Plan – Living Our Values




What we will do	Due Date	Status	Progress Update
Embed new approaches to staff communication and engagement across all areas of the service	31 March 2024		A series of manager away days have been held, with the last one taking place in May 2024. The Strategic Communications Business Partner is now embedded within the service and is supporting the service develop a wide range of approaches to communication and engagement with staff.
Ensure robust and up to date business continuity arrangements are in place	31 March 2024		Civil Contingencies Service continues to support services across the council ensuring that they have in place robust arrangements for continued delivery of essential services in the event of significant incidents such as disruptive weather, cyber-attacks, or widespread power outage. Updated draft versions of Business Continuity Plans for all four service areas within E,H&I have been completed and are now waiting feedback from an external cyber consultation before final approval.
Embed the enquiry systems for public and elected members across Environment, Housing & Infrastructure services	31 March 2024		There has been progress to report the performance of Elected Member enquiries across EH&I but the recording and monitoring of other enquiries continues to be undertaken separately. Work is ongoing to address this but has been delayed until the new Service Development Team is established.
Review Health & Safety and Risk Assessments	31 March 2024		The new Service Development Team are in the process of reviewing H&S and Risk assessments, with the operational services across the whole of E,H&I
Ensure robust financial monitoring	31 March 2024		The Senior Leadership Team and service managers continue to meet on a period by period basis with finance colleagues to monitor budgets and to ensure the service is provided with the most up to date information to ensure robust financial systems are in place to support the service.






# Delivering the Service Improvement Plan – Living Our Values

What we will do	Due Date	Status	Progress Update
Review and maintain continuous improvement frameworks	31 March 2024		Infrastructure & Service Development services have been successfully re-accredited through strategic review for the next three years of accreditation to the ISO9001 Quality Management Systems standard.
Support the Council in developing New Ways of Working (Council Plan)	31 March 2024		<p>A lot of work and preparation on the New Ways of Working has been undertaken with an initial focus on Renfrewshire House as the Council headquarters.</p> <p>This has included setting up cross service Operational and Strategic Groups.</p> <p>Officers procured a space planner to assist with the design of offices and a large amount of work has been undertaken to relocate staff from Abbey House to Renfrewshire House between November 2023 and January 2024 thus ending the lease. Other leases e.g. 5a High Street have ended and work continues to review different strands/themes e.g. Community Halls/Self Managed Halls, surplus properties etc.</p> <p>Pilots of sound proof pods, new ICT meeting equipment, head phones and break out areas have been undertaken and reviewed.</p> <p>The work has been undertaken to give the flexibility for staff to continue to work in a hybrid model (wherever possible) and therefore rationalise the number of desks for each team. Work has also been undertaken to understand leases and assess if other organisations e.g. RVJB could be located in Renfrewshire House.</p>
EH&I will work towards keeping The Promise	31 March 2024		Service Areas have been liaising with the Council's Promise lead officer to ensure the service is supporting The Promise.




# Delivering the Service Improvement Plan – Living Our Values

Indicator	Current Status	2021/22		2022/23		2023/24	Q1	Q2	Q3	Q4	2023/24	Explanation of performance
		Value	Target	Value	Target	Target	Value	Value	Value	Value	Value	
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.		7.99%	8%	9.28%	7.5%	7.5%	8.52%	9.19%	9.03%	8.51%	8.32%	The Annual figure is the final figure to be returned to the Scottish Housing regulator as part of our ARC return. We have seen a 1% point improvement in rents arrears from the same position last year.
Rent collected as percentage of total rent due in the reporting year.		98.2%	98%	100%	98%	98%	96.2%	98.45%	99.2%	100.2%	100.42%	This indicator is above the target of 98%. The Annual figure is the final figure to be returned to the Scottish Housing regulator as part of our ARC return
Average length of time taken to re-let properties in the last year (in days)		66	60	60.59	53	53	43.12	49	49	56.8	50.4	The Annual figure is the final figure to be returned to the Scottish Housing regulator as part of our ARC return. The annual figure shows significant improvement from the same point last year and is better than target.

# Delivering the Service Improvement Plan – Living Our Values




Indicator	Current Status	2021/22		2022/23		2023/24	Q1	Q2	Q3	Q4	2023/24	Explanation of performance
		Value	Target	Value	Target	Target	Value	Value	Value	Value	Value	
Percentage of rent loss due to voids		2%	1.6%	1.86%	1.8%	1.8%	1.47%	1.48%	1.49%	1.45%	1.45%	The Annual figure is the final figure to be returned to the Scottish Housing regulator as part of our ARC return. The annual figure shows significant improvement from the same point last year and is better than target.
Number of workdays lost through sickness absence per full time equivalent (FTE) employee (cumulative)	As reported to the Audit, Risk and Scrutiny Board in August 2023 (Agenda item 5), E,H&I is a new service with no previous data.					TBC	3.5	3.36	3.93	4.12	14.91	As reported to the Audit, Risk and Scrutiny Board in May 2024
% of FOI Requests completed within timescale by EHI		99%	100%	99%	100%	100%	100%	99%	100%	100%	100%	Environment, Housing & Infrastructure dealt with 257 Freedom of Information requests in 2023/24, of which 256 (99.4%) were responded to within timescale. 103 of these requests were cross departmental and 154 were departmental.
% of Members enquiries completed within timescale by EHI		86.7%	85%	92.6%	85%	85%	91%	92%	94%	93%	92%	Environment, Housing & Infrastructure received 5,084 members enquiries in 2023/24, of which 92.3% were responded to within timescale.

# Delivering the Service Improvement Plan – Living Our Values

Indicator	Current Status	2021/22		2022/23		2023/24	Q1	Q2	Q3	Q4	2023/24	Explanation of performance
		Value	Target	Value	Target	Target	Value	Value	Value	Value	Value	
% of frontline resolution complaints dealt with within timescale by EHI*		81%	85%	87%	85%	85%	88%	89%	88%	77%	85%	Environment, Housing & Infrastructure received 9,395 front line resolutions in 2023/24, of which 85.1% were responded to within timescale.
% of investigation complaints dealt with within timescale by EHI*		63%	95%	93%	85%	85%	95%	95%	81%	84%	89%	88.8% of 508 complaint investigations received have been responded to on time.
Training – Percentage of staff training undertaken in relation to qualifications				100%	100%	100%	100%	100%	TBC	TBC	TBC	One Officer undertaking the training has now left Renfrewshire Council. The remaining two Officers have been undertaking licensing enforcement duties. This is a new function for the Team so the focus is on training Officers for this new activity. The Trading Standards qualification element will be revisited in the next financial year.

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

# Delivering the Service Improvement Plan – Data Only Indicators

Indicator	Current Status	2021/22	2022/23	Q1	Q2	Q3	Q4	2023/24	Explanation of performance
		Value	Value	Value	Value	Value	Value	Value	
Enhanced Enforcement of Private Rented Sector - no. of investigations		43	62	18	17	12	35	82	This is a reactive service and data will fluctuate as service requests are received across the year. The annual value is increasing year on year since data has been collated since 2021/22
Enhanced Enforcement of Private Rented Sector - no. of reports to First Tier Tribunal		5	3	2	0	0	0	2	Referrals to the Tribunal are a last resort where Officers are unable to secure private landlords comply with the Repairing Standard within their rental property. Most of the investigations are resolved without referral to the Tribunal.
Enhanced Enforcement of Private Rented Sector - no. of RPNs issued		453	268	12	58	25	41	136	Rent Penalty Notices are issued to private landlords who fail to apply for registration after two reminder emails and a final expired registration letter is issued. There is a significant reduction for the reporting year against previous years..

# EHI Service Improvement Plan

Six monthly progress update  
October 2023

For more information, please contact:  
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We are **fair**, We are **helpful**, We are great **collaborators**, We value **learning**



**To: Communities and Housing Policy Board**

**On: 21 May 2024**

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

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**Heading: Environment, Housing and Infrastructure - 2024-2027 Service Improvement Plan**

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## **1. Summary**

- 1.1 The Service Improvement Plan for Environment, Housing and Infrastructure is a three-year plan covering the period 2024-2027. The purpose of the Plan is to identify the priorities being addressed, the key tasks to be implemented, the implementation timetable and our measures of success.
  - 1.2 The Service Improvement Plan is part of a suite of documents which describe the strategic direction for the Service and the Council, and also includes the Council Plan, Community Plan, Risk Management Plan, and the Workforce Plan. Following recommendations from the Council's auditors, the Council Plan priorities are being refocused, and this is reflected in Service Improvement Plans, with services reducing the number of priority areas each year. The new, more accessible, format of Service Improvement Plans, introduced in 2023-2024, has been retained.
  - 1.3 The Service Improvement Plan is appended to this report and includes performance indicators and an action plan grouped under the Council Plan themes. A mid-year progress update on the Service Improvement Plan will be submitted to the Communities and Housing Policy Board in the autumn of 2024.
- 

## **2. Recommendations**

It is recommended that the Communities and Housing Policy Board:

- 2.1 Approves the attached Service Improvement Plan; and

- 2.2 Notes that mid-year progress of this Service Improvement Plan will be reported to this Board in the Autumn of 2024, with updates to the performance indicators and action plan.
- 

### 3. Background

- 3.1 Environment, Housing & Infrastructure delivers a wide range of vital services to the people, communities and businesses of Renfrewshire, including environmental health services, trading standards and public protection. We manage over 12,200 Council houses and support vulnerable people experiencing homelessness and those threatened by homelessness. Our service has also played a critical role in supporting the Council's response to the asylum and refugee programmes over the last two years.

### 4. Service Improvement Plan 2024-2025: What do we want to achieve?

- 4.1. Council services continue to operate in a challenging context. The Council and services remain ambitious for our people and our place, and the Service Improvement Plan process ensures a clear focus on delivering our priorities. The Service Improvement Plans process allows us to describe where activity is targeted, and through the 6-monthly updates described below, provide a balanced view on progress.
- 4.2. Our Service Improvement Plan sets out actions for the next three years, and in 2024/25 our particular areas of focus for those areas under the remit of the board will be:
- Deliver the £400m Housing investment including a **£100m Housing-led regeneration programme** across 8 areas in Renfrewshire.
  - Develop and implement the range of measures in place to mitigate the impacts from the **increased homeless pressures**, especially in relation to changes in national migration and resettlement policies and programmes.
  - Deliver repairs and maintenance to around **12,200 Council housing properties**, including re-letting/void properties and produce a robust business plan that looks at the short, medium and long term.
  - Support Council services to implement the proposed **Protect Duty** once it becomes law. The proposed legislation will ensure parties are prepared, ready to respond and know what to do in the event of a terrorist attack.
  - Complete the review of **animal licence conditions** across all licences.
  - Deliver The **Business Regulation Service Plan**.
  - Supporting the **local economy towards Net Zero**; ensuring proper and informed consumer choice, both through effective advice and regulation.
  - Continue to support the Council's various **refugee and asylum programmes** including the provision of settled accommodation.



- Through **workforce and succession planning**, we will support our staff to ensure they have the right skills to deliver our services now, and in the future.
- **Modernisation** of business processes and more efficient use of management data, steering the focus of service delivery.
- Explore how **modern technologies** and innovations could improve service delivery, such as the use of robotics.

## 5. Monitoring progress

- 5.1 Progress on the implementation of the Service Improvement Plan is regularly monitored by the Senior Management Team and will be reported to the Finance, Resources and Customer Services Policy Board on a six-monthly basis. A mid-year review of progress will be brought to this Board in Autumn 2024 and an annual outturn report in Spring 2025.

## Implications of the Report

1. **Financial** – This report notes the financial challenges facing the local authority and the work that will be undertaken by the service to manage this.
2. **HR & Organisational Development** – The Service Improvement Plan details several pieces of work being progressed by the People & OD team.
3. **Community/Council Planning** – Service Improvement Plans reflect the contribution of each service to the Council and Community Plans.
4. **Legal** – None
5. **Property/Assets** – None
6. **Information Technology** – Digital resources are now key to the delivery of services and strategies are in place to manage this.
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. The delivery of actions included in the appendix will be impact assessed where appropriate.
8. **Health & Safety** – The Service Improvement Plan includes actions relating to employee wellbeing and absence.
9. **Procurement** – The Service Improvement Plan includes actions relating to procurement activity.

10. **Risk** – Risks related to the delivery and management of services are regularly monitored and included in Renfrewshire Council’s Corporate and Strategic Risk Registers.
11. **Privacy Impact** – None
12. **COSLA Policy Position** – None
13. **Climate Change** – The Service Improvement Plan includes actions and indicators under the theme “Green” demonstrating how it will contribute to Renfrewshire’s Plan for Net Zero.

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**List of Background Papers:** None

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# Environment, Housing & Infrastructure

Service Improvement Plan 2024 - 27



Renfrewshire  
Council

# Welcome to our Service Improvement Plan

As Director of Environment, Housing & Infrastructure, I'm delighted to introduce our new Service Improvement Plan which covers the period 2024 to 2027. This plan describes how our team will focus our efforts to deliver the strategic outcomes described in the Council Plan 2022 to 2027 of Place, Economy, Fair, Green and Living Our Values.



Environment, Housing & Infrastructure delivers a wide range of vital services to the people, communities and businesses of Renfrewshire. This includes universal provision such as waste collection, road maintenance, environmental health services and facility management across our housing stock and public buildings. We manage over 12,200 Council houses and support vulnerable people experiencing homelessness and those threatened by homelessness. Our service has also played a critical role in supporting the Council's response to the asylum and refugee programmes over the last two years.

Although this is a challenging time for local government, we are still ambitious for Renfrewshire and our service lead on the over £100m Housing led regeneration programme, which forms part of our £400m investment in our housing stock across all of Renfrewshire over the next 30 years. We also lead on the council's Plan for Net Zero, which sets out how the area will work towards net zero by 2030. As a Council, we will play a leadership role by striving to become a net zero organisation while working closely with businesses, partners and stakeholders to make radical, but essential, changes across the whole of Renfrewshire. Environment, Housing & Infrastructure also supports strategic Council projects such as the City Deal programme, the refurbishment and new school build programmes and town centre projects including the new museum.

I know the dedication of our colleagues across all areas of the service will ensure the ambitious agenda outlined within the Service Improvement Plan is delivered to support individuals, communities and businesses across Renfrewshire to flourish.

# Environment, Housing and infrastructure - Our service



**Net Zero**  
Deliver Renfrewshire's Plan for Net Zero.



**Homeless and Housing Services**  
Supporting homeless people, those threatened with homelessness and refugee resettlement.



**Community Safety**  
Helping to keep people safe through the Community Safety Hub.



**Waste and Recycling**  
Management of Renfrewshire's waste and recycling services.



**Neighbourhood Services**  
Ensuring our streets, town centres and communities are welcoming.



**Housing Investment**  
We invest in existing homes and new build Council houses.



**Safeguarding the public**  
Safeguarding the public and protecting consumers through Trading Standards and Environmental Health.



**Roads and Transport**  
Supporting more than 849km of roads and transport infrastructure and promote healthier, more active lifestyles through the active travel network.



**Council Homes**  
We support tenants in over 12,200 council houses, providing housing advice and support, repairs and maintenance.



**Fleet & Social Transport**  
Fleet Purchase, Maintenance & Management and Transportation of ASN Children & Elderly.



**Land & Asset Management**  
Grass, Grounds & Cemeteries Maintenance, Burials & Country Park Management.



**Facilities Management**  
Provide integrated facilities management activities in public buildings, schools and HSCP premises. Healthy nutritious meal provision in all Council run schools.



**Property Management**  
Managing the Council's capital projects and property portfolio.

# About us

Environment, Housing & Infrastructure is responsible for the provision of every day essential services, directly to the public of Renfrewshire, to other services within the Council and to community planning partners.

- **Climate, Public Protection & Roads** responsibilities include the Council's Roads, Public Transport, Parking & Active Travel services, as well as leading the response to Climate Change and Ren Zero, along with Energy Management, Regulatory & Public Protection services. This includes partnership working with police, fire and other multiagency partners.
- **Operations & Service Development** responsibilities include Waste Services, Fleet & Social Transport, Neighbourhood Services, Grass, Grounds & Cemeteries Maintenance, Burials & Country Park Management, Civil Contingencies and Service Development.
- **Facilities Management & Property Services** covers four key service areas: soft facilities, hard facilities, support services and property services. Soft facilities cover janitorial, cleaning, catering, housekeeping and school crossing patrollers. Hard services cover building services operations, repairs and maintenance for housing and public buildings and streetlighting maintenance. Support services is responsible for compliance in schools and public buildings, life cycle maintenance in schools & public buildings, PPP contract management. Property Services is a multi-disciplinary design consultancy commissioned by Council Departments to deliver projects.
- **Housing Services** responsibilities include managing and investing in our housing stock of approximately 12,200 properties and providing services to Council tenants, alongside housing advice and support, assisting homeless people and those threatened with homelessness and ensuring people have safe and healthy places to live, and supports the council's response to migration and asylum.



# Renfrewshire Council's Service Improvement Context



# Transformation and financial sustainability

The Council's financial outlook remains subject to significant uncertainty. The most recent analysis reported to Council on 29 February 2024 suggests that Renfrewshire Council will continue to experience an extremely challenging financial outlook. Incorporating an affordable level of pay increase over the period 2024/25 to 2027/28, and a reducing level of inflation on supplies and services costs suggests that the Council is facing a £45-50 million funding gap over this period, unless mitigating action is taken.

The Council continues to explore ways to transform how we deliver our services – to improve the experience of our customers and service-users but also to ensure the Council's financial sustainability.

**Environment, Housing & Infrastructure** continues to support this through;

Supporting the cross-service **Financial Sustainability** workstreams led by the Corporate Management Team

**Delivering Ren Zero** embedded within financial planning



# Workforce innovation and wellbeing

The Council launched its people strategy [“Our People, Our Future”](#) in 2021, which was updated in 2023 with the following 3 priorities:



**Improving our  
Employee Experience**



**Workforce Planning**



**Equality, Diversity, and Inclusion**

The strategy describes the Council’s organisational development vision and workforce planning activities under three strategic outcomes – **improving our employee experience, workforce planning and equality, diversity and inclusion.**

The strategy is aligned with the Council Plan and is focussed on the Council improving our employees’ experience whilst at work, looking at living our values, employee voice and recognitions which all positively impact on the culture within our workplace. There is a focus on workforce planning, there are many changes and challenges facing the Council in the coming years and this will ensure the right workforce and right skills are in place to deliver this. The last priority is focussed on inclusion, the council wants to be a place where everyone feels included and has a richness of diversity.

**Environment, Housing and Infrastructure** - will ensure these priorities are reflected in both our strategic and day-to-day operations. High-level actions are embedded in our Service Improvement Plan, with a particular emphasis this year on workforce and succession planning - supporting our staff to ensure they have the right skills to deliver our services now, and in the future.

As well as our established workforce there will also be a focus on apprenticeship training and developing. Building Service will provide apprenticeships this year to 8 people. We will also be providing Modern Apprenticeship places within our Housing Services and within our Public Protection teams to provide opportunities for young people in Renfrewshire to access the workplace and develop skills and experience.

# Our resources and risks

## BUDGET

The [Non-Housing Capital Investment Programme](#) approved for General Services on 29 February 2024 was **£450m** for the period 2024/25 to 2028/29.

For 2024/25, the [Revenue Budget](#) approved for General Services on 29 February 2024 was **£519m**.

The Environment, Housing & Infrastructure Services revenue budget for 2024/25 is approximately **£58.924** million.

Income and expenditure in relation to a local authority's direct provision of housing must be recorded separately within a Housing Revenue Account (HRA). The [HRA Account Budget](#) was presented to Council on 29 February 2024 with total rental and other income for 2024/25 of **£61.208m**.

Renfrewshire Council has a statutory duty to consult tenants before increasing rents. To help inform the decision on rents for 2024/25, consultation was undertaken during December 2023 and January 2024. Around 1,440 tenants took part in the consultation with 78.2% favouring a rent increase of **6.0%**. This was approved by Council in February 2024.

At this meeting, Council also approved the Housing Capital programme of £281m over the next 5 years.

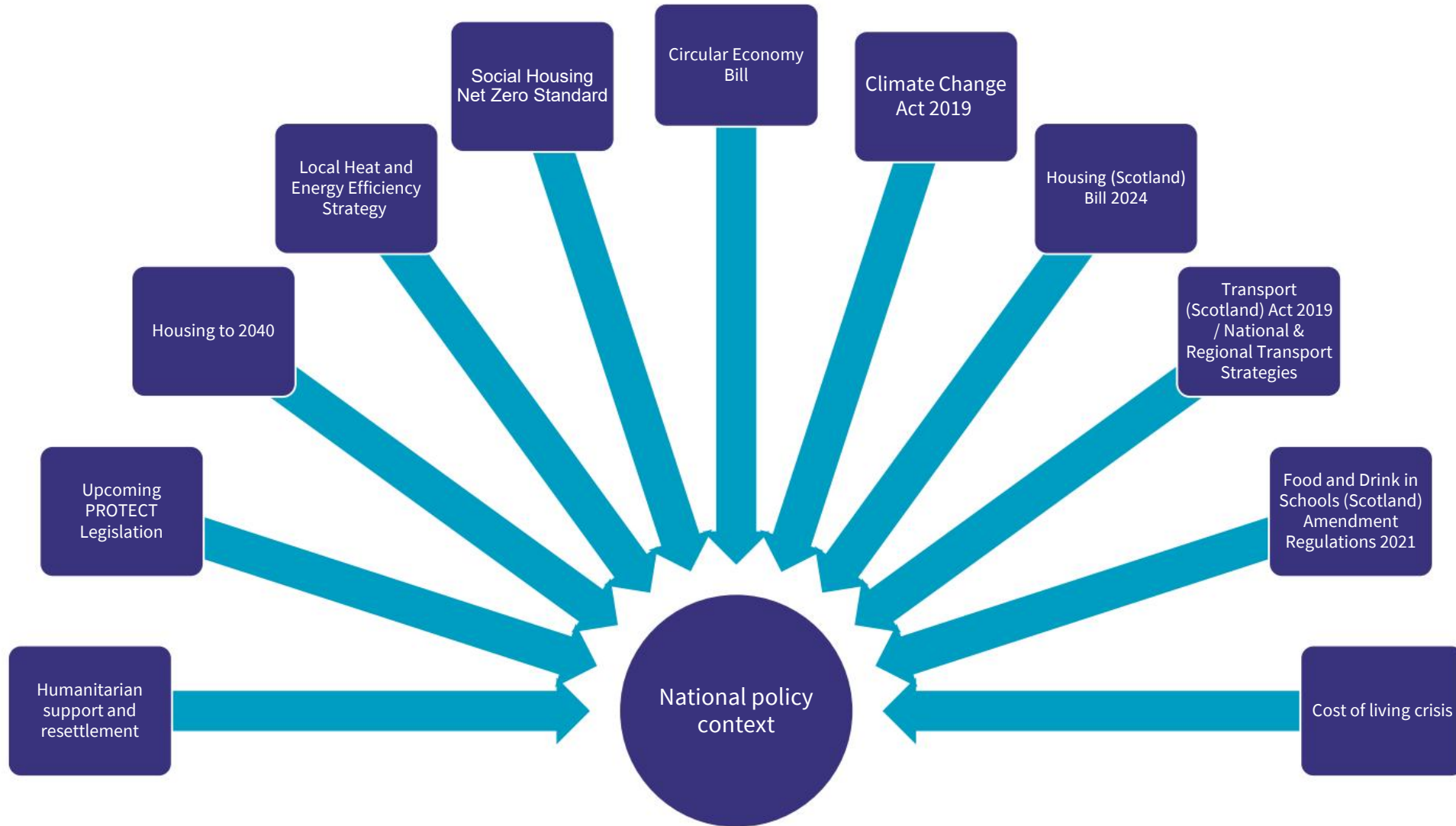
# Our resources and risks

## RISK MANAGEMENT

- The Council's risk management arrangements are well established with all strategic, corporate and service risks being reported to the Audit, Risk and Scrutiny Board with the last update being in May 2024. Here is a list of the Risks reported to the board.

Risks	Evaluations	Owner
<b>Our strategic risks</b>		
Migration and asylum related service pressures	High	Head of Housing Services (joint owner)
Global environmental sustainability and route to Net Zero	High	Head of Climate, Public Protection and Roads
Strategic sustainable planning for people and assets	High	CMT
<b>Our corporate risks</b>		
Successful Cyber Attack	Very High	CMT
Commercial vehicle & operator's license	High	Head of Operations and Service Development
Delivering homeless duties	High	Director of Environment, Housing & Infrastructure
Asset Management	High	Director of Environment, Housing & Infrastructure (joint owner)
<b>Our service-specific risks</b>		
Review of electric vehicle (fleet) infrastructure	High	Head of Operations & Service Development
Tree Fall and Ash Die Back & Larch Infection	High	Head of Operations & Service Development
Housing Regeneration and Renewal Programme	High	Head of Housing Services
Last in Block Properties	Moderate	Head of Housing Services
Housing IT System Replacement Programme	High	Head of Housing Services
Housing Investment Programme	High	Head of Housing Services
Disposal of Coal Tar	Moderate	Head of Climate, Public Protection and Roads
Implementation of Local Heat and Energy Efficiency Strategy	Moderate	Head of Climate, Public Protection and Roads
Recruitment across Facilities and Property Management at all levels	High	Head of Facilities Management & Property Services
RAAC and the School estate	Moderate	Head of Facilities Management & Property Services
Collection and Disposal of Waste Upholstered Domestic Seating (WUDS) / Persistent Organic Pollutants (POP's)	Moderate	Head of Operations & Service Development
Collection Management / Routing Software for Waste and Recycling Service	Moderate	Head of Operations & Service Development

# National Policy Context



# Our local policy context

## Our Values

- Our Values describe our promise to our communities, staff, and partners. They guide how we deliver services and make decisions

## Council and Community Plans

- Our Council Plan and Community Plan set the strategic framework for our organisation and describe what we want to achieve for Renfrewshire

## Fairer Renfrewshire Programme

- Brings together existing programmes of work focused on achieving fairness and equity, and tackling the inequalities that exist across Renfrewshire's communities

## Housing Pressures

- Renfrewshire is currently experiencing a range of significant supply and demand pressures across the housing sector, in common with the rest of Scotland.

## Renfrewshire's Plan for Net Zero

- Support the Council's pledge to tackle climate change, working towards net zero by 2030

## Alcohol and Drugs Change Programme

- Takes forward projects to deliver Renfrewshire Alcohol and Drugs Commission's recommendations to reduce drug and alcohol-related harms and promote recovery

## Transformation Programme

- Environment, Housing & Infrastructure will support the next phase of the Council's transformation programme

## Support for humanitarian schemes

- Supporting people who arrive in Renfrewshire through the UK and Scottish Governments' humanitarian resettlement schemes, including asylum and Ukrainian resettlement

# Our key priorities

Ensure implementation of legislative changes, with appropriate strategies and plans

Deliver the agreed priorities within the Council's Costed Delivery Plans for Net Zero

Better use of data and technology to improve service performance and delivery

Deliver the 2024/25 capital investment Asset Management programmes across Public Buildings, Housing, Roads, Fleet and Open spaces.

Continue to develop our service models to support the Council's financial sustainability and maximise income

Support staff and apprenticeship development to ensure they have the right skills and training to meet the needs of the service, now and in the future

Supporting the most vulnerable members of our communities, including people experiencing and those threatened by homelessness

# Our focus for 2024/25

- Progress the priority areas outlined within the approved the **Local Heat and Energy Efficiency Strategy (LHEES)**
- Implementation of the **Renfrewshire wide Parking Strategy**, including implementing the pavement parking ban, as part of phase 1 of the strategy.
- Delivery of the Council's New **Local Transport Strategy and associated action plan** to support the economic regeneration and revitalisation of town centres, having a specific focus on the public realm and transport access.
- Implementation of provisions of the Transport (Scotland) Act 2019 to enhance **social** and **economic wellbeing**, improve **environmental outcomes** and a focus on **health and wellbeing for all**.
- Deliver the objectives and requirements of the **Scottish Household recycling charter and Circular Economy scheme**
- Lead on the “**Strategic Property review**” across the Council’s estate
- Develop and focus on repairs and compliance within the **Council’s property portfolio** – with short, medium and long-term plans
- Continue to develop **large capital projects**, including schools for Renfrewshire Council.
- Support Council services to implement the proposed **Protect Duty** once it becomes law. The proposed legislation will ensure parties are prepared, ready to respond and know what to do in the event of a terrorist attack.

# Our focus for 2024/25

- Continue to support the Council's various **refugee and asylum programmes** including the provision of settled accommodation.
- Implement provisions of the **Housing Bill** when this becomes law
- Deliver the £400m Housing investment including a **£100m Housing-led regeneration programme** across 8 areas in Renfrewshire.
- Develop and implement the range of measures in place to mitigate the impacts from the **increased homeless pressures**, especially in relation to changes in national migration and resettlement policies and programmes
- Deliver repairs and maintenance to around **12,200 Council housing properties**, including re-letting/void properties and produce a robust business plan that looks at the short, medium and long term
- Deliver the new road infrastructure to support the enhanced links between Paisley Town Centre, Glasgow Airport and the Advanced Manufacturing Innovation District Scotland (AMIDS) and new road bridge over the White Cart River, as part of the **£38million Levelling Up Fund**.
- Through **workforce and succession planning**, we will support our staff to ensure they have the right skills to deliver our services now, and in the future
- **Modernisation** of business processes and more efficient use of management data, steering the focus of service delivery.
- Explore how **modern technologies** and innovations could improve service delivery, such as the use of robotics.



# Appendix:

## Actions and Performance Indicators relevant to the remit of the Communities and Housing Policy Board

# Delivering the Council Plan - PLACE

What will we do?	What difference will we make?	When will we do it by?
Deliver the key outputs from the 6th year of Renfrewshire’s Rapid Rehousing Transition Plan (RRTP) and ensure the supply of temporary accommodation, provision of support to those in need, and the number of social rented housing lets meets the national and local increase in homelessness. (Council Plan)	The RRTP details how those who are homeless will be provided with settled accommodation more quickly; spend reduced time in temporary accommodation and have more access to up-scaled support.	31 March 2025
Deliver any new duties, with partners, in relation to prevention of homelessness	We will support partners to assist those in housing need to prevent homelessness, or safely move to settled accommodation when necessary	To be confirmed once Housing Bill is passed – now likely to be Summer 2024
Implement revised Housing Asset Management Strategy	The revised Housing Asset Management Strategy will ensure the Council meets and maintains current standards. It will tie in with the Local Housing Strategy and the Local Development Plan, to help ensure Housing assets are contributing to the Council’s wider aims.	31 March 2025 (TBC following SG Consultation)
Progress the Regeneration and Renewal programme across the eight Regeneration Areas.  ( <b>Council Plan</b> )	The £100m Housing Led Regeneration and Renewal programme will deliver modern, high quality, energy efficient, affordable Council housing that will not only significantly enhance the Council’s housing stock but will also contribute to the wider transformation of Renfrewshire as a place and will be central to the economic and social recovery of Renfrewshire.	31 March 2026

# Delivering the Council Plan - PLACE

What will we do?	What difference will we make?	When will we do it by?
Officers will work together to review the delivery and turnaround of void properties across Renfrewshire to minimise times, wherever possible, to allow properties to be re-let.	Housing properties within Renfrewshire that have become void and re-let, will be turned around as quickly as possible to ensure an adequate stock of Council properties and maximise rental income.	30 September 2024 - This date is subject to change due to the nature and scope of the review and once the teams are fully embedded
Develop and implement the range of measures in place to mitigate the impacts from the increased homeless pressures, especially in relation to changes in national migration and resettlement policies and programmes	Ensure those who are homeless are provided with temporary / settled accommodation and the housing support they need.	31 March 2025
Improve connections with services involved in the delivery of estate management related activity in and around the Council's Housing stock.	Improved conditions on Council Estates.	31 March 2025
Extend the ways tenants impacted by Anti-social Behaviour (ASB) can make reports and log incidents using systems such as the 'ASB app'.	It is easier for our tenants to report and log incidents of anti-social behaviour.	31 March 2025
Review our current approach to dog fouling enforcement and use community engagement and data to map out "hot spots" to target enforcement.	Dog fouling remains one of the most common complaints received by the Service. A new approach to enforcement will support a reduction in dog fouling across Renfrewshire	31 March 2025

# Delivering the Council Plan - PLACE

Performance Indicators	Reporting Frequency
Private Water Supplies – 100% of type A supplies risk assessed and sampled	Annual
Air Quality - Annual average PM10 value across all continuous monitoring sites	Annual
Air Quality - average nitrogen dioxide value of monitoring sites, within AQMA(s) exceeding limits	Annual
Percentage of reactive repairs carried out in the last year completed right first time (Housing Services)	Annual
Percentage of Overall Repairs Completed Within Target (Housing Services)	Quarterly
Average length of time taken to complete non-emergency repairs (days) (Housing Services)	Quarterly
Average time from household presenting themselves as homeless to completion of duty (number of weeks)	Quarterly

# Delivering the Council Plan - ECONOMY

What will we do?	What difference will we make?	When will we do it by?
Provide employment, training and apprenticeship opportunities for identified groups of young people in Renfrewshire	Young people and people with vulnerabilities will have opportunities to enhance their chances of employment	31 March 2025
Complete the review of animal licence conditions across all licences	To modernise and ensure relevant to new licensing requirements	31 March 2025
Deliver The Business Regulation Service Plan	The Business Regulation Service Plan details the work to be undertaken by the service, setting out objectives, the resources required and approach to quality assurance in the format and detail required by Food Standards Scotland.	31 March 2025
Continue to support the implementation of Short Term Let Licensing Scheme	This will ensure that short term lets are safe and any issues experienced by neighbours are addressed	31 March 2025
Implement the proposed ban on the sale and supply of single use nicotine vaping products	To ensure compliance with the legislation and support the Scottish Government's commitment to reduce vaping among non-smokers and young people and take action to tackle their environmental impact.	31 March 2026

# Delivering the Council Plan - FAIR

What will we do?	What difference will we make?	When will we do it by?
Liaise with Gypsy/ Travellers who are staying in Transit Sites	We will offer advice and assistance with meeting health, education and other needs	Ongoing
Reducing inequalities by ensuring proactive regulatory activities are targeted where they can support the wellbeing or financial security of citizens	We will ensure our pro-active regulatory activities are targeted where they can make the most improvement to children and families, for instance ensuring the safety of low-cost items, conducting pricing and metrology checks and food sampling. Partnership activities will raise awareness of rights, or emerging issues.	31 March 2025
Work with partners on national Serious Organised Crime and CONTEST (Prevent) agendas	This will ensure a joined up, co-ordinated approach to dealing with serious organised crime and threats of terrorism.	31 March 2025
Deliver the Action Plan outcomes outlined in the Tenant Participation Strategy 2022-2027	The new Tenant Participation Strategy takes account of the changing context we are working in and the opportunities that we now have to modernise and enhance our approach to customer engagement, and which aligns with our Council Digital Strategy. We have developed this strategy following extensive consultation, discussion, and feedback and building on the years of experience we have of working with tenants and residents	31 March 2025
Ensure effective participation and support for all refugee programmes.	Safely resettle Ukrainian refugees within Renfrewshire	31 March 2025
Fully implement the improvements to our Sheltered Housing and Health & Well Being Service	We will broaden the range of support and wellbeing initiatives provided for sheltered housing tenants, as well as rolling this out to older tenants living in amenity housing. We will also offer access to health and wellbeing initiatives to homeless applicants and housing support service users.	30 June 2024
Simplify access to specialist income advice for Council Tenants experiencing financial issues.	Entitlement to benefits and other financial / household assistance schemes maximised.	31 March 2025
Ensure council housing properties are fully compliant with electrical safety and smoke detection	There is a requirement for all properties to have an EICR carried out every 5 years and for all properties to be up to standard regarding smoke detection. Having this in place provides assurance of tenant safety.	31 March 2025

# Delivering the Council Plan - GREEN

What will we do?	What difference will we make?	When will we do it by?
Supporting the local economy towards Net Zero; ensuring proper and informed consumer choice, both through effective advice and regulation.	We will ensure a fair marketplace by both supporting new businesses in the green sector and investigating claims around energy efficiency and greenwashing. Citizens will be empowered to make green choices, and to spot potential misleading claims in the emerging sector.	31 March 2025
Deliver the Energy Efficiency Standard for Social Housing post-2020 (ESSH2) milestones  <i>(The Scottish Government is reviewing ESSH2 to strengthen and realign the standard with the target for net zero heat in houses from 2040, as set out in the <a href="#">Climate Change Update</a>, the <a href="#">Heat in Buildings Strategy</a>, and the <a href="#">Housing to 2040 Route Map</a>- whilst the review is underway, The Scottish Housing Regulator will continue to gather data on ESSH1 compliance )</i> <b>(Council Plan)</b>	ESSH2 aims to improve the energy efficiency of social housing in Scotland. This will help reduce fuel poverty and ensure warm, high quality, affordable, low carbon homes and a housing sector that helps to establish a successful low carbon economy across Scotland.  <i>(Consultation is underway by the Scottish Government to strengthen and realign the standard with the target for net zero heat in houses from 2040, as set out in the <a href="#">Climate Change Update</a>, the <a href="#">Heat in Buildings Strategy</a>, and the <a href="#">Housing to 2040 Route Map</a>. SHNZS will replace ESSH2)</i>	31 March 2025
Commence costed, target interventions and actions to support our net zero journey within the Council and working in partnership with key stakeholders <b>(Council Plan)</b>	Carbon emissions will be reduced and offset in Renfrewshire	31 March 2026
Deliver a programme of enhanced operational environmental and community support activities for environment and place <b>(Council Plan)</b>	Carbon emissions will be reduced and offset in Renfrewshire	31 March 2025

# Delivering the Council Plan - GREEN

Performance Indicators	Reporting Frequency
Percentage of Council housing stock which meets the Scottish Housing Quality Standard	Annual
Percentage of homes meeting the EESSH 2020 standard	Annual



# Delivering the Council Plan – LIVING OUR VALUES

What will we do?	What difference will we make?	When will we do it by?
Continue to develop new approaches to staff communication and engagement across all areas of the service	Staff will have greater opportunities to input to the future operation of the service	31 March 2025
Ensure robust and up to date business continuity arrangements are in place and maintained	Services will be able to identify critical functions and the resources required to recover from disruptive events.	31 March 2025
Embed the enquiry systems for public and elected members across Environment, Housing & Infrastructure services	Services will be able to identify emerging issues and provide an efficient and timeous enquiry system	31 March 2025
Review Health & Safety and Risk Assessments	Health and Safety and Risk Assessment are managed effectively	31 March 2025
Ensure robust financial monitoring	Services will be able to monitor and plan their resources efficiently	31 March 2025
Review and maintain continuous improvement frameworks	Quality assurance will be undertaken; actions from the Best Value Audit report delivered, health & safety, staff and customer service accreditations maintained	31 March 2025
Support the Council in developing New Ways of Working <b>(Council Plan)</b>	This will improve the accessibility and equipment in our workspaces and meeting rooms, as well as improvements in technology to improve collaborative working	31 March 2025

# Delivering the Council Plan – LIVING OUR VALUES

What will we do?	What difference will we make?	When will we do it by?
Provide our employees with the appropriate support to manage their attendance, health and wellbeing	Sickness absence levels and costs will be minimised	31 March 2025
Better use of data and technology to improve services performance and delivery	Service delivery is improved, and resources allocated efficiently and effectively	31 March 2025
Implement the next phase of transformation as part of Right for Renfrewshire ( <b>Council Plan</b> )	The service will play its role in delivering cross cutting change	31 March 2025
Engage and participate in trauma informed and responsive Renfrewshire programme.	We understand what trauma is, and how it affects people, so we will now work differently: Learning and working together to co-create fair and helpful collaborations to support healing and recovery with people affected by trauma. Progress towards and achievement of improvement outcomes for people, systems and services as detailed of five strategic themes and outcomes in trauma-informed and responsive Renfrewshire programme	31 March 2025
Work with Services across EH&I to support further digitisation and business improvement of our processes to meet the needs of our customers.	This approach will continue to increase the number of processes available to our customers at a time and way which suits them, or which are undertaken in a modern, digital way, ensuring efficient use of resources.	31 March 2025

# Delivering the Council Plan – LIVING OUR VALUES

Performance Indicators	Reporting Frequency
Average number of work days lost through sickness absence per employee (FTE) (cumulative)	Quarterly
% of members enquiries completed within timescale	Quarterly
% of frontline resolutions dealt with within timescale	Quarterly
% of complaint investigations completed within timescale	Quarterly
% of FOI requests completed within timescale	Quarterly
Training – Percentage of staff training undertaken in relation to qualifications (Public Protection)	Quarterly
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	Quarterly
Rent collected as percentage of total rent due in the reporting year.	Quarterly
Average length of time taken to re-let properties in the last year (in days)	Quarterly
Percentage of rent loss due to voids	Quarterly

# Delivering the Council Plan – Cross cutting theme

## IMPROVING OUTCOMES FOR CHILDREN AND FAMILIES

‘Across all of our work and all of our efforts, we hope for loving and happy lives for Renfrewshire’s **children** – working together to get it right for children, families and communities – protecting, learning, achieving and nurturing. Every priority of this Council Plan will contribute to improving the lives of Renfrewshire’s children and their families. It is our fundamental duty as an organisation and our shared responsibility as citizens of this place to ensure that our children inherit a Renfrewshire where their wellbeing is nurtured, their futures are bright, and their environment is safe and healthy.’

What will we do?	What difference will we make?	When will we do it by?
E,H&I will work towards keeping The Promise	<p>We will actively engage with any future planned activity around the implementation of The Promise Plan 24-30 (expected June 2024) in relation to the work of E,H&amp;I.</p> <p>Continue to support the work of Renfrewshire’s Promise, the work of Renfrewshire’s Promise Team, Renfrewshire’s Promise Oversight Group.</p> <p>We will support any council initiatives around the recruitment of Care Experienced young people into our service.</p>	31 March 2025

# Environment, Housing & Infrastructure

Service Improvement Plan 2024 – 27

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



Renfrewshire  
Council





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**To: Communities and Housing Policy Board**

**On: 21 May 2024**

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

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**Heading: Environment, Housing and Infrastructure Annual Health and Safety Report (2023/24) and Plan (2024/25)**

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## **1. Summary**

- 1.1 The Council's Health and Wellbeing Plan, a key priority within the Council's People Strategy 2021 – 2026, promotes a positive Health and Safety culture to ensure compliance with relevant Health and Safety legislation and supports the Council Plan in Working together to achieve a thriving and connected Renfrewshire, creating opportunities for all.
  - 1.2 This report summaries Environment, Housing and Infrastructure Department's approach to Health and Safety with Annual Health and Safety Report (Appendix 1) which sets out work undertaken in 2023/24 and the Annual Health and Safety Plan 2024/25 (Appendix 2) which sets out arrangements in place for the management of Health and Safety and continuous improvement in relation to this area for 2024/25.
  - 1.3 It should be noted that the Report and Plan will be considered by the Communities and Housing Policy Board on 21<sup>st</sup> May 2024, the Infrastructure, Land and Environment Policy Board on 29<sup>th</sup> May 2024 and the Finance, Resources and Customer Services Policy Board in June 2024 in respect of the elements covered by those Boards' remits.
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## **2. Recommendations**

It is recommended that the Communities and Housing Policy Board:

- 2.1 Approves the Environment, Housing and Infrastructure Health and Safety Report for 2023/24 (Appendix 1) and as specific to the areas of activity delegated to this Policy Board and

- 2.2 Approves the Environment, Housing and Infrastructure Annual Health and Safety Plan 2024/25 (Appendix 2) as specific to the areas of activity delegated to this Policy Board; and
- 2.3 Notes that the Report and Plan is also being presented to the Infrastructure, Land and Environment Policy Board and the Finance, Resources and Customer Services Policy Board to approve the elements covered within those Boards' remits.
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### **3. Background**

- 3.1. Environment, Housing and Infrastructure is responsible for the provision of every day essential services, directly to the public of Renfrewshire, to other services within the Council and to community planning partners. These services are delivered by approximately 1,900 employees, employed on a full-time or part-time basis, with a gross expenditure budget of approximately £70.3 million.
- 3.2. The Department provides the following key frontline services:
- Operations: Neighbourhood Services, Fleet and Social Transportation, Waste and Recycling (to over 91,000 households and businesses).
  - Climate, Public Protection and Roads: supporting our communities through our Regulatory and Community Safety Services and supporting more than 849 km of roads and transport infrastructure.
  - Facilities and Property Services: (Hard and Soft Services) including PPP and Compliance, Building Services and Property Services, a multi-disciplinary design team.
  - Housing Services: Management and investment in housing stock (approximately 12,300 properties) and providing a wide range of advice and support to our tenants.
- 3.3 Environment, Housing and Infrastructure Services deliver universal services for over 180,000 Renfrewshire residents, helping to run our schools and care homes, providing 12,300 homes for social rent, protecting and enhancing our local environment through a wide range of initiatives and work to make Renfrewshire a great place to live and work.
- 3.4 Our services are delivered by a diverse, skilled and committed workforce of around 1,900 who deliver services 24/7 over 365 days a year. The health, safety and wellbeing of all our employees is of paramount importance.
- 3.5 Governance for Health and Safety is provided through monthly discussions at Environment and Infrastructure Senior Leadership Team meetings and quarterly CRMT (Crisis Resilient Management Team).
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### **Implications of the Report**



1. **Financial** – Potential exists for financial liability from property damage, civil or criminal prosecutions through the outcome of accidents and/or ill-health. This report demonstrates Environment, Housing and Infrastructure Services compliance and commitment to Health and Safety policies and procedures.
2. **HR & Organisational Development** – This report supports Renfrewshire Council’s commitment to the health, safety and wellbeing of employees.
3. **Community/Council Planning**
  - *Our Renfrewshire is well* – EH&I will improve the physical and mental health and wellbeing of employees through participation in the “Healthy Working Lives” and “Your Health Matters” Programmes and any other corporate initiatives promoting wellbeing.
  - *Our Renfrewshire is safe* – EH&I will provide training and support to employees to allow them to develop within the organisation and to gain the skills and experience necessary to provide a quality service to our customers.
4. **Legal** – Environment, Housing and Infrastructure will continue to comply with all current statutory Health and Safety legislation and Renfrewshire Council Corporate Health and Safety policies and guidance.
5. **Property/Assets** – The maintenance of appropriate registers (eg Asbestos Register with respect of domestic Council properties) and an obligation to conduct workplace inspections.
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.
8. **Health & Safety** – This report supports and demonstrates Environment, Housing and Infrastructure’s commitment to ensuring efficient Health and Safety management across the Department.
9. **Procurement** - None
10. **Risk** – This report supports the overarching management of risk by Renfrewshire Council.
11. **Privacy Impact**- None.
12. **COSLA Policy Position** – Not applicable
13. **Climate Risk** – Not applicable

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## List of Background Papers

- (a) Background Paper 1: Audit, Risk and Scrutiny Board (20<sup>th</sup> May 2024), Risk Report – May 2024
- (b) Background Paper 2: Health and Wellbeing Plan (For all council employees),

The foregoing background papers will be retained within Environment, Housing and Infrastructure Department (Service Development) 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 Gill Darbyshire, Senior Service Development Manager, [gill.darbyshire@renfrewshire.gov.uk](mailto:gill.darbyshire@renfrewshire.gov.uk)

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**Renfrewshire Council**  
**Environment, Housing and Infrastructure**

***ANNUAL HEALTH AND SAFETY REPORT***  
***1<sup>st</sup> April 2024 – 31<sup>st</sup> March 2025***

***(Achievement made during 1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024)***

***May 2024***

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

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

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

The Director of Environment, Housing and Infrastructure (EH&I) has overall responsibility for the application of Health and Safety Policy and welfare at work of employees within the Department. The Leadership Team of EH&I, comprising four Heads of Service and Senior Managers, take a lead and active role in the monitoring and application health and safety policy.

The objective of EH&I is to ensure that health, safety and wellbeing are an integral part of the business and all services areas continually seek to develop a positive culture and attitude amongst employees to achieve this.

As outlined below, regular discussion takes place on a wide range of health and safety policy areas and this allows the opportunity to ensure that arrangements are in place to reflect the service fully and to monitor the effectiveness of current arrangements, updating as required.

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

### **2.1 Health and Safety Planning Group/Committees**

EH&I is represented on the Corporate Health and Safety Committee (CH&SC) by the Senior Service Development Manager who attends the quarterly meetings. The Head of Operations and Service Development Chairs the Council's Resilience Management Team (CRMT) which covers all services across the Council. Health and Safety is lead across EH&I by the Senior Service Development Manager supported by Service Co-ordination Assistant and officers across all Services.

A monthly meeting of EH&I Senior Leadership Team is chaired by the Head of Operations and Service Development, arranged to align with the quarterly meeting cycle of the CH&SC, which discusses a wide range of health and safety work including:

- (a) Accidents - statistics, trends, investigations and other information to identify causes and provide so far as is practicable solutions for their prevention.
- (b) Workplace inspections (internal) and audits (Corporate and external)
- (c) The planning, performance management and review of EH&I's approach to Health and Safety
- (d) The monitoring and implementation of the Health & Safety Action Plan

- (e) The identification, assessment and recording of risks
- (f) Actions arising from the Corporate Health & Safety Committee (CHSCM)
- (g) Actions arising from the corporate and service Risk Management and planning arrangements, and
- (h) New developments in Health & Safety arising from legislation and Government and Council policy

The Health and Safety Policy continues to reflect and provide a guidance framework for the management of Health and Safety across EH&I.

### Consultation Mechanisms

Information on health and safety issues are communicated to employees using a wide range of internal channels such as strategic meetings, operational meetings, Trade Union meetings, workload reviews, “toolbox talks,” emails and noticeboards.

It is particularly important to note that a significant number of EH&I employees do not have access to electronic communications and therefore, as set out above, a range of approaches are taken in this area including joint working arrangements for employee and Trade Union consultation. Although the Department has an ability to communicate digitally with frontline employees through digital messaging, enabling a quick and effective way to communicate important information, this relies on employees providing a personal mobile number and signing up to receive notifications through “RenTalk”.

Regular meetings take place with EH&I Directorate and Trade Union Representatives where key health and safety issues may be discussed, supporting ongoing awareness and practice of health and safety, management of risks, prevention of accidents and ill health and the maintenance of safe working practices.

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

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

The Council’s new Health and Wellbeing Plan sets the Council’s strategic aims in this area and together with, “Our People, Our Future 2021- 2026”, provides a high-level guide on which EH&I bases all health and safety objectives to support with wider outcomes.

Across EH&I there is a clear understanding of the wide range of services and the risks associated with these. When setting health and safety objectives the Environment, Housing and Infrastructure Health and Safety Senior Leadership Team (SLT) consider matters such as:

- Developments or changes in the regulation of health and safety in the workplace or in working practices:
- The identification of areas where there is a need for improvement that may entail the implementation of safe working practices or investment in equipment; and

- The need for training and raising awareness in relation to health and safety.

A summary of the significant risks, including potential occupational health risk faced by EH&I employees is outlined below.

### Health and Safety Risk Management Update

The Annual Risk Update 2024 sets out the key area of risk for Renfrewshire Council. Risks are evaluated using the Council's risk matrix multiplying the likelihood of a risk occurring by its potential impact. Risks are then evaluated as "low," "moderate", "high" or "very high". Following the integration of Housing Services into Environment, Housing and Infrastructure all risks were revisited. The latest report outlines a number of risks carried by EH&I and the actions proposed to mitigate these. The work outlined in this report contributes to wider health and safety objectives and the minimisation of risk in this area.

### Health and Safety Training

EH&I recognise that health and safety training is a key factor in the reduction of accidents, incidents and the prevention of ill-health. Services actively support, organise and carry out such training on a regular basis as required.

Across EH&I the current management system which assists with monitoring of health and safety training and performance has reached the end of the contract. Work, supported by the Project Management Unit and ICT, is already underway to support this area of work and provide a longer-term business management approach with the transfer of all training records to the ERP Business World. This will, in due course, allow for increased monitoring and reporting of training requirements across EH&I.

### Fire Safety Information/Drills

A range of regular fire safety drills is undertaken across EH&I services and within each Council owned and operated property on a regular basis in line with all relevant legislation. An EH&I Fire Group has been established, with representatives from all services, which discusses and addresses work in this area.

Over 2023/24 Housing Services have undertaken fire risk assessments for all multi-storey blocks (14) and sheltered housing complexes (10) and is addressing any work highlighted. The Head of Housing Services chairs a quarterly Fire Safety Liaison meeting which brings together relevant services from across the council and colleagues from the Scottish Fire and Rescue Service. This is an excellent example of collaborative work with a wide range of colleagues and community planning partners.

### Wellbeing Initiatives

The Health and Wellbeing Forum, comprising representatives from across EH&I, meets monthly to discuss a wide range of initiatives. Recent work has included the distribution of mental health "Z" cards for all frontline employees. As a result of the excellent feedback in relation to this work the initiative is being rolled out corporately.

The "Walk and Talk" Group continue to meet regularly on a Sunday to promote health and wellbeing with a particular focus on mental health. The number of people attending varies but this is an important option to those wishing to informally meet with colleagues and friends in a healthy and positive way.

### Occupational Health Usage

EH&I has a wide range of measure to support the health and wellbeing of our workforce. This includes health surveillance (annual assessments) around "hand arm vibration" (HAVS) and noise for those potentially exposed to these risks. The School Crossing Patrollers were all invited to attend a role specific medical assessment. Findings from any assessment are actively followed up and referral to the appropriate medical professional if required is put in place.

### Service Drive Health and Safety Audits/Inspections

The Operation Service (Neighbourhood Services, Fleet and Sustainable Transport, Waste and Recycling), Service Development Team and Roads and Infrastructure maintained the British Standards Institute ISO 9001 – Quality Management Systems that supports the teams to monitor and continually improve the quality of our services.

### Health and Safety Plan 2023/24 Update - Achievements

This is the first report which covers Environment, Housing and Infrastructure following the significant restructure and alignment of the services to include Housing Services in the previous Environment and Infrastructure Department. As part of the restructure and changes in remits there are now several new Managers and Senior Managers across the Department. During 2023/24 a wide range of health and safety related work was undertaken and a summary of achievements is outlined below.

### Operations and Service Development:

- All HGV drivers have completed the required Certificate of Professional Competence (CPC) hours which involves vehicle safety/checks and low bridge strikes.
- Review and establishment of the EH&I Senior Leadership Team Health and Safety Group to discuss all operational aspects of health and safety.
- Establishment of Fire Safety Group with representation from all areas
- Establishment of the "Working at Heights" Group with representation from all areas
- Successful implementation of the new Neighbourhood Services structure has increased the number of qualified first aiders available to administer first aid directly to frontline workforce.
- Memorial Safety inspections continue to be completed in line with Scottish Government guidance, increasing safe working practices and environment safety within our cemetery operations.
- Neighbourhood Services trained two new JCB operators and refreshed external training in large mechanical operations.

## Facilities and Property Services:

- Introduction of a “Walk and Talk” walking Group on a Sunday morning to promote mental health and wellbeing.
- Mental Health booklet and “Z card” created and distributed to all frontline staff.
- Two managers attended and completed Advanced Mental Health Training
- Rolled out new Safety Check Logbooks in all premises.
- Establishment of Asbestos Working Group -involving representatives from areas which are likely to come across asbestos.
- Monthly Property Service/Health and Safety meetings take place to discuss any health and safety project issues, safety flashes, recent HSE guidance/legislation and good practice. This is fed back to the respective teams for incorporation into future projects where applicable.

## Climate, Public Protection and Roads

- Monthly Health and Safety site inspection sheets have been implemented and are conducted by either the team leader or supervisor.
- Daily packs are now issued with work instructions to all Road Operations crews outlining risk assessment and safe working practices for each activity they are undertaking that day.
- Conflict Management Training has been undertaken by our Wardens Service.
- Our Environmental Health teams have been working with colleagues in OneRen in relation to swimming pool interventions at their premises.

## Housing Services

- 5 Fire Safety workshops held, which were attended by 37 housing staff.
- 3 Fire Safety Warden courses held, which were attended by 23 housing staff.
- Asbestos Awareness training delivered to officers.
- Quarterly Fire Safety Liaison Meeting with Scottish Fire & Rescue Service
- Participated in Asbestos Working Group to review asbestos management procedures.
- All staff have access to online Health & Safety courses on I-Learn
- Health & Safety inspections carried out and recorded at multi-storey blocks, sheltered housing complexes and supported accommodation units.

## **4. Measuring performance**

The Annual Health and Safety Plan is monitored on a regular basis and quarterly reports are discussed to review and monitor performance against the key actions detailed in the Plan.

### **4.1 Active monitoring**

The EH&I Health and Safety SLT monitor the health and safety performance to identify any trends and implement initiatives to address these. This work considers both internal and external HSE inspections, accident reviews and investigations, wellbeing information and legislative and industry guidance.

All services continue to undertake a range of work to ensure statutory compliance.



During 2023/24 EH&I Department Audits were undertaken in the Cleansing and Graffiti. All findings and recommendations were shared with the teams and are being addressed.

A Corporate Health and Safety programme of planned workplace inspections for 2024/25 is currently being developed.

## 4.2 Re-active monitoring

The ongoing health, safety and wellbeing of employees and service users continues to be a priority for EH&I. The focus to promote an open, positive health and safety culture and to encourage employees and management to report all incidents, accidents, and occurrences.

All reported incidents, accidents and occurrences are reviewed on a weekly basis, resulting in more accurate data. Every incident, accident or occurrence is investigated and associated risk assessments reviewed and amended where necessary.

During 2023/24, across EH&I, there were 178 incidents, accidents and near misses reported compared to 66 in 2021/22 and 105 in 2022/23. The table below (Figure 1) shows the breakdown of these incidents by service area and category.

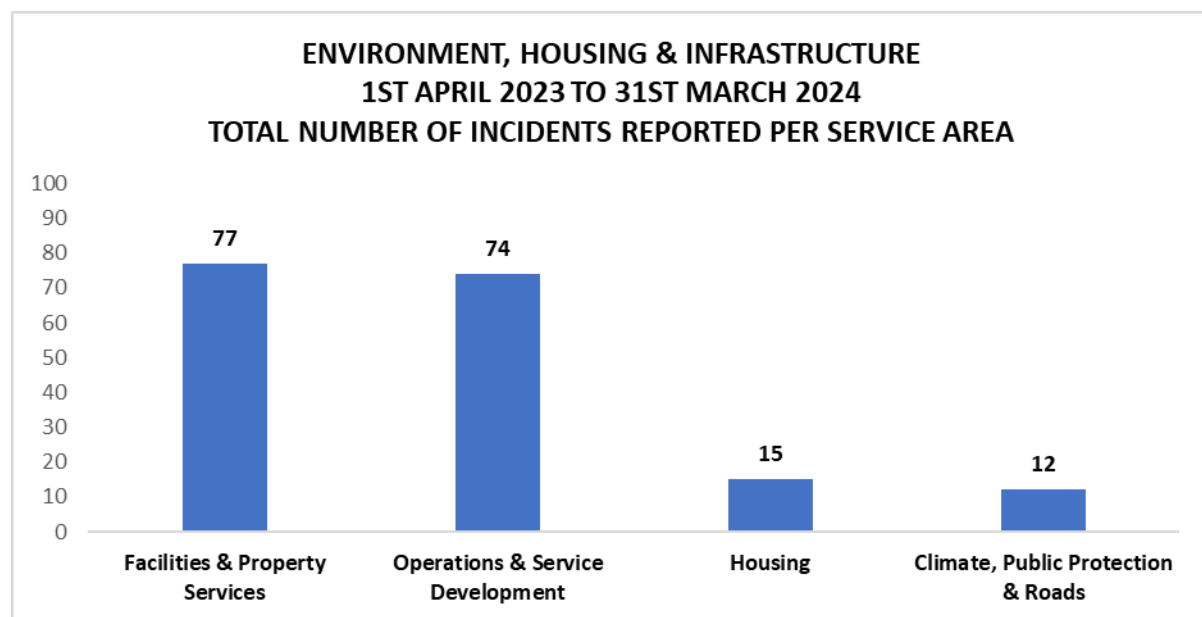


Figure 1: EH&I Total Number of Accidents, Incidents and Near Misses Reported in 2023/24

Under The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) there were 15 accidents across EH&I in 2023/24 which were reported (Figure 2). Over 7-day absences, which must be reported, accounted for over 80% of these reports.

Figure 2 below shows RIDDOR data and the breakdown by the type of accident or incident for 2023/24 compared to previous data from 2022/23 and 2021/22.

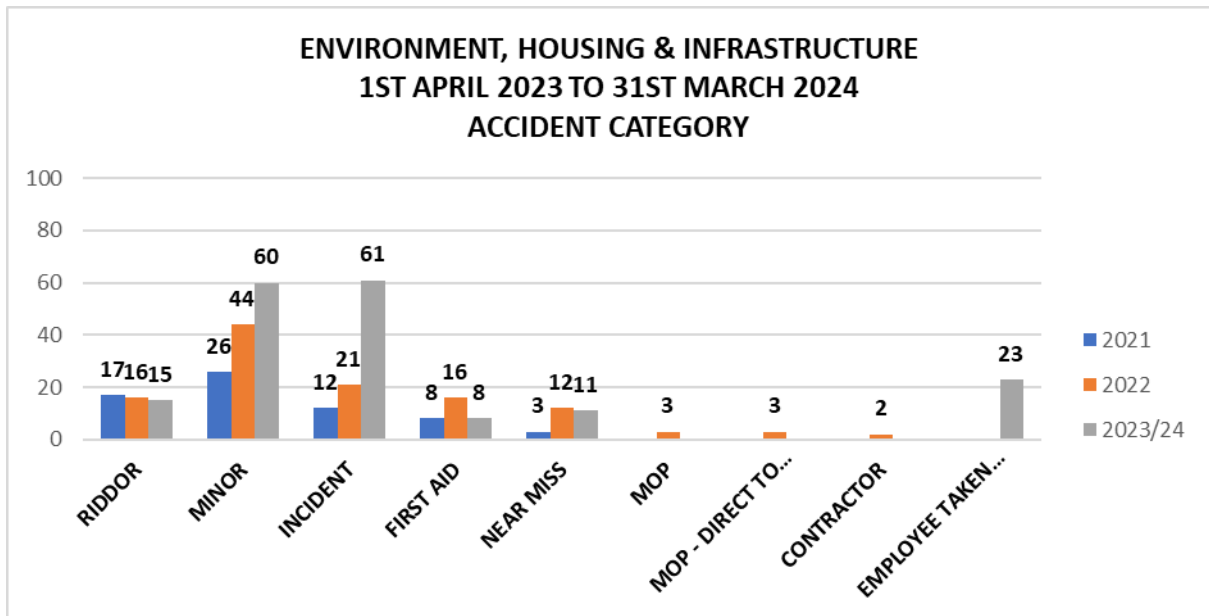


Figure 2: Breakdown by category for 2023/24 compared to 2022/23 and 2021/22

Figure 3 below shows the top 5 incident types in 2023/24. The information indicates that “violence and aggression” was the most comment type accounting for 46 out of 178 or just over 25% of the total followed by “slip, trip and fall at the same level” with a further 37 incidents (around 21%).

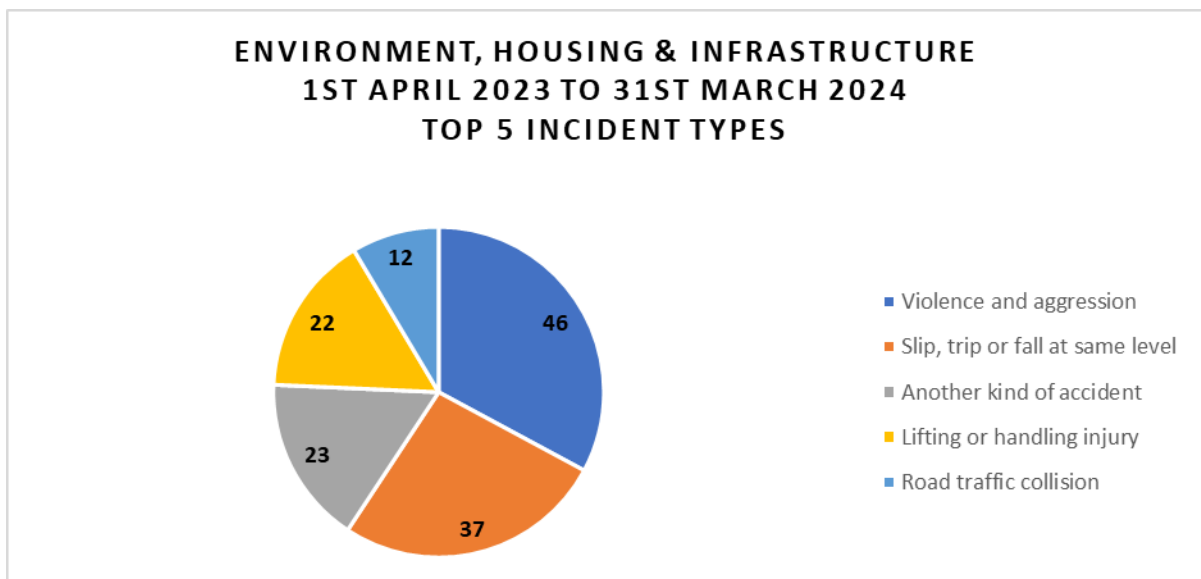


Figure 3: Top 5 health and safety incident type in 2023/24

During 2023/24 there was one Health and Safety Executive (HSE) intervention following an onsite inspection in September 2023. A fee notice was issued in relation to the use of new equipment. All recommendations and findings in the report were accepted and changes implemented. The HSE have subsequently confirmed they are satisfied with the steps taken and the compliance in place.

Having previously identified that late reporting of incidents, accidents and occurrences as a significant risk across EH&I work has been undertaken to support managers, supervisors and employees across services to increase knowledge of incident reporting, incident investigation requirements and RIDDOR requirements. EH&I has fully implemented use of the Corporate Accident/Incident Recording system on the ERP Business World. Local arrangements are in place to support employees who do not have access to the corporate network. This work has reduced the number of accidents/incidents being reported late, increased the number being reported (increasing visibility of these and providing an opportunity for further corrective work to be undertaken) demonstrating a positive incident reporting culture across EH&I.

Key themes have been identified from the Health and Wellbeing Plan including physical, mental, financial and social wellbeing which will be developed in 2024/25.

## **5. Review of support services**

Supporting our employees and attendance is a key priority for EH&I and arrangements are in place to utilise the services of the Council's Occupational Health provider. During 2023/24 a number of referrals have been made and systems and processes are in place for manager or employee self-referrals to the Occupational Health Service or employee counselling service. The key elements used have been:

- Early intervention programme
- Employee counselling service
- Treating employees referred to the Service
- Physiotherapy and
- Cognitive Behaviour Therapy (CBT) for employees
- Statutory Occupational Health Benchmarking (eg Hand Arm Vibration Syndrome (HAVS), Audiometry)

## **6. Annual Health and Safety Plan 2024/25 (Appendix 2)**

The Environment, Housing and Infrastructure Health and Safety Action Plan 2024/25 sets out the key actions that will be undertaken in 2023/24. The Environment, Housing & Infrastructure Health and Safety SLT will continue to review Health and Safety management across EH&I respective areas of responsibility.

## Environment, Housing and Infrastructure Annual Health and Safety Action Plan 2024/25

Service Area	Title of Action	Due Date
<b>Operations and Service Development</b>		
Neighbourhood Services	<ul style="list-style-type: none"> <li>• Service managers to review all risk assessments related to tasks completed and ensure they are updated, relevant and meet the needs of employees.</li> <li>• Refresh and deliver health and safety training in the fundamentals of safe working including manual handling, risk profiling, safe systems of work and regular toolbox talks.</li> <li>• Review and refresh the induction process for all employees, ensuring training records are completed, updated and relevant to the role.</li> <li>• Develop current Safe Systems of Work for tasks ensuring they are communicated with employees.</li> <li>• Contribute to the development of the Hand Arm Vibration Syndrome (HAVS) working group, support the implementation of the guidance document and aid the referral process for employees identified through routine monitoring and screening.</li> <li>• Review all fire safety documentation in premises managed by Neighbourhood Services and update as required.</li> </ul>	<p>31/03/2025</p> <p>31/03/2025</p> <p>31/03/2025</p> <p>31/03/2025</p> <p>31/03/2025</p> <p>31/03/2025</p>
Fleet and Sustainable Transport	<ul style="list-style-type: none"> <li>• Ensure that all HGV vehicles have an Operator Licence undertakings obligation to be roadworthy as shown by the pass rate at MOT for the fleet maintenance schedule.</li> <li>• The Fleet Compliance Team will provide gate checks both internally and, on the roadside, to ensure that fleet compliance is being adhered to by the fleet drivers.</li> <li>• As part of the driver performance within all operational departments, ensure the appropriate training is being provided and recorded.</li> <li>• As part of the driver performance within all operational department, ensuring all fleet vehicles are on the fleet tracking system and reports, detailing driver behaviour, are sent to the operational line managers.</li> </ul>	<p>31/03/2025</p> <p>31/03/2025</p> <p>31/03/2025</p> <p>31/03/2025</p>

	<ul style="list-style-type: none"> <li>• Ensure a fleet asset management plan and driver handbook are created and distributed to operational departments.</li> <li>• Ensure that all areas of the Underwood Road Depot are secure and employee access are enabled.</li> <li>• Ensure that the Underwood Road Depot has an updated fire plan and that all signage within the depot is visible to all employees and members of the public.</li> <li>• Ensure all Underwood Road Depot users are consulted on a regular basis and kept up to date with the ongoing Depot works.</li> </ul>	<p>31/03/2025</p> <p>31/03/2025</p> <p>31/03/2025</p> <p>31/03/2025</p>
Waste and Recycling	<ul style="list-style-type: none"> <li>• Service managers to review all risk assessments related to tasks completed and ensure they are updated, relevant and meet the needs of employees.</li> <li>• Refresh and deliver health and safety training in the fundamentals of safe working including manual handling, risk profiling, safe systems of work and regular toolbox talks.</li> <li>• Review and refresh the induction process for all employees, ensuring training records are completed, updated and relevant to the role.</li> <li>• Review all current risk assessments and update as required.</li> <li>• Refresh manual handling training for all staff.</li> <li>• DSE Equipment assessment to be carried out for all staff.</li> </ul>	<p>31/03/2025</p> <p>31/03/2025</p> <p>31/03/2025</p> <p>31/03/2025</p> <p>31/03/2025</p> <p>31/03/2025</p>
Service Development	<ul style="list-style-type: none"> <li>• Increase representation at the Health and Wellbeing Forum, ensuring that there is a named representative or substitute at each meeting.</li> <li>• Ensure mental health “Z” cards are delivered to all frontline employees and are included in the inductions for new members of staff.</li> <li>• Encourage employees to complete health and safety and welfare modules on i-Learn and attend training courses as required (eg Personal Safety, Violence and Aggression, Mental Health First Aid, Wellbeing etc).</li> <li>• Promote and health and safety incident reporting system and encourage reporting of incidents and near misses.</li> <li>• Monitor and review the number of workplace accidents and ensure appropriate action is taken to prevent future incidents.</li> </ul>	<p>31/03/2025</p> <p>31/03/2025</p> <p>31/03/2025</p> <p>31/03/2025</p> <p>31/03/2025</p>

	<ul style="list-style-type: none"> <li>Develop a 3-year rolling Departmental audit plan which consists of 6 audits per year.</li> </ul>	31/03/2025
<b>Facilities and Property Services</b>		
Facilities Management (Hard FM)	<ul style="list-style-type: none"> <li>Work collaboratively with Health &amp; Safety colleagues to ensure Guidance Booklet for Statutory Inspection and Maintenance is relevant and is up to date.</li> <li>Ensure onsite training is carried out within properties that have with sprinkler systems to ensure routine checks are carried out.</li> <li>Procure new contract for the inspection and maintenance of fire dampers across the estate.</li> </ul>	31/03/2025 31/03/2025 31/03/2025
Facilities Management (Soft FM)	<ul style="list-style-type: none"> <li>Ensure all accidents/near issues are recorded on Business World within the agreed timescales.</li> <li>Monitor iLearn mandatory courses for new and existing employees.</li> <li>Embed the new Absence Management process into Soft FM with support from HR.</li> </ul>	31/03/2025 31/03/2025 30/09/2024
Building Services	<ul style="list-style-type: none"> <li>Review all risk assessments across the business and update as required.</li> <li>Continue to roll out on-line and toolbox talks to the frontline staff on areas of health and safety/health and wellbeing.</li> <li>Ensure there is ongoing CPC training to ensure all staff are appropriately qualified for driving duties.</li> <li>Ensure mental health booklets and "Z" cards are delivered to all frontline employees and are included in the inductions for new members of staff.</li> <li>Work with the Corporate Health and Safety Team to promote/review and update where required across the business.</li> <li>Promote and health and safety incident reporting system and encourage reporting of incidents and near misses.</li> <li>Continue to develop the on-line and toolbox talks for the operatives and staff.</li> </ul>	31/03/2025 31/03/2025 31/03/2025 31/03/2025 31/03/2025 31/03/2025 31/03/2025

	<ul style="list-style-type: none"> <li>• Ensure all CPC licences are up to date and renewed as required.</li> </ul>	31/03/2025
Property Services	<ul style="list-style-type: none"> <li>• Ensure all Technical Unit Officers have a valid Construction Skills Certification Scheme (CSCS) card and training is arranged for new officers/expired certification.</li> </ul>	31/03/2025
<b>Climate, Public Protection and Roads</b>		
Climate and Public Protection	<ul style="list-style-type: none"> <li>• Review and transfer all risk assessments for Public Protection to the new risk assessment template.</li> </ul>	31/03/2025
	<ul style="list-style-type: none"> <li>• All public facing staff in Public Protection to complete violence and aggression training.</li> </ul>	31/03/2025
	<ul style="list-style-type: none"> <li>• Develop and implement a staff induction pack.</li> </ul>	31/12/2024
	<ul style="list-style-type: none"> <li>• Stress management training to be carried out.</li> </ul>	31/03/2025
	<ul style="list-style-type: none"> <li>• Complete specific risk assessment for handling XL Bully Dogs.</li> </ul>	30/06/2024
Roads and Transportation	<ul style="list-style-type: none"> <li>• Review and update risk assessment within roads.</li> </ul>	31/03/2025
	<ul style="list-style-type: none"> <li>• Arrange phone and SOS function in winter maintenance vehicles and wider road fleet.</li> </ul>	31/03/2025
	<ul style="list-style-type: none"> <li>• Arrange SVQ winter maintenance training.</li> </ul>	31/03/2025
<b>Housing Services</b>		
<b>Housing Services</b>	<ul style="list-style-type: none"> <li>• Undertake a regular programme of risk assessment and safe systems of work reviews.</li> </ul>	31/03/2025
	<ul style="list-style-type: none"> <li>• Compile departmental risk assessment and safe systems of work register.</li> </ul>	31/03/2025
	<ul style="list-style-type: none"> <li>• Undertake a regular programme of health and safety training and information sharing for all employees.</li> </ul>	31/03/2025
	<ul style="list-style-type: none"> <li>• Undertake violence aggression training for all at risk employees.</li> </ul>	31/03/2025
	<ul style="list-style-type: none"> <li>• Monitor accident trends and statistics to identify risk and provide, as far as is practicable, for its prevention/reduction.</li> </ul>	31/03/2025
	<ul style="list-style-type: none"> <li>• Promote the use of Mental Health First Aiders within Housing Services</li> </ul>	31/03/2025

	• Record and report on all health and safety related training.	31/03/2025
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**To:** Communities & Housing Policy Board

**On:** 21 May 2024

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

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**Heading:** Homelessness in Renfrewshire - Update

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## **1. Summary**

- 1.1 The Policy Board has been provided with regular reports on homelessness in Renfrewshire and overviews on the progress with the implementation of the Rapid Rehousing Transition Plan 2019 - 2024 (RRTP).
  - 1.2 At the Policy Board meeting in January, it was agreed that an additional progress report would be submitted to the Policy Board in May 2024 due to the scale of the emerging local and national housing pressures and demand for support.
  - 1.3 This report provides updated details on the nature and scale of homelessness in Renfrewshire and the current and emerging pressures, as well as the measures being taken to address these.
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## **2. Recommendations**

It is recommended that the Communities and Housing Policy Board:

- 2.1 Note the continuing local and national pressures that are resulting in an increase in homeless applications and demand for housing support, and the impacts these increases are currently having and may have in the future.
  - 2.2 Note that reports will be submitted to the next meeting of the Policy Board on the provisions within the new Housing (Scotland) Bill 2024 and associated public consultation, and on the implementation of Renfrewshire's Rapid Rehousing Transition Plan.
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### 3. Background

#### Homelessness update

- 3.1 As reported to previous Policy Board meetings, the annual number of statutorily homeless households in Renfrewshire generally remained consistent for many years and tended to be within the 750 – 850 range.
- 3.2 There has however been a steady, stepped increase in homeless applications since 2020/21, as detailed in the table below, and this has resulted in the number of applications in 2023/24 exceeding 1,000 for the first time, as was forecast in recent updates to the Policy Board.

Year	Total annual number of homeless applications in Renfrewshire
2023/24	1028
2022/23	935
2021/22	909
2020/21	834
2019/20	874
2018/19	849
2017/18	860
2016/17	777
2015/16	843
2014/15	838

- 3.3 As reported to the Board in January, the reasons behind the increase in homelessness over the last 3 years and the more recent emerging housing pressures largely stem from the impacts during the COVID recovery years, pressures arising from the cost-of-living crisis, the impact of the migration and asylum humanitarian programmes, a slowing down in the turnover rate of social rented housing, and the impact in Renfrewshire since the suspension of the 'local connection' criteria for homeless applicants in December 2022.
- 3.4 Local authorities across Scotland are experiencing significant pressures in meeting demand for social housing and there is now clear evidence nationally of rising homeless presentations, record numbers in temporary accommodation and increasing waiting times for those in housing need.

- 3.5 This was confirmed by the Scottish Housing Regulator who published a thematic review of homelessness services across Scotland in February 2023 and a statement in December 2023 in which they concluded that there is now systemic failure in the delivery of homelessness services in some local authorities and an immediate risk in others. This has now been augmented by the Regulator's 'Risk Assessment Outcomes Report' published in April 2024 which advises that in the Regulator's most recent programme of annual conversations with all local authorities, they found that:
- most saw an increase in demand for homeless services,
  - around half advised that they were not able to always fully comply with statutory duties to provide suitable temporary accommodation when someone needed it, and
  - most had fewer permanent homes becoming available to let to people in housing need, including people who are homeless.
- 3.6 The more recent national increase in migration and asylum activity is also impacting on local housing pressures – see section 4 of this report - and Councils such as Glasgow, Edinburgh, Argyle & Bute and latterly Fife have all made well publicised statements on the severe pressures they were experiencing with demand for social rented lets and homelessness support.
- 3.7 Whilst Renfrewshire continues to experience increasing homelessness and local housing pressures, it is not currently at risk of 'systemic failure' as some other local authorities are. However, there is less resilience across the system, and it is anticipated Renfrewshire will continue to struggle to provide both temporary and permanent accommodation for those in housing need, in line with our statutory duty.
- 3.8 Whilst the challenges are and will remain significant, there are still some positive performance indicators for Renfrewshire in terms of how the changes in the nature and scale of homelessness are being tackled. On 27 February 2024, the Scottish Government published a 'Statistics Bulletin' providing information on homelessness in Scotland up to 30 September 2023 with an indication of trends for key aspects of homelessness as well as comparisons between local authorities.
- 3.9 Some of the key factors emerging from this Scottish Government report which help to illustrate the changes that are taking place and the performance of local homeless services and partners, are:
- whilst the national average proportion of homeless households which are single person is 68%, Renfrewshire continually has >80% of homeless applicants being single persons. This is largely due to having good housing options for families, which helps prevent homelessness.
  - there was a 3% increase in homeless applications across Scotland when comparing the period January – September 2022 to January – September 2023, however the figure for Renfrewshire was an increase of 11%.

- only 3 local authorities recorded more homeless applicants than Renfrewshire who had 'no previous local connection with their area'. These are applicants who previously we would not have had a duty to take a homeless application from.
- 8 local authorities reported not being able to offer temporary accommodation to homeless households on at least one occasion. Renfrewshire was always in a position to provide temporary accommodation - one of the key legal duties on local authorities in relation to homelessness.
- Nationally there was a 3% increase in the number of households in temporary accommodation between April – September 2023, however the figure for Renfrewshire was an increase of 7%.
- Between April to September 2023, the national average number of days spent in temporary accommodation by homeless households was 216. The figure for Renfrewshire was 116, significantly better than the national average.

3.10 Sections 4 and 5 of this report provide details on issues which are impacting - or may impact - on the local housing pressures, and in Section 6 an updated summary is provided on the current and planned measures in place to mitigate the impacts.

#### **4. Resettlement Programmes and asylum dispersal**

- 4.1 As previously reported, Renfrewshire has a strong track record in terms of supporting people who have come to live and settle in the area through different humanitarian programmes or routes, such as the resettlement schemes for Syrian and Afghan nationals and those displaced from Ukraine.
- 4.2 The Council, HSCP and partners have played a key role in supporting people who arrived in Renfrewshire over the last 2 years. A core element of our role has been to support the establishment and ongoing operation of a Welcome Hub linked to Glasgow Airport.
- 4.3 There have now been 180 social rented tenancies provided to Ukrainian Displaced Persons by the Council (115) and Registered Social Landlords (65) and 13 households have been supported to access private rented sector tenancies. The total number of households living in the community, with a host or in their own tenancy in Renfrewshire is now 229 households (486 individuals).
- 4.4 In April 2022, the UK Government notified all UK local authorities of their intention to expand asylum dispersal arrangements across the UK, rather than through a smaller number of agreed asylum dispersal areas such as Glasgow.

- 4.5 More people are now being served with positive asylum decisions whilst being accommodated in hotels, and whilst this is positive for the individuals concerned, this has led to an increase in the numbers of people presenting to Homeless Services for support who are entitled to be provided with temporary accommodation and the right to apply for a social rented tenancy.
- 4.6 Local services are already beginning to see this develop and since October 2023 the number of asylum seekers who had been staying in hotel accommodation and have then presented as homeless following a positive decision being granted has grown. There have been 48 homeless applications from former asylum seekers in the last 6 months - the annual number of applications for previous years has been in single figures. There is also emerging evidence of people presenting as homeless in Renfrewshire who were previously staying in hotels in other local authority areas, which they are allowed to do.

## **5. Housing (Scotland) Bill, 2024**

- 5.1 A new Housing Bill was published at the end of March 2024 which aims to, amongst other things, help prevent homelessness. It is proposed that the Housing (Scotland) Bill will introduce an 'ask and act' duty on public bodies, such as health boards, Police Scotland and RSL's to ask about a person's housing situation and act to avoid them becoming homeless wherever possible. The Bill also seeks to reform provision for people threatened with homelessness up to six months ahead (currently Councils can consider homeless applications up to 2 months ahead of settled accommodation being likely to be lost).
- 5.2 There is a degree of concern that the provisions above may lead to an increase in referrals or approaches for help, advice, information and temporary accommodation to local authorities homeless teams, and the provisions are currently now subject to public consultation and scrutiny by the Scottish Parliament, along with other areas covered by the Bill including proposal for provisions for tenants experiencing domestic abuse and a New Deal for Tenants which includes long term rent controls for private tenancies.
- 5.3 A further report on all the Housing Bill proposals and consultation will be submitted to a future Board meeting.

## **6. Responding to Emerging Homeless / Housing Support Pressures**

- 6.1 The Council exceeded the target of allocating 49% of general lets to homeless applicants in 2023/24 in response to the increase in the level of homelessness over the last two to three years, and a target of 55% of general lets in 2024/25 was approved by the Policy Board in March. This figure was 41% in 2022/23.

- 6.2 Similarly, local RSLs have responded positively to the request to increase the number and proportion of lets to those who are homeless and whilst this has been welcomed, lower turnover rates and the overwhelming demand for one-bedroom properties for single homeless applicants is making it particularly challenging for all social housing providers.
- 6.3 The Council's stock of furnished properties being used to provide temporary accommodation for those who have nowhere to stay has been increased on a stepped basis to 276. This is helping Renfrewshire to meet the legal duty to provide temporary accommodation, however like most other local authorities, the Council is regrettably now having to use regularly use B&B in order to ensure that some form of temporary accommodation can be provided for those in housing need.
- 6.4 Additional staffing resources have been appointed within Homeless Services, with 3 x Accommodation Officer and 2 x Housing Options Adviser posts now filled on a temporary basis to support the Council's response to the increase in homelessness.
- 6.5 As would be expected, the associated demand for housing support has similarly increased and whilst the range of support services and initiatives being delivered across Renfrewshire have been successful in improving tenancy sustainment for those who have been homeless and reducing the level of repeat homelessness, housing support services are increasingly coming under pressure.
- 6.6 Two additional Housing Support Officer posts have now been created and filled on a temporary basis to help ensure the legal duty to assess the support needs of those who are homeless and ensure these needs are met can be complied with.
- 6.7 Our Rapid Rehousing Transition Plan has been effective in supporting the provision of adequate temporary accommodation, increasing the number of lets to homeless in order to meet needs, provide assistance to help new tenants resettlement, and upscaling the provision of wraparound support initiatives such as Housing First.
- 6.8 A funding announcement for RRTP's in 2024/25 has now been made by the Scottish Government. The amount awarded to Renfrewshire is £190,000 which is in line with what has been received in the previous 5 years. This will allow the continuation of the key initiatives detailed in Renfrewshire's RRTP, including our wraparound support programme, as well as focussed resettlement assistance for those moving out of temporary accommodation and deployment of Say Women who are our delivery partner in an innovative project to support young women (16-25 years old) who have been subjected to sexual violence and are at risk of homelessness.
- 6.9 A report on progress with the implementation of Renfrewshire's RRTP will be submitted to a future Policy Board.

- 6.10 Renfrewshire's Alcohol & Drug Commission Programme Board have provided funding since 2023 for a My Life Ahead (MyLA) project which provides holistic support for families / individuals affected by alcohol and drugs and who may be in danger of losing their home. Building on the concept that in order to have good health, you need a good home, MyLA now supports 25 – 30 service users at any one time and is delivering exceptional outcomes in terms of sustaining settled housing, and supporting service users to access the help they need.
- 

## Implications of the Report

1. **Financial** – the increasing demand on services has been largely managed within existing resources with some additional staffing being put into place through migration and asylum funding streams allocated to the Council by the UK and Scottish Government. As noted in the paper, the significant potential increase in homeless presentations linked to asylum population in Renfrewshire and more widely across the West of Scotland, is anticipated to create additional financial pressures for Council services. Projections of these pressures will continue to be reviewed and reported to future Communities and Housing Policy Boards.
2. **HR & Organisational Development** – none.
3. **Community/Council Planning** –
  - Our Renfrewshire is fair - those who are homeless will be provided with housing options.
  - Building strong, safe and resilient communities – meeting the needs of those who are homeless and providing access to settled housing helps to support communities.
  - Tackling inequality, ensuring opportunities for all – those who are in housing need will be provided with settled housing options.
  - Working together to improve outcomes – we will be working with partners to improve outcomes for those in housing need.
4. **Legal** – none.
5. **Property/Assets** – none.
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 it is largely 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** – There are potential risks in terms of increased pressure on housing / homelessness resources as a result of national policy changes around asylum dispersal.
  11. **Privacy Impact** – none.
  12. **COSLA Policy Position** – not applicable.
  13. **Climate Risk** – not applicable.
- 

### **List of Background Papers**

- (a) Background paper 1 'Homelessness in Renfrewshire – Update', Communities & Housing Policy Board on 16 January 2024.
- (b) Background paper 2 'RRTP and Homelessness Update', Communities & Housing Board on 25 October 2022.
- (c) Background paper 3 ' Homelessness Update' Communities, Housing & Planning Policy Board on 15 March 2022.
- (d) Background paper 4 'Rapid Rehousing Transition Plan and Homelessness Update' Communities, Housing & Planning Policy Board on 17 August, 2021.
- (e) Background Paper 5 'Rapid Rehousing Transition Plan – funding update' Communities, Housing & Planning Policy Board on 19 January 2021.

The foregoing background papers will be retained within Environment, Housing & Infrastructure Services for inspection by the public for the prescribed period of four years from the date of the meeting.

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**To: Communities and Housing Policy Board**

**On: 21 May 2024**

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

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**Heading: Renfrewshire Council Scheme of Assistance for Private Homeowners**

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## **1. Summary**

- 1.1 Renfrewshire Council's Scheme of Assistance for private homeowners was last reviewed in 2018. This report presents an updated Scheme of Assistance for approval.
  - 1.2 The main proposed changes are: an amendment to reflect an earlier Board decision to increase the grant level to owners in mixed tenure blocks in Housing Regeneration Areas; and an extension of the Missing Shares Pilot to include all tenement types.
  - 1.3 The proposed changes will strengthen the Scheme of Assistance's support available to meet the objectives of the Council and partners as set out in Renfrewshire's Local Housing Strategy 2023-2028 which include improving housing conditions and increasing the energy efficiency of housing stock.
- 

## **2. Recommendations**

It is recommended that the Communities and Housing Policy Board:

- 2.1 Approves the updated Scheme of Assistance for Private Homeowners as set out in Appendix 1, including the extension of the Missing Shares Pilot scheme to all tenement property types.
-

### **3. Background**

- 3.1 All Councils are required by Section 72 of the Housing (Scotland) Act 2006 to prepare and make publicly available a statement which sets out the circumstances in which the Council will offer advice and assistance to private homeowners and tenants in relation to property repairs, maintenance, improvements, and adaptations. This statement is known as the “Scheme of Assistance”.
- 3.2 In line with the ethos of the Housing (Scotland) Act 2006, the Scheme of Assistance is based on the principle that homeowners are responsible for the maintenance and upkeep of their properties.
- 3.3 As is common with most other Scottish Council’s Scheme of Assistance, support offered is generally in the form of advice, information, and practical support. Financial assistance is generally limited to certain circumstances where strategic priorities or statutory requirements are being met, subject to available resources.
- 3.4 Renfrewshire Council’s Scheme of Assistance for private homeowners has been in place since 2010 and is subject to regular review, having been reviewed in 2012 and 2018.
- 3.5 The current review considered the advice, information and financial assistance given and identified whether any changes were required which could help meet strategic objectives, within existing budgets. The main changes are noted in Section 4 of this report. These proposed changes are generally minor but will help owners to improve housing quality in Renfrewshire. Other changes include to the format and updating of information in the document.
- 3.6 The following assistance will continue to be offered by the Council:
- Provision of grant to support owners in mixed tenure blocks to participate in Council capital investment programmes.
  - Provision of grant assistance of at least 80% for owners referred for private sector adaptations and 100% grant support to owners on qualifying benefits.
  - Care and Repair Renfrewshire will continue to provide support to owners requiring adaptations and offer their Small Repairs Service to older and disabled people in Renfrewshire.
-

#### **4. Renfrewshire Council Scheme of Assistance update 2024 – Proposed Changes**

##### **4.1 Support to owners in mixed tenure blocks in Housing Regeneration Areas**

4.1.1 The Communities and Housing Policy Board at its meeting in on 7 March 2023 agreed that the Council's Scheme of Assistance be altered in respect of Housing Regeneration Areas included in the Housing-Led Regeneration Programme to increase the level of Private Sector Housing Grant for eligible properties in mixed tenure blocks from 25% for non-resident owners, 35% for resident owners and 50% for resident owners on benefits, to 25% for non-resident owners (as before), 50% for resident owners and 75% for resident owners on benefits.

4.1.2 The Scheme of Assistance has been updated to reflect this at section 4.9 in Appendix 1.

##### **4.2 The Missing Shares Pilot Scheme**

4.2.1 The Council has the power under Section 50 of the Housing (Scotland) Act 2006 to pay a missing share in circumstances where most owners within a block of flats wish to secure a repair but cannot progress with it because one or more owner is unable to pay or does not agree to pay or the owner cannot be traced. The Council has the power to recover costs from owners where it has paid their share.

4.2.2 In 2019 the Council introduced a pilot scheme using this power, initially open to owners of older traditional tenement flats. A sum of £100,000 was allocated to support this scheme, and with regard to payments made and recovered, this allocation remains sufficient.

4.2.3 This scheme helps prevent tenement buildings falling into further disrepair and enables larger spend within the local economy. Given these positive benefits, it is proposed to extend this scheme to owners of all tenement property types.

##### **4.3 Next steps**

4.3.1 Once approved the revised Scheme of Assistance will be published on the Council's website.

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### **Implications of the Report**

1. **Financial** – The financial implications of the Scheme of Assistance for Private Homeowners are included within the Council's General Fund forward planning assumptions and managed as part of the annual budget setting proposals in line with the relevant financial year.
2. **HR & Organisational Development** – None.

3. **Community/Council Planning –**
    - Place - working together to enhance wellbeing across communities – the support offered to private owners will help to improve private sector house conditions. The support provided to older and disabled owners will help enable people to live healthier, for longer, in their own home.
    - Green - leading Renfrewshire to Net Zero – the support offered to owners participating in mixed tenure investment programmes will help to improve the energy efficiency of homes and therefore reduce carbon emissions.
  4. **Legal –** The Scheme of Assistance attached as an Appendix meets the statutory requirements of section 72 of the Housing (Scotland) Act 2006.
  5. **Property/Assets –** Advisory and financial support for home owners in mixed tenure blocks, and ‘missing share’ payments, will facilitate and enable investment in properties that may not otherwise be delivered.
  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. The Scheme of Assistance aims to improve private sector house conditions, which will be of benefit to all protected characteristics. Positive impacts have been identified in relation to older people, people with disabilities and those people at a socio-economic disadvantage, through the provision of a range of information, advice, practical support and financial assistance, as set out in the document.
  8. **Health & Safety –** None.
  9. **Procurement –** None.
  10. **Risk –** There is a risk that payments made under the Missing Shares scheme are not recovered. This will be managed through the Council’s debt recovery policy.
  11. **Privacy Impact –** None.
  12. **COSLA Policy Position –** None.
  13. **Climate Risk –** Grant funding to private homeowners to support their participation in housing investment programme works will help to improve energy efficiency and therefore help to reduce carbon emissions from privately owned properties.
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## List of Background Papers

1. Report to Communities and Housing Policy Board on 16 May 2023 - Private Sector Housing Investment Programme 2023/24.
  2. Report to Communities and Housing Policy Board on 7 March 2023 – Proposed Change to Scheme of Assistance in Housing Regeneration Areas.
  3. Report to Communities, Housing and Planning Policy Board on 21 August 2018 – Scheme of Assistance for private owners and missing shares pilot project.
- 

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# Renfrewshire Council Scheme of Assistance for Private Homeowners

May 2024

[www.renfrewshire.gov.uk](http://www.renfrewshire.gov.uk)



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# 1. Introduction

Renfrewshire Council's Scheme of Assistance sets out the information and advice available to private homeowners about the repair, maintenance and adaptation of their homes. It details the circumstances in which the Council will provide practical support and financial assistance.

The Scheme is co-ordinated by the Owners Services Team within Environment, Housing and Infrastructure.

## Owner Services Team

Email: [ownerservices.hps@renfrewshire.gov.uk](mailto:ownerservices.hps@renfrewshire.gov.uk)

Phone: 0300 300 0300

## 1.1 Legislative Framework

Section 72 of the Housing (Scotland) 2006 Act requires local authorities to produce a statement to explain to the public the circumstances in which they will provide assistance in relation to repairs, maintenance, improvements and adaptations in private homes, and what form this assistance will take. This statement is called the Scheme of Assistance.

## 1.2 Scheme of Assistance – Purpose

The overarching purpose of this Scheme of Assistance is the provision of a range of advice and assistance to help homeowners invest in and maintain their houses, with a view to improving housing conditions. This does not necessarily mean providing financial assistance.

This Scheme of Assistance has been prepared in the context of [Renfrewshire's Local Housing Strategy 2023-2027](#). The strategy sets out six strategic priorities, three of which are directly relevant to this Scheme of Assistance.

- Strategic Priority 2 - people live in high quality, well managed homes in sustainable neighbourhoods
- Strategic Priority 3 - address the challenges of the climate emergency, delivering homes that are warm, energy efficient and fuel poverty is minimized
- Strategic Priority 5 - people can live independently for as long as possible in their own home and the different housing needs of people across Renfrewshire are being met.



Through a range of actions set out in the Local Housing Strategy, the Council and partners will work to:

- encourage owners to take responsibility for the repair and maintenance of their homes
- support owners in mixed tenure blocks to secure common repairs
- bring empty homes back into use
- improve the energy efficiency of homes and reduce fuel poverty
- provide assistance to enable older and disable people to live independently and for longer, in their own home
- improve management and maintenance issues in the private rented sector.

This Scheme of Assistance supports [Renfrewshire's Health and Social Care Partnership "Shaping our Future – Strategic Plan 2022-2025"](#) and the accompanying [Housing Contribution statement](#), a key theme of which is to support people to live longer, healthier lives at home or in a homely setting. The provision of adaptations and Care and Repair Services plays a role in enabling people to stay safely in their homes.

## 2. Types of Assistance

In the main, advice and assistance will be non-financial in nature.

### Information and Advice

Information and advice are key components of this Scheme of Assistance. Advice and information is delivered through a number of Council departments, partner organisations and local and national advice agencies. You can find more relevant contact emails, phone number and weblinks under each topic heading.

## Practical Assistance

Practical assistance is provided directly by the Council or partners in some limited circumstances:

- [supporting older and disabled people to live safely in their homes](#)
- [owners of empty homes](#)
- [missing shares pilot scheme for tenement repairs](#)
- [co-ordination of energy efficiency programmes](#)
- [common repairs in mixed tenure blocks with Council properties.](#)

## Financial Assistance

As resources are limited, grant assistance will be directed towards where the Council has a statutory responsibility and where a strategic objective is being met.

Financial Grant Assistance will therefore be limited to:

- the statutory requirement to provide grant for [essential adaptations for disabled homeowners/member of household](#) assessed and referred by Renfrewshire Health and Social Care partnership
- [grant support to flat owners being asked to participate in mixed tenure capital investment programmes](#) to common parts in blocks where the Council or RSL has an interest
- [grant support to flat owners in mixed tenure blocks being asked to participate in Council housing regeneration programmes.](#)

Funding for grants is limited and will only be made available subject to continuing resources being available and where grant support meets the delivery of strategic objectives or statutory requirements. No application for retrospective grants will be considered.

## Matters regarding financial assistance

For each grant awarded the Council will complete and register a Notice of Grant in the Land Register. A registration fee, currently £80, will be deducted from the final grant payment.

There may be times when situations arise that have not been covered in the Scheme of Assistance or where there are special mitigating circumstances. In such exceptional circumstances, consideration may be given as to whether alternative options are available under the Council's Scheme of Delegations and Financial Regulations.

### **Conditions of Grant**

To receive financial assistance, the applicant must give their consent to be bound by the following conditions for ten years from the date on which, in the Council's opinion, the applicable work is satisfactorily completed:

- the house must be used as a private dwelling; but that does not prevent the use of part of the house as a shop or office, or for business, trade or professional purposes.
- the house must not be occupied by the owner or a member of the owner's family, except as that person's only or main residence.
- the owner of the land or premises must take all practicable steps to keep it in a good state of repair
- the owner of the land or premises must, if required to do so by the local authority, certify that the above conditions are, in so far as they apply, being observed.

If any of the conditions detailed in Section 83 of the Housing (Scotland) Act 2006 are breached, the Council may demand repayment, as specified in Sections 86 and 87 of the Act.

## **3. Supporting older and disabled people to live safely in their homes**

Older and disabled people can be vulnerable and face more obstacles in maintaining and investing in their property. We therefore give priority to providing help to these groups.

### **3.1. Care and Repair Renfrewshire**

[Care and Repair Renfrewshire](#) provide free and confidential information, advice and practical assistance to older and disabled owners. The aim is to enable repairs and adaptations to be carried out to allow people to maintain their independence and remain in their homes comfortably, safely and securely.

Care and Repair Services include:

- co-ordinating the adaptations for disabled homeowners and private tenants
- delivering a [Small Repairs Service](#) (there is no charge for labour or travel costs, charges for material may apply).

The service is open to owners and private tenants in the following groups

- people aged 60 and over;
- disabled persons or the parents or guardians of disabled children and adults; and
- other vulnerable people referred on an ad hoc basis by the Council and/or NHS Greater Glasgow & Clyde.

Contact Care and Repair Renfrewshire at:

Phone: 0141 812 4111

Email: [enquiries@bridgewaterha.org.uk](mailto:enquiries@bridgewaterha.org.uk)

<https://www.carerepairrenfrewshire.org.uk/>

### **3.2. Housing Adaptations for Disabled People**

If you are an owner who is disabled or have a disabled member of your household, and you have difficulty using and/or getting around your home, you may be entitled to a grant for an adaptation, subject to an assessment by an Occupational Therapist.

In the first instance, contact the Adult Services Referral Team

Phone: 0300 300 1380

E-mail: [adultservicesreferral.sw@renfrewshire.gov.uk](mailto:adultservicesreferral.sw@renfrewshire.gov.uk)

[The Adult Services Referral Team](#) will arrange for an assessment of your circumstances by one of the Health and Social Care Partnerships' Occupational Therapists

When an adaptation is identified as the best way to meet your need, you can apply for financial help. You can get help with a range of adaptations - that is, permanent changes to your home that involve building work, for example replacing the bath with an accessible shower.

Renfrewshire Care and Repair will co-ordinate all aspects of the adaptation in conjunction with you and the Occupational Therapist, and they will also help you to apply for a grant from the Council.

If you are eligible for a grant, it will cover 80% of the cost of the work you have been assessed as requiring. However, the grant will cover 100% of the cost of the work if you receive one of these welfare benefits.

- Income Support
- Income-Based Jobseeker's Allowance
- Pension Credit (guarantee element)
- Income-Related Employment and Support Allowance
- Universal Credit

You must wait until your grant is approved in writing before asking your contractor to start the work. The Council will not approve a grant on work which has already been carried out.

### **Adaptations for Private tenants**

If you rent your home privately, you will need to get the agreement of your landlord for you to carry out the adaptation that you need. However, the landlord cannot refuse to give consent without a good reason. The same grant process applies for private tenants.

## **4. House Conditions**

### **4.1. The Tolerable Standard**

The Tolerable Standard is a **minimum standard** and applies to all residential dwellings including social and privately rented homes and owner-occupied properties.

The Tolerable Standard is detailed in the [Housing \(Scotland\) Act 1987](#). The Act list the criteria that a dwelling house must satisfy in order to meet this standard. It focuses mainly on the building itself, and does not extend to internal decoration, furniture and household appliances. Housing that falls below this standard is not considered fit for human habitation. As this is a condemnatory standard, a house will be considered below the Tolerable Standard where at least one element is not complied with.

## Tolerable Standard Criteria

A house meets the Tolerable Standard if it complies with all these criteria:

- it is structurally stable
- it is substantially free from rising or penetrating damp
- it has satisfactory provision for natural and artificial lighting, for ventilation and for heating
- it has satisfactory thermal insulation
- it has an adequate piped supply of wholesome water available within the house
- it has a sink provided with a satisfactory supply of both hot and cold water within the house
- it has a water closet or waterless closet available for the exclusive use of the occupants of the house and suitably located within the house
- it has a fixed bath or shower and a wash-hand basin, each provided with a satisfactory supply of both hot and cold water and suitably located within the house
- it has an effective system for the drainage and disposal of foul and surface water
- in the case of a house having a supply of electricity, it complies with the relevant requirements in relation to the electrical installations for the purposes of that supply
- it has satisfactory facilities for the cooking of food within the house
- it has satisfactory access to all external doors and outbuildings
- it has satisfactory equipment installed for detecting, and for giving warning of, fire or suspected fire
- it has satisfactory equipment installed for detecting, and for giving warning of, carbon monoxide present in a concentration that is hazardous to health

The Council also has [powers](#) to issue a closing order or demolition order on below Tolerable Standard homes in the area.

If you believe your home does not meet the Tolerable Standard then contact Environmental Health who can give advice on how the property can be brought up to an acceptable standard.

Environmental Health

Email: [e-prot.es@renfrewshire.gov.uk](mailto:e-prot.es@renfrewshire.gov.uk)

phone: 0300 300 0380

## 4.2. Fire and Carbon Monoxide Detection

In 2022 the requirement for an interlinked system of fire and smoke alarms and adequate carbon monoxide alarms was introduced to the Tolerable Standard.

The [Scottish Government Guidance](#) on this aspect of the standard sets out the requirements for every home to have:

- one smoke alarm installed in the room most frequently used for general daytime living purposes (normally the living room/lounge)
- one smoke alarm in every circulation space on each storey, such as hallways and landings
- one heat alarm installed in every kitchen
- all smoke and heat alarms to be ceiling mounted
- all smoke and heat alarms to be interlinked

If you have a carbon-fuelled appliance – like a boiler, fire, heater or flue – in any room, you must also have a carbon monoxide detector in that room, but this does **not** need to be linked to the fire alarms.

Visit [mygov.scot](http://mygov.scot) for further information on home fire safety and [fire and smoke alarms in Scottish homes](#).

Scottish Fire and Rescue offer:

- [free home fire safety visits](#) for every resident
- a useful [online home fire safety checker](#)

## 4.3. Trusted Trader Scheme

One of the major barriers to getting work done to homes is the lack of information on suitable and reliable contractors. [Renfrewshire's Trusted Trader](#) scheme helps local residents choose a reliable local trader by publishing a directory of businesses that have been checked by Trading Standards and allow previous customers to comment and rate their work.

#### 4.4. Energy Advice and Energy Efficiency Improvement Schemes

[Home Energy Scotland](#) provide information on grants, funding and loans to make your home more energy efficient. Home Energy Scotland also administer a Scottish Government interest free loan scheme to assist private owners with the costs of a range of insulation and heating measures.

[Energy Savings Trust](#) has useful tips on how to make your home more energy efficient, reduce you carbon emissions and lower your energy bills.

[Changeworks](#) provides energy saving tips, advice on how to retrofit your home and ways to reduce your energy bills.

[Renfrewshire Council's Energy Advice Team](#) can provide advice about managing your energy bills.

The Scottish Government's Energy Efficient Scotland Area Based Schemes: (EES:abs) is an area-based scheme designed and delivered by councils and local delivery partners. It aims to provide energy efficiency measures in fuel-poor areas or areas with hard-to-treat housing. Renfrewshire Council act as coordinating agents for all EES:abs programmes in the area. Recent programmes have focussed on mixed tenure blocks of flats with solid wall construction. If you are an owner in an area where a programme is planned, the Council will contact you.

#### 4.5. Owners of Empty Homes

Long term empty properties can have a detrimental effect on the community and can contribute to issues such as fly tipping, vandalism and loss of community well-being.

Renfrewshire Council has a dedicated 'More Homes Officer' who can provide [advice on the options](#) available to help bring empty homes back into use.



The More Homes Officer provides support that may include:

- Property Matchmaking Scheme – matching up owners of empty properties who want to sell, with buyers.
- Information on VAT and merchant discounts
- Investigating reports of empty homes, including tracing the owner
- General advice on empty properties

For further information contact:

Allana McLuskey, More Homes Officer,

Email: [allana.mcluskey@renfrewshire.gov.uk](mailto:allana.mcluskey@renfrewshire.gov.uk)

Phone: 07811 055 016.

## 4.6. Flat Owners – Common Repairs

### Rights and Responsibilities

When you buy a flat you take on rights and responsibilities for the common structure of the whole building. These common parts are jointly owned with other owners in the building and could include for example the close and stair, door entry etc

Your title deeds normally tell you about your rights and responsibilities for your own property and for your shared responsibility for the whole building.

The Council recommends that all flat owners use the [underoneroof](#) website, which contains impartial comprehensive advice for owners of flats including:

- responsibilities for repair and maintenance of common areas
- understanding your title deeds
- common repairs issues
- working with other owners in your building
- finding and appointing a factor
- organising and paying for repairs.

Shelter Scotland also provide a useful [guide to repairs in communal areas](#)

## 4.7. Missing Shares for Tenement Property Repairs

If you are an owner or a group of owners in a tenement block trying to undertake an essential repair but cannot get all owners to pay, then the [Council's Missing Shares pilot scheme](#) may be able to assist you.

The Council has powers under the Housing (Scotland) Act 2006 to pay 'missing shares' for an owner when the majority of owners in a tenement block agree to carry out work to repair or maintain their property, and

- an owner is unable or unwilling to pay
- it is unreasonable to require that an owner deposit the sum in question
- an owner cannot be identified or found, by reasonable inquiry.

The "missing share" will be the owner's share of the estimated costs.

Where the Council pays a "missing share" it will try and recover the costs from the owner whose share was paid, including administrative and interest charges.

The Council must be satisfied that use of Missing Shares powers is the most appropriate solution to progress the outstanding repair(s), the work proposed is reasonable, and that the proportioning of shares is correct.

The minimum share is £500 and the maximum share available is £10,000.

There are certain procedures that owners will need to follow detailed in the link above.

Email [Owner Services Team](#)

Phone: 0300 300 0300

## 4.8. Factoring

Routine, regular maintenance to shared common areas is fundamental to preventing building decline and can help to prevent future larger bills for expensive repair work.

One of the best ways to achieve regular ongoing maintenance is to have a factoring arrangement in your building.

Owners may choose to appoint their own factor or self-factor their building.

[The Property Managers Association of Scotland](#) provides a list of their member firms.

Before appointing a factor, you should check that the factor is registered in the [Scottish Property Factors Register](#). The register is held and maintained by the Scottish Government. It is an offence to operate as a factor without being registered.

Property Factors must meet certain standards as set out in the [Property Factors Code of Conduct](#). This includes providing homeowners with a “written statement of services” which must include as a minimum:

- The main services the factor will provide
- The cost of their service, billing and how they will deal with homeowners who do not pay their share
- Complaints handling
- How to end the agreement
- Debt collection procedure.

The Council acts as a [Factor](#) for around 2,500 properties, including 900 owners in mixed tenure blocks.

Homeowners who have a complaint about their factor, or believe their factor is not meeting their factoring duties, can apply to the [First Tier Tribunal for Scotland \(Housing and Property Chamber\)](#) for assistance in resolving these matters.

The Tribunal requires that the homeowner **must** first notify their property factor in writing of the reasons why they consider that the factor has failed to carry out their duties or failed to comply with the Code. The property factor must also have refused to resolve the homeowner’s concern or have unreasonably delayed attempting to resolve them.

## 4.9. Common Repairs in Mixed Tenure Blocks

Local Authorities and Registered Social Landlords have a duty to maintain their stock at the Scottish Housing Quality Standard (SHQS) and to achieve the Energy Efficiency Standard for Social Housing 2 (ESSH2) and any future standards as determined by the Scottish Government.

A high proportion of council stock is in mixed- tenure buildings (public and private) ownership. The co-operation and participation of owners is therefore essential in securing common repair and improvements in these buildings. The council will provide practical assistance and financial assistance in the circumstances outlined below.

## **Upgrading/Capital Improvement Works to Common Parts**

Where the Council or a Registered Social Landlord (RSL), as owner of some properties in the building, undertakes capital upgrading projects to common parts, and requires recharging other owners for their share of the cost, the Council will offer grant assistance on the following basis:

- 50% for owner occupiers in receipt of Income Support or other similar benefits
- 35% for other owner-occupiers
- 25% for non-resident owner - for example registered landlords or those exempt from landlord registration. Unregistered landlords will not be entitled to any grant support.

Owners in mixed tenure blocks where an RSL is undertaking work, should liaise with that RSL in the first instance in relation to grants.

## **Essential Common Repairs in property that is jointly owned with the Council**

Where the Council has an ownership interest in a block, it will provide advice and practical assistance to private homeowners to help organise and complete common repairs. This could include apportioning costs and getting agreement from the other owners in the building.

Find further information on [common repairs in property that is jointly owned with the council](#).

## **Flat Owners in Mixed Tenure Blocks in Council Housing Led Housing Regeneration areas**

Owners in mixed tenure blocks covered by the [Council's Housing Led Housing Regeneration and Renewal Programme](#), who are being asked to pay their share of common costs will be offered grant assistance on the following basis

75% for owner occupiers in receipt of:

- Income Support
- Income-Based Jobseeker's Allowance
- Pension Credit (guarantee element)
- Income-Related Employment and Support Allowance
- Universal Credit

50% for other owner-occupiers

25% for non-resident owner - for example registered landlords or those exempt from landlord registration. Unregistered landlords will not be entitled to any grant support.

#### **4.10. House Conditions – Enforcement Action**

This scheme of assistance emphasises that owners are responsible for the repair of maintenance of their property. We aim to work with owners and to provide advice and assistance to help them to maintain their property on a voluntary basis.

Where the Council has provided advice and assistance, but the owner does not repair or maintain their property and it is affecting surrounding properties or the local environment, or is potentially dangerous, the Council will consider using powers from various pieces of legislation. The main types of enforcement action open to the Council are:

- **Works Notice**
- Maintenance Order
- Housing Renewal Area
- Demolition Order
- Closing Order
- Statutory Nuisance Abatement Notices
- Defective and Dangerous Building notices

Shelter Scotland website has a short summary of each of these [local authority powers to tackle disrepair](#).

### **5. Improving Quality and Management in the private rented sector**

This Scheme of Assistance aims to help improve the quality and management in the private rented sector by providing information, advice, and practical assistance in the first instance. This will be backed up by enforcement action where necessary.

## 5.1 Landlord Registration

All private landlords operating in Renfrewshire must be [registered](#) in the [Scottish Landlord Register](#). The aim of landlord registration is to make sure that all private landlords in Scotland are 'fit and proper' people to be letting residential property and landlord registration should help landlords reach the standard required by legislation to privately let properties.

Renting out property without being registered with the council is a criminal offence and you can be served with a Rent Penalty Notice (which prevents you from charging your tenant rent) or fined. Those landlords who are unwilling or unable to achieve these standards may be subject to possible removal from the Register by the Council's Regulatory Functions Board.

Email: [privatelandlordteam@renfrewshire.gov.uk](mailto:privatelandlordteam@renfrewshire.gov.uk)

Phone: 0300 300 0300

## 5.2 Landlord Responsibilities

It is for landlords to ensure that they meet the full range of legal responsibilities in letting out property. There are various sources of advice for landlords about their legal responsibilities in relation to letting out a property. You can also take your own legal advice.

The Scottish Government provide a range of useful information for landlords on the requirements for letting out a property including:

[guide on the private residential tenancy agreement](#)

[model tenancy agreement](#)

[prescribed forms and notices](#)

[short video guide](#).

If you need more advice, [visit mygov.scot's guidance for landlords](#).

You can also get advice from:

[Shelter Scotland](#)

[Landlord Accreditation Scotland](#)

[Scottish Association of Landlords](#)

### **5.3 Private Rented Homes – housing standards and repairs**

A landlord in the private rented sector has a duty to ensure that the house they rent out meets the “Repairing Standard” as defined in the Housing (Scotland) Act 2006.

The Scottish Government’s guidance on the [Repairing Standard](#) includes all the elements of the standard which private landlords are required to comply with from 1 March 2024.

The aim is to equip private landlords with a full picture of what they should do to ensure compliance.

[The Housing and Property Chamber of the First Tier Tribunal](#) deals with issues relating to rent or repairs in private sector housing. Their website has a wealth of information on landlord’s responsibilities, including that for [repairs](#).

If a tenant or third party (for example the Council) does not believe a property meets the Repairing Standard, they should, in the first instance, ask the landlord to undertake the required repairs. If the landlord does not undertake the required work, the tenant, or the Council, can make an application to the Housing and Property Chamber First Tier Tribunal for a decision by a tribunal on whether the landlord has complied with that duty. The Tribunal can then order the landlord to carry out the necessary repairs.

[Housing and Property Chamber  
First-tier Tribunal for Scotland](#)

Glasgow Tribunals Centre  
20 York Street  
Glasgow  
G2 8GT

Phone: 0141 302 5900

## 5.4 Houses in Multiple Occupation (HMO)

A House in Multiple Occupation (HMO) is a house or a flat where three or more unrelated tenants live and share facilities such as a toilet, washing facilities or cooking facilities.

It can include a house, bed-sit, lodgings, student accommodation, hostel or a shared flat.

HMOs have to be licensed unless they qualify for exemption.

Prior to the granting or renewal of a house in multiple occupation (“HMO”) licence, all newly constructed, altered, converted or extended premises intended to be used as a HMO living accommodation will be inspected by Council Officers to ensure the HMO living accommodation complies with building standards applicable to the building as provided in the Buildings (Scotland) Act 2003 (as amended), the Buildings (Scotland) Regulations Act 2004 (as amended) or any successor legislation, other relevant housing/ environmental legislation and the HMO licensing policies from time to time agreed by the Council.

See more [information on the HMO license application](#).



This document can be made available in braille, large print or audio.

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਇਹ ਸਾਥੋਂ ਮੰਗ ਲਓ।

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać.

## Place Strategy Team

Renfrewshire Council  
Renfrewshire House  
Cotton Street  
Paisley  
PA1 1BR

[www.renfrewshire.gov.uk](http://www.renfrewshire.gov.uk)







**To:** Communities and Housing Policy Board

**On:** 21 May 2024

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

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**Heading:** Private Sector Housing Investment Programme 2024/25

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## **1. Summary**

- 1.1 On 29 February 2024 the Council approved a report entitled 'Non-Housing Capital Investment Programme, Prudential Framework and Treasury Management Strategy, and Capital Strategy 2024/25 – 2028 which includes funding provision for capital and revenue Private Sector Housing Grant (PSHG) expenditure for 2024/25.
  - 1.2 Based on the Council budget approval and taking account of the most up to date expenditure projections, this report updates the programme requirements for the period 2024/25 to support owner participation on a range of programmes.
  - 1.3 As noted by the Communities, Housing and Planning Policy Board on 12 March 2019, there are funds held in reserve to support owners involved in the Orchard Street Housing Renewal Area tenement refurbishment project and for future Housing Regeneration areas. This project is commencing during this financial year.
  - 1.4 There is a requirement to manage PSHG resources in a flexible manner in terms of the drawdown of funds, to reflect the timing of the settlement of final accounts associated with owners in the Housing Investment and Housing Regeneration Programmes.
- 

## **2. Recommendations**

It is recommended that the Communities and Housing Policy Board:

- 2.1 Approve the Private Sector Housing Grant Investment Programme for the period 2024/25 as set out in Appendix 1.
-

### **3. Background**

- 3.1 The Private Sector Housing Grant supports a range of services to private sector owners. This includes Disabled Adaptation grants, support costs for Care & Repair Renfrewshire, support for the pilot project to pay 'Missing Shares' and support for homeowners involved in Council Housing Investment and Housing Regeneration Programmes involving common works carried out as part of external works programmes.
- 3.2 Appendix 1 sets out the proposed programme for 2024/2025 showing proposed expenditure of £1.091m. The key elements of the proposed programme currently are as follows:

#### **(i) Adaptation Grants (Assistance to older and disabled owners)**

The Council provides grant to assist owners with adaptations to make dwellings suitable for a member of the household who is disabled.

Responsibility for determining the strategy for support for disabled adaptations across all tenures (excluding Housing Associations) is the responsibility of Renfrewshire Health & Social Care Integration Joint Board.

The Council is required by legislation to provide a minimum of 80% grant support to homeowners referred by HSCP, Occupational Therapy Services. Demand for adaptation grants continues to grow with the number of referrals for adaptations continuing to put strain on the available budget. An annual allowance of £550,000 to support the delivery of private sector adaptations has been included in the available grants budget for 2024/25. The Council, in conjunction with Health & Social Care will continue to monitor demand pressures on available grant during the year.

Bridgewater Housing Association (Care & Repair Renfrewshire) have been awarded the contract from 1 April 2024 to manage private sector adaptations and small repairs services in Renfrewshire and East Renfrewshire Councils during this financial year. An allowance of £231,000 is included within the budget for Renfrewshire's costs associated with this contract.

#### **(ii) Housing Investment Programme**

Since achieving compliance with the Scottish Housing Quality Standard (SHQS) in April 2015, there has been an ongoing requirement to ensure our housing stock continues to be maintained. The Scottish Government has been consulting on a Social Housing Net Zero Standard that will replace the second Energy Efficiency Standard for Social Housing (EESH2) and the Council has been developing programmes that will meet these standards.

The Housing Investment Programme is focussed on common works in blocks of mixed ownership in regeneration and other areas and accordingly the PSHG programme will continue to support future external improvement works in mixed tenure blocks and offer grants to homeowners involved in these programmes.

The programme will also commence works on the eight regeneration improvement areas during the year for which the Communities & Housing Policy Board approved a report on 7 March 2023 enhancing grant support to participating private homeowners in these areas.

Energy efficiency grants also continue to be made available to eligible households through the Scottish Government's EES: ABS (Home Energy Efficiency Programme Scotland) programme and the Energy Company Obligation (ECO) scheme.

An allowance of £150,000 is proposed to support grants to homeowners during 2024/25. As noted within this report, uncertainties around the exact timing of projects and the application of grants to owners will require programme flexibility to be maintained with this and future years.

(iii) **Salaries**

Salaries for staff engaged on private sector investment within the Owner Services Team are funded through this budget. The annual allowance of £150,000 is included, reflecting the structure within the staff grouping responsible for delivery of the programme and including agreed pay settlements.

The Private Sector Housing Grant also part funds the Council's, More Homes Officer post. Private Sector Housing Grant is also funding one Energy Advocate post within the Council's Energy Management Unit, providing information on non-Council grants and loans to private homeowners.

(iv) **Support to the Private Rented Sector /Miscellaneous Fees**

An allowance of £10,000 is included to fund training events for private landlords undertaken in Partnership with Landlord Accreditation Scotland. These events are currently delivered online. These funds also support membership of Scotland's Housing Network and the Under One Roof organisations who provide online training and networking meetings for Council Officers.

- 3.3 The nature of the Private Sector Housing Investment Programme means that flexibility is required to adjust spend between projects during the financial year for a number of reasons, for example because of differences between the estimated and actual grant required once the test of resources is applied to individual owners, slippage in projects, difficulties securing the participation of some owners, increased demand for private sector adaptations to ensure that full spend is achieved and thus best use is made of the resource available.
-

## Implications of the Report

1. **Financial** – The PSHG programme for 2024/25 totals £1.091 million.
  2. **HR & Organisational Development** - None
  3. **Community/Council Planning** –
    - **Our Renfrewshire is thriving** – the support offered to private owners will help to improve housing conditions, making Renfrewshire a great place to live
    - **Our Renfrewshire is well** – the support provided to older and disabled owners will help enable people to live healthier, for longer, in their own homes
    - **Reshaping our place, our economy and our future** – investment in the refurbishment of housing stock will create jobs and contribute to the economy
  4. **Legal** - None
  5. **Property/Assets** - None
  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. 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** – N/A.
  13. **Climate Risk** – Grant funding to private homeowners to support their participation in housing investment programme works will help to improve energy efficiency in privately owned properties, which will contribute to residents using less energy, thus reducing emissions.
-

## List of Background Papers

1. Report to Housing & Community Safety Policy Board on 7 March 2023 – Proposed change to scheme of assistance in regeneration areas.
2. Report to Council on 29 February 2024 – Non-Housing Capital Investment Programme, Prudential Framework and Treasury Management Strategy, and Capital Strategy 2024/25 – 2028/29.
3. Report to Housing & Community Safety Policy Board on 12 March 2019 – Private Sector Housing Investment Programme 2019/20.
4. Report to Housing & Community Safety Policy Board on 21 August 2018 – Scheme of Assistance for private owners and missing shares pilot project.

The foregoing background papers will be retained within Communities & 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 Ian Mackinnon, Investment Programme Manager, 07483 376 245, [ian.mackinnon@renfrewshire.gov.uk](mailto:ian.mackinnon@renfrewshire.gov.uk)

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Author: Ian MacKinnon, Investment Programme Manager

E Mail: [ian.mackinnon@renfrewshire.gov.uk](mailto:ian.mackinnon@renfrewshire.gov.uk)

## PROPOSED PRIVATE SECTOR HOUSING PROGRAMME 2024/2025

Category	2024/2025
<b>Adaptation Grants</b>	£550,000
<b>Care and Repair – Revenue Support - Contracted</b>	£231,048
<b>Capital Programmes – Owners Grants</b>	£150,000
<b>Capitalised Salaries</b>	£150,000
<b>Miscellaneous Costs (including support for the private rented sector)</b>	£10,000
<b>Total</b>	<b>£1,091,048</b>





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**To: Communities & Housing Policy Board**

**On: 21 March 2024**

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

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**Heading: Scottish Housing Regulator Engagement Plan 2024/25**

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## **1. Summary**

- 1.1 The purpose of this report is to make the Policy Board aware of the Scottish Housing Regulator's Engagement Plan from 31 March 2024 to 31 March 2025 for Renfrewshire Council, which this year relates to the Council's service provision for people who are homeless and to compliance with Electrical testing and smoke detection installation.
- 1.2 It should be noted that all Scottish Local Authorities' provision of homeless services is included in their Engagement Plans and that Renfrewshire Council has not been identified as requiring particular scrutiny in this area.
- 

## **2. Recommendations**

It is recommended that the Communities and Housing Policy Board:

- 2.1 Note the content of the Scottish Housing Regulator's Engagement Plan from 31 March 2024 to 31 March 2025 for Renfrewshire Council – attached as appendix 1.
- 

## **3. Background**

- 3.1 During 2023/24, the Regulator reviewed and compared the data for all local authorities from the Scottish Government's national homelessness statistics. They also spoke to all local authorities to gather further information and assurance about their homelessness services. They go on to say that to assess the risks to people who are threatened with or experiencing homelessness they will engage with all local authorities during 2024/25 with a focus on the provision of appropriate temporary accommodation.

- 3.2 We advised the Regulator that a number of properties do not fully comply with electrical safety and fire detection requirements which came into force in early 2022 and form part of the Scottish Housing Quality Standard. We further advised that we are progressing inspections to provide Electrical Installation Condition Reports and to install integrated smoke and heat alarms in all of our properties.
- 3.3 In light of this, the Regulator has asked for the following information:
- That we advise them if there are any emerging issues preventing the Service from fulfilling its statutory duty to provide temporary accommodation when it should and to comply with the Unsuitable Accommodation Order, and
  - That we send them monthly updates on progress on achieving compliance with electrical safety and fire detection requirements.
- 3.4 As part of the Service Update report to Board on 12 March 2024, we advised that we expect full compliance with EICR by the end of the calendar year. Compliance with this currently stands at 86.3%. Our compliance rate with smoke and heat detectors is currently 89.7% and we expect full compliance by the end of the calendar year.
- 3.5 The service will provide the Regulator will monthly progress reports on electrical testing and fire detection requirements as well as advising on any issues in relation to the Unsuitable Accommodation Order. We will advise the Communities and Housing Policy Board on progress with these matters at future meetings.
- 3.6 Like all Local Authorities and RSLs we are also required to notify the Regulator of any material changes to our Annual Assurance Statement or any tenant/resident safety matter which has been reported to or is being investigated by the Health and Safety Executive.
- 3.7 Members should note also that, separately, the Regulator advised that they planned to visit Renfrewshire (along with a number of other local authorities and RSLs) to discuss our approach to compiling our Annual Assurance Statement.

#### **4 National context**

- 4.1 In its annual Risk Assessment the Scottish Housing Regulator acknowledges the pressures that all social landlords are facing in the current climate, including:
- The delivery of homelessness services in some areas of Scotland. The SHR engages with all local authorities to gather further information and assurance about their homelessness services.
  - The current financial climate where many tenants and service users are in financial hardship.

- The significant demands for social landlords to invest in their existing homes, meet the net zero and decarbonisation targets as well as continue to deliver much needed new homes.

4.2 In this Annual Risk Assessment the Regulator summarises all the Engagement activity for the forthcoming years. They advise that they intend to engage with local authorities on a range of issues:

- Homelessness (all local authorities);
- Progress with ensuring that Gypsy/Travellers sites meet the Scottish Government Minimum Site Standards and/or requirements in relation to fire safety (four local authorities last year);
- Tenant and resident safety (seventeen local authorities including Renfrewshire Council);
- Service quality (six local authorities); and
- Stock quality (ten local authorities).

In certain cases, the regulator is engaging with some local authorities in more than one of these areas.

## Implications of the Report

1. **Financial** – None
2. **HR & Organisational Development** – None
3. **Community/Council Planning** –
  - **Our Renfrewshire is thriving** – Meeting the needs of housing applicants
  - **Building strong, safe and resilient communities** – Creating strong communities in our approach to allocating homes
4. **Legal** – None
5. **Property/Assets** – None
6. **Information Technology** – None
7. **Equality & Human Rights** – 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
  12. **COSLA Policy Position** – None
  13. **Climate Change** – None
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### **List of Background Papers**

None

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Author: Ray Walkinshaw, Housing Regeneration and Development Manager

Email: [ray.walkinshaw@renfrewshire.gov.uk](mailto:ray.walkinshaw@renfrewshire.gov.uk)

## Renfrewshire Council

### **Why we are engaging with Renfrewshire Council (Renfrewshire)**

We are engaging with Renfrewshire about its **services for people who are homeless and tenant and resident safety**.

During 2023/24, we reviewed and compared the data for all local authorities from the Scottish Government's national homelessness statistics. We also spoke to all local authorities to gather further information and assurance about their homelessness services. To assess the risks to people who are threatened with or experiencing homelessness we will engage with all local authorities during 2024/25 with a focus on the provision of appropriate temporary accommodation.

Renfrewshire has told us that a significant number of its tenants' homes do not fully comply with electrical safety and fire detection requirements which came into force in early 2022 and form part of the Scottish Housing Quality Standard. Renfrewshire is currently progressing inspections to provide Electrical Installation Condition Reports and to install integrated smoke and heat alarms in all of its tenants' homes.

Renfrewshire has told us about challenges it has faced, including accessing tenants' homes and the availability of contractors, which has delayed its progress to complete the outstanding works. We expect Renfrewshire to have appropriate plans in place to mitigate the delays in progressing these works.

### **What Renfrewshire must do**

Renfrewshire must:

- send us the information we require in relation to its homelessness service;
- tell us about any emerging issues preventing it from fulfilling its statutory duty to provide temporary accommodation when it should and comply with the Unsuitable Accommodation Order; and
- send us monthly updates on progress on achieving compliance with electrical safety and fire detection requirements.

### **What we will do**

We will:

- meet with Renfrewshire to discuss its homelessness service and decide whether we require any additional assurance;
- meet with Renfrewshire to seek assurance if it does not provide temporary accommodation when it should, or if it breaches the Unsuitable Accommodation Order;
- review Renfrewshire's progress on achieving compliance with electrical safety and fire detection requirements and engage as necessary; and
- update our published engagement plan in the light of any material change to our planned engagement with Renfrewshire.

### **Regulatory returns**

Renfrewshire must provide us with the following annual regulatory returns:

- Annual Assurance Statement; and
- Annual Return on the Charter.

It should also notify us of any material changes to its Annual Assurance Statement, and any tenant and resident safety matter which has been reported to or is being investigated by the Health and Safety Executive or reports from regulatory or statutory authorities or insurance providers, relating to safety concerns.

**Our lead officer for Renfrewshire Council is:**

**Name:** Eleanor Sneddon, Regulation Manager  
**Telephone:** 0141 242 5860  
**Email:** [eleonor.sneddon@shr.gov.scot](mailto:eleonor.sneddon@shr.gov.scot)

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**To: Communities and Housing Policy Board**

**On: 21 May 2024**

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

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**Heading: Consultation on the proposed Social Housing Net Zero Standard**

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## **1. Summary**

- 1.1 The Social Housing Net Zero Standard (SHNZS) is being introduced by the Scottish Government to replace the second Energy Efficiency Standard for Social Housing (EESH2).
- 1.2 The SHNZS is designed to reduce the space heating demand of existing social housing in Scotland by 2033, and to replace fossil fuel heating systems with a clean heating alternative, by a backstop of 2045.
- 1.3 The reduced space heating demand is proposed at a level of between 120-71kWh/m<sup>2</sup>/year, with 70kWh/m<sup>2</sup>/year or under proposed if fuel poverty is a particular concern. 120 -71 kWh/m<sup>2</sup>/year is regarded as the equivalent of an existing Energy Performance Certificate (EPC) Band C and 70kWh/m<sup>2</sup>/year or under the equivalent of an existing EPC Band B.
- 1.4 Space heating demand reduction is required to assist with successfully implementing clean heating systems such as heat pumps, modern storage, and heat networks. Clean heating fuel (electricity) is currently more expensive than fossil fuels and there would be a potential to exacerbate fuel poverty if some space heating demand reduction was not required.
- 1.5 The Scottish Government is aiming to finalise the SHNZS later in 2024, with it being introduced in 2025. The Housing Regulator will incorporate the space heating demand and targets for clean heating installs, as part of the Annual Return on the Charter (ARC), and they will engage with social landlords on the Charter indicators needed for reporting performance against the standard. It is yet to be determined when it will form part of the ARC.

- 1.6 Renfrewshire Council is broadly in favour with the proposals as set out in the consultation.
- 

## 2. Recommendations

It is recommended that the Communities and Housing Policy Board:

- 2.1 Homologates the consultation response submitted by Renfrewshire Council to the Scottish Government on the 8<sup>th</sup> March 2024, on the Social Housing Net Zero Standard, as detailed within Appendix 1 of this report.
- 

## 3. Background

- 3.1 The Scottish Government introduced the first energy efficiency requirements for social housing in the Scottish Housing Quality Standard (SHQS) of 2015. Standards of energy efficiency were increased with the Energy Efficiency Standard for Social Housing (ESSH) of 2020 and then ESSH2 was implemented with interim 2025 targets and a 2032 completion date.
- 3.2 SHQS, ESSH and ESSH2 were all targets based on the energy efficiency bandings of a domestic Energy Performance Certificate (EPC). EPC's energy efficiency bandings are mainly based on a rating system which is a combination of, The efficiency quality of the construction fabric, heating system type and the cost of fuel for that heating system.
- 3.3 An EPC rating could be improved by replacing a heating system with one that used cheaper fuel, and during the SHQS implementation period especially, this resulted in an increased use of natural gas boilers.
- 3.4 As burning fossil fuels such as gas, was one of the main drivers for climate change, it became apparent that for net zero, homes had to be heated with clean heating alternatives. Clean heating systems such as modern storage, heat pumps and Heat Networks, use electricity as their fuel. But as electricity is currently around four times the cost of gas, its use would then lead to EPC ratings falling and potentially exacerbate fuel poverty.
- 3.5 The Scottish Government suspended ESSH2 in 2022 and pledged to look at a new standard which would address energy efficiency, the need to remove fossil fuel heating from social housing and take cognisance of fuel poverty. The Social Housing Net Zero Standard has been proposed to address those issues.
- 3.6 The Scottish Government also recognised that EPCs would need reformed to ensure they reflected net zero carbon requirements. They proposed to remove the energy efficiency rating and replace with three separate metrics rating:
- Space heating demand of the building (kWh/m<sup>2</sup>/year and banded A-G)
  - The type of heating system (clean heating systems rated highest)
  - An energy cost rating (based on £/m<sup>2</sup>/year, banded A-G)



3.7 The Social Housing Net Zero Standard (SHNZS) is the new standard proposed by the Scottish Government to replace EESSH2. It aligns with the new metrics proposed in reformed EPCs. The consultation closed in March 2024, and it is expected to be finalised by the Scottish Government later this year. The standard should be in place for social landlords sometime in 2025, with timing of reporting on compliance with the standard still to be determined.

#### **4. The Social Housing Net Zero Standard**

4.1 The SHNZS has two main objectives:

- To reduce the space heating demand of homes
- To replace fossil fuel heating with clean heating technology

4.2 The space heating demand is a measure of the amount of heat energy required to heat a building to a desired temperature and maintain that temperature inside. This is measured in kWh/m<sup>2</sup>/year. The lower the figure, the better. Heating demand is mainly affected by:

- The type of wall, floor, and roof construction
- The windows and doors
- Insulation levels
- Air tightness (the amount of warm air escaping from a house)

4.3 The reduced space heating demand is proposed at a level of between 120-71kWh/m<sup>2</sup>/year, with 70kWh/m<sup>2</sup>/year or under proposed if fuel poverty is a particular concern. 120 -71 kWh/m<sup>2</sup>/year is regarded as the equivalent of an existing EPC Band C and 70kWh/m<sup>2</sup>/year or under the equivalent of an existing EPC Band B. The proposal is for all social housing stock to achieve this by 2033. For context, EESSH2 was set as an EPC Band B by 2032.

4.4 Where certain hard to treat housing stock may struggle to meet the limit of 120 kWh/m<sup>2</sup>/year, it is proposed that they meet a minimum energy efficiency standard, composed of standard efficiency elements being carried out such as:

- 270mm loft insulation
- Cavity wall insulation
- Draught proofing
- Heating controls
- 80mm hot water cylinder insulation
- Suspended floor insulation

For Renfrewshire Council housing stock, early indications are that traditional sandstone tenements and some non-traditional construction homes are the property types where it will be difficult to cost effectively meet the proposed SHNZS, however, it is likely to be possible to meet the proposed minimum energy efficiency standard. It is anticipated that only very low numbers of our homes may fail to meet the minimum standard.

It is proposed that social rented homes cannot be relet after 2028, if this minimum standard is not reached.

- 4.5 Fossil fuel main heating systems are to be replaced by clean heating systems in order to meet net zero carbon. The backstop date for all heating to be clean in social housing is 2045. The consultation proposed some milestones between 2030 and 2045, where a certain percentage of the landlord's stock is expected to have clean heating.

## 5. Consultation Response

- 5.1 The consultation response is set out in full at Appendix 1 of this report. Renfrewshire Council's response was submitted on 8<sup>th</sup> March 2024, the timing of which meant officers were not able to bring the proposed consultation response to Policy Board for approval prior to submitting the response.
- 5.2 The response from Renfrewshire Council is generally supportive of the proposals, but we did not agree with being unable to let stock that may not fully meet the minimum standard, citing that other variables need to be considered (such as demand, desirability of area and homelessness levels). We also expressed concerns that the upper range of the SHNZS may not be stringent enough to help tackle fuel poverty and the concept of a just transition.
- 5.3 Once the SHNZS is confirmed, our housing asset management strategy will reflect the new standard and analysis will be carried out to determine the impact of the SHNZS on future investment programmes. Any funding implications will need to be considered within the HRA Business Plan and will be included in future reports to Policy Board.

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## Implications of the Report

1. **Financial** – The implementation of the Social Housing Net Zero Standard (SHNZS) is expected to lead to increased capital investment in the future. As a key driver for changes to the HRA Business Plan, the SHNZS will prompt adjustments in our asset management strategy. An analysis will be conducted to assess the impact of the SHNZS on future investment programmes. Any funding implications arising from this standard will be carefully considered within the HRA Business Plan and will be included in future reports to the Policy Board.
2. **HR & Organisational Development** - None
3. **Community/Council Planning** –
  - **Our Renfrewshire is thriving** – improving housing conditions encouraging people to live in Renfrewshire.
  - **Our Renfrewshire is well** – improving housing conditions benefitting tenants. Helping to address fuel poverty.

- **Reshaping our place, our economy, and our future** – investment in the refurbishment of social rented will create jobs and contribute to the economy.
4. **Legal** - None
  5. **Property/Assets** – Ensuring assets are sustainable and fit for purpose.
  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. 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
  13. **Climate Risk** – The Social Housing Net Zero Standard aims to make social homes heating net zero carbon and improve energy efficiency in our social rented homes.
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## List of Background Papers

Appendix 1 – Consultation response to the Social Housing Net Zero Standard

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**Consultation on the Social Housing Net Zero Standard**



**Respondent Information Form**

**Please Note** this form **must** be completed and returned with your response.

To find out how we handle your personal data, please see our privacy policy: <https://www.gov.scot/privacy/>

Are you responding as an individual or an organisation?

- Individual
- Organisation

Full name or organisation's name

Renfrewshire Council

Phone number

03003000330

Address

Cotton Street  
Paisley

Postcode

PA3 9UW

Email Address

repairsandinvestment.hps@renfrewshire.gov.uk

The Scottish Government would like your permission to publish your consultation response. Please indicate your publishing preference:

- Publish response with name
- Publish response only (without name)
- Do not publish response

**Information for organisations:**

The option 'Publish response only (without name)' is available for individual respondents only. If this option is selected, the organisation name will still be published.

If you choose the option 'Do not publish response', your organisation name may still be listed as having responded to the consultation in, for example, the analysis report.

We will share your response internally with other Scottish Government policy teams who may be addressing the issues you discuss. They may wish to contact you again in the future, but we require your permission to do so. Are you content for Scottish Government to contact you again in relation to this consultation exercise?

- Yes
- No

## Questionnaire

### Question 1

To what extent do you support the use of a fabric efficiency rating, based on heat demand, in the SHNZS?

- Strongly support
- Somewhat support
- Neither support nor oppose
- Somewhat oppose
- Strongly oppose
- Don't Know

Please include any additional comments below.

We agree it's important to remove fuel costs from the energy efficiency metric and to concentrate on the fabric of the building as the measure. Social landlords have control over the fabric.

We also agree with excluding other elements of energy, used within the primary energy indicator metric. Social landlords do not have control of tenants' preferences for white goods or other energy usage and therefore must concentrate on the space heating demand, where we do have control subject to mixed tenure constraints.

### Question 2

Of the options presented for the fabric efficiency rating, which one do you support for the new SHNZS?

We prefer option 1 based purely on space heating demand of 120-71 by 2033.

Adding domestic hot water is an added complication that has less gains than space heating reduction. Although we recognise as space heating demand is reduced, DHW does increase relatively in importance, we think space heating reduction is more crucial and should be the primary focus.

We don't believe a two staged approach is suitable for our stock profile, where we have a high percentage of flats with mixed tenure. We would rather minimise consultations in mixed tenure and attempt to achieve a good standard in a single hit. For stock we own outright, we may decide to improve beyond 2033 with a space heating demand below 70 but don't believe this should be mandated within the sector.

We understand 2033 being the target to align with fuel poverty targets but as a result we feel the SHNZS must be in place as early as possible in 2025, to give as much time as possible for landlords to plan, procure and programme works.

**Question 3**

Are there additional options for the fabric efficiency rating that you think should be included? If yes, please describe these here:

We feel the upper range of 120 for space heating demand will likely result in a lot of current stock not getting any further improvement, limiting progress towards eradicating fuel poverty, and making the switch to heat pumps more problematic. We suggest the upper range should only apply to recognised hard to treat property types, with the majority of stock expected to be under 100 for space heating demand.

**Question 4**

What, if any, are your views on how performance against the fabric efficiency rating should be measured?

We are currently designing retrofits using the PHPP model, as we believe it offers a more accurate model of reality than RdSAP. We believe if landlords use a model such as PHPP, the space heat demand from that model should be used as evidence to pass the SHNZS. But we understand that RdSAP will have to be the baseline.

We welcome the proposed improvements to SAP, in the hope it models reality better in the future. However, we believe if only using RdSAP, additional principles of PAS2035 should be used to help measure performance via pre and post air tightness test. Also, the use of sensors to measure condition pre and post retrofit. This is probably only feasible on an archetype basis though. The condensation and thermal bridging analysis of SAP should also be considered.

We will also check some fuel bills pre and post retrofit works. We think these are all methods that can be used to measure performance, in addition to the use of RdSAP/EPC's

**Question 5**

What are your views, if any, on the proposal for a minimum fabric efficiency standard?

We agree there should be a minimum agreed standard but think this should be set as a 2033 backstop, to tie in with programmes targeting stock as a whole house retrofit in one hit.

The minimum standard should be any measure which can be done with a tenant in-situ, within the limits of cost effectiveness and technical feasibility We agree with the listed measures but would remove suspended floor insulation, as this really needs to be done at void stage (or tenants decanted, and their furniture and floor coverings put in storage). It is our view that decanting tenants is not feasible in the current environment of immense housing pressures.

We think some form of window/door improvement can be made with tenants in-situ and would add them to the list. (Double glazing, triple glazing, secondary glazing, energy efficient doors)

**Question 6**

What, if any, are your views on whether homes should not be relet if they cannot meet a minimum fabric efficiency standard?

We don't think there should be a simple set rule of removing stock from the letting pool if it can't meet the minimum standard. There are too many variables which need to be considered when assessing whether a property should be relet based on a minimum fabric efficiency standard.

Perhaps landlords could consider a rental policy which takes cognisance of the poorer energy efficiency performance with a reduced rental charge, but it should not be mandated.

**Question 7**

What, if any, are your views on whether ventilation and monitoring strategies should be required where MVHR is not installed?

We agree a ventilation strategy should be in place for future retrofits. Although MVHR is desirable, it does add another capital and cyclical cost to retrofit and to work most efficiently, requires a high standard of air tightness for the home.

DMEV is a cheaper form of ventilation and has a less onerous maintenance burden which combined with environmental sensors, can be used to monitor adequate ventilation performance.

**Question 8**

To what extent do you support the requirement to install a clean heating system by 2045)?

- Strongly support
- Somewhat support
- Neither support nor oppose
- Somewhat oppose
- Strongly oppose
- Don't Know

Please include any additional comments below.

We understand the need for clean heating systems to meet net zero targets and agree with the backstop date of 2045, as it provides the longest possible time. We believe this time will be needed for the electrical grid to be brought up to standard and allow for large infrastructure projects such as district heating, to happen.

In the meantime, space heating demand reduction will help with carbon emission reduction from fossil fuel heating still being used.



**Question 9**

Of the options presented for the interim targets, which one do you support for the SHNZS?

We support Option 1 as the best method for our stock to decarbonise by 2045.

**Question 10**

What are your views on whether neighbouring landlords could work together to reach such a target on a regional basis?

We see it as very challenging for neighbouring landlords to work on a regional basis to achieve such a target, however we are keen to see collaboration and sharing of knowledge and best practice between landlords. A key difficulty arises from differing procurement approaches and the timing of coordinating budgets, aligning funding applications and the complexity of different financial positions, including the lending restrictions of RSL's. They all contribute to make a regional approach challenging.

**Question 11**

Are there any additional options for interim targets that you think should be included? If yes, please describe these here:

We largely agree with the proposed interim targets but feel a 2035 date should be added of 30% coverage, to encourage change at an earlier point.  
We do understand the difficulties of ensuring the grid is capable and possibly the requirement for Heat Networks to be in place.

**Question 12**

To what extent do you support the requirement for mandatory connections to heat networks under certain circumstances?

- Strongly support
- Somewhat support
- Neither support nor oppose
- Somewhat oppose
- Strongly oppose
- Don't Know

Please include any additional comments below.

For an urban authority with a high proportion of flats and gas central heating, the option of large-scale Heat Networks is appealing, and we believe it would be a big help if mandatory connections were in place. This would give reassurance to potential investors.

**Question 13**

To what extent do you support the need for landlords to have an element of discretion to ensure measures are cost effective and in the best interest of tenants?

- Strongly support
- Somewhat support
- Neither support nor oppose
- Somewhat oppose
- Strongly oppose
- Don't Know

Please include any additional comments below.

As we do not believe the upper limit to the range is too strenuous to achieve for most of the social housing stock, the number of cases where discretion would be required will be relatively small. The overriding requirement to achieve net zero carbon and to eliminate fuel poverty, should ensure that ultimately meeting the standard is in the best interest of tenants.

**Question 14**

What, if any, are your views on whether targets should be varied by guidance from the Scottish Government in specific circumstances?

In principle we believe the Scottish Government should have the ability to vary targets, but these should be subject to consultation and any changes which are then introduced must allow enough time for landlords to comply with the change.

With a backstop of 2045, it is acknowledged that there is scope for technical innovation to occur, which may result in a need for the standard to be reviewed.

**Question 15**

To what extent do you agree that the new SHNZS should apply to mixed tenure properties?

- Strongly support
- Somewhat support
- Neither support nor oppose
- Somewhat oppose
- Strongly oppose
- Don't Know

Please include any additional comments below.

For fairness we believe tenants should be receiving the same quality of housing, irrespective of where they live. For tenants in mixed tenure there is a strong chance that they will not receive the same standards but if the SHNZF is applied to mixed tenure properties and we can inform owners and private landlords that they must also comply, it may lead to better outcomes.

**Question 16**

Do you agree that for some blocks where the local authority or RSL is not a sole or majority owner, then a phased approach to retrofit work should be undertaken?

- Strongly support
- Somewhat support
- Neither support nor oppose
- Somewhat oppose
- Strongly oppose
- Don't Know

Please include any additional comments below.

We don't believe it's cost effective or efficient to carry out phased works in mixed tenure blocks as it can limit what energy efficiency works can be carried out in a way that doesn't stop future whole block approaches. We believe a strong approach to ensuring the SHNZF is applied across multi tenure is required, but with finance options or funding available to support owners to participate in works.

**Question 17**

To what extent do you agree that the new SHNZS should apply to Gypsy/traveller sites?

- Strongly support
- Somewhat support
- Neither support nor oppose
- Somewhat oppose
- Strongly oppose
- Don't Know

Please include any additional comments below.

Renfrewshire do not have any such sites, so not appropriate to comment.

**Question 18**

What are your views on the timetable for introducing the new SHNZS?

We would welcome certainty around the new SHNZS and in terms of timing, would prefer implementation as quickly as possible to allow the maximum time to plan, procure and carry out works.






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**To: Communities and Housing Policy Board**

**On: 21 May 2024**

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

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**Heading: Allocation of property to staff, elected member or committee members: Housing Rule 2.5**

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## **1. Summary**

- 1.1 The purpose of this report is to notify the Communities and Housing Policy Board of housing allocations which involve Council members or their immediate families or members of staff of the Housing Service and their immediate families.
- 

## **2. Recommendations**

It is recommended that the Communities and Housing Policy Board:

- 2.1 Note the contents of this report for information.
- 

## **3. Background**

- 3.1 In terms of the Renfrewshire Common Housing Allocation Policy Rule 2.5, the Director of Environment, Housing and Infrastructure is required to notify the relevant Policy Board of all housing allocations which involve either Council members or their immediate families or members of staff of the Housing Service or their immediate families.
- 3.2 The following two allocations have been made during February and March 2024.

<b>Address</b>	<b>23 Esk Drive, Foxbar, Paisley</b>
<b>Size</b>	1 bedroom
<b>Allocated to</b>	Daughter of employee of Housing Services
<b>Date Let</b>	27 February 2024

<b>Address</b>	<b>7 Stirling Drive, Johnstone</b>
<b>Size</b>	3 bedroom
<b>Allocated to</b>	Sister of employee of Housing Services
<b>Date Let</b>	15 March 2024

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## Implications of the Report

1. **Financial - none**
2. **HR & Organisational Development – none**
3. **Community/Council Planning – none**
4. **Legal - none**
5. **Property/Assets - none**
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 it is for noting only.
8. **Health & Safety – none**
9. **Procurement – none**
10. **Risk – none**
11. **Privacy Impact – n/a**
12. **COSLA Policy Position – n/a**
13. **Climate Risk – n/a**

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## List of Background Papers

None

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**To: Communities and Housing Policy Board**

**On: 21 May 2024**

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

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**Heading: Consultation on proposed regulation for restricting promotions of food and drink high in fat sugar and salt**

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## **1. Summary**

- 1.1 National statistics show that Scotland has increasingly higher levels of overweight, obesity and poor diet within the population, which can have serious consequences on health. The association between poor diet, excess weight and health outcomes such as heart disease, type 2 diabetes and certain cancers is well established.
- 1.2 In 2022, 72% of adults in the most deprived areas of Scotland were either overweight or obese, in comparison to 61% of adults in the least deprived areas. One third of children were also at risk of being overweight.
- 1.3 The cost of treating overweight and obesity in Scotland is estimated to be in the region of £363 - £600 million, although wider related costs such as loss of productivity is suggested to be between £0.9 - £4.6 billion.
- 1.4 The food environment heavily incentivises and promotes low-cost foods which over-contribute to energy, fat, saturated fat, salt and free sugar intakes.
- 1.5 The Scottish Government have launched a consultation on proposals to restrict the promotion of food and drink high in fat, sugar and salt.
- 1.6 The consultation will run for 12 weeks closing on the 21 May 2024, it will outline the detail of proposed regulations aimed at creating a food environment which better supports healthier choices.

- 1.7 The proposals include restricting multi buys, unlimited refills or selling at certain locations in stores, such as checkouts.
  - 1.8 The outcomes of the consultation will help develop new regulations that are to be laid before the Scottish Parliament.
- 

## 2. Recommendations

It is recommended that the Communities and Housing Policy Board:

- 2.1 Approves the consultation proposals, and proposed response, as detailed within Appendix A, and
  - 2.2 Notes that a further report will be brought to a future meeting of the Board when the plan has been finalised with an update on implications for the Service.
- 

## 3. Background

- 3.1 Approximately two out of three adults in Scotland [are living with overweight or obesity](#). In 2022, 72% of adults in the most deprived areas of Scotland were living with overweight or obesity, compared to 61% of adults in the least [deprived areas](#). [One third of children](#) were at risk of overweight or obesity in 2022.
- 3.2 Dietary intakes fall short of the majority of the [Scottish Dietary Goals](#) (SDG), with little improvement towards achieving them over the past 20 years. This places a huge burden on both the NHS and society as a whole. The [approximate costs of treating overweight and obesity](#) in Scotland are estimated to be in the region of £363-£600 million, with wider related costs such as loss of productivity suggested to be between £0.9- £4.6 billion.
- 3.3 The food industry, including retail, manufacturing, wholesalers and out of home sectors, have a vital role to play in the shift towards a food environment which supports healthier and sustainable options for consumers.
- 3.4 To improve dietary intake, changes in the composition, sales, advertising, marketing, availability, affordability, and distribution of food in the retail and out of home environments will be required.
- 3.5 The Scottish Government have launched a consultation on proposals to restrict the promotion of food and drink high in fat, sugar and salt.
- 3.6 The consultation will run for 12 weeks closing on the 21st of May 2024. It will outline proposed regulations aimed at creating a food environment which better supports healthier choices.

- 3.7 The intention is to use powers in the [Food Safety Act 1990](#) and the [Food \(Scotland\) Act 2015](#) to provide enforcement of the Regulations. It is intended that local authority Environmental Health Services (as food authorities) will be responsible for enforcing the proposed Regulations.
- 3.8 A full copy of the consultation and the proposed consultation response are attached as an appendix.
- 

## Implications of the Report

1. **Financial** – none
2. **HR & Organisational Development** – The new legislation will require to be enforced by Environmental Health staff. Whilst recognised as an important role in the wider public health remit, this will create additional work for officers.
3. **Community/Council Planning** –  

*Our Renfrewshire is fair* – Deprivation has been shown to have a major impact on health with those living in the most deprived areas having poorer health outcomes than those in less deprived areas. This work to reduce obesity and improve diets will help to address these inequalities within Renfrewshire.

*Tackling inequality, ensuring opportunities for all* – Obesity has a bigger impact on those in deprived areas, including children. There are well established links between obesity and poor health outcomes such as heart disease, type 2 diabetes and certain cancers. By improving obesity levels and poor diet in Renfrewshire we aim to ensure our children get the best possible start in life, tackle health inequalities and promote healthy lifestyles.
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 for example it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – none

9. **Procurement** – none
10. **Risk** - none
11. **Privacy Impact** – none
12. **COSLA Policy Position** – none
13. **Climate Risk** – none

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**List of Background Papers**

**None**

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**Restricting promotions of food and drink high in fat, sugar or salt-Consultation on details of the proposed regulations**

**Foods subject to restriction**

In this section, we are seeking views on the food categories that we propose to include in promotions restrictions. Further information on previous consultation responses, and how our proposals compare with UK Government regulations and Welsh Government consultation proposals are set out in Section 1 of the [consultation paper](#).

**Food categories**

We propose that the food categories within scope of promotions restrictions are:

**Soft drinks with added sugar** (including soft drinks such as cola or lemonade, as well as juice based and milk based drinks with added sugar, fruit juices and smoothies with added sugar).

**Savoury snacks** (including crisps, corn puffs, tortilla chips, savoury crackers or rice cakes such as pretzels, papadums, salted popcorn and prawn crackers).

**Breakfast cereals** (including ready-to-eat cereals, granola, muesli, porridge oats and other oat-based cereals).

**Confectionery** (including chocolates and sweets).

**Ice cream, ice lollies, frozen yogurt, water ices** and similar frozen products.

**Cakes and cupcakes** (including swiss rolls, tray bakes and cake bars).

**Sweet biscuits and bars** based on one or more of nuts, seeds or cereal.

**Morning goods** (including croissants, pains au chocolat and similar pastries, crumpets, pancakes, buns, teacakes, scones, waffles, Danish pastries and fruit loaves).

**Desserts and puddings** (including pies, tarts and flans, cheesecake, gateaux, dairy desserts, sponge puddings, rice pudding, crumbles, fruit fillings, powdered desserts, custards, jellies and meringues).

**Sweetened yoghurt and fromage frais**

**Pizza**

**Roast potatoes, chips and other similar potato products**

**Ready meals** (including ready to cook or reheat meals intended to be consumed as a complete meal, or meal centres, such as ready to heat stews, curries, bolognese or pies, in addition to breaded or battered vegetable, meat, fish or poultry products.)

## Defining food categories

We propose to be consistent with the food category descriptors set out in [Schedule 1 of the UK Government regulations for England](#) (see Annex D of the [consultation paper](#)) as far as possible.

## Identifying food and drink products within scope of restrictions

We propose that promotions restrictions will only apply to pre-packed food and drink products that are high in fat, sugar or salt (HFSS) as defined by the 2004/05 nutrient profiling model (NPM).

1. Do you agree with the proposal to be consistent with the category descriptors set out in Schedule 1 of the UK Government regulations for England?

Yes

No

Don't know

Please explain your answer

As the policy appears to target larger retailers who operate across borders, alignment will reduce impact on business and assist with implementation & enforcement.

2. Do the food category descriptors set out in Schedule 1 (and included in Annex D of the consultation paper) sufficiently describe the food categories within scope of regulations?

Yes

No

Don't know

Please explain your answer

These appear to describe the products sufficiently.

3. Please provide any additional comments on the proposed approach to foods in scope of the policy.

Please give us your views

Products such as: sandwiches, sushi and some salads should be considered for inclusion as these would fall within the definition of HFSS.

## Price promotions

Price promotions refer to special offers where there is a reduction in the usual price of a product. These may be time-limited or conditional on some other requirement, such as purchasing another item(s) or being a member of a loyalty scheme. It does not include other marketing and promotional strategies such as product placement or advertising.

We propose that the following types of price promotion will be within scope of restrictions:

### **Multi-buys**

Multi-buy means:

- i) where the purchase of multiple items is cheaper than purchase of each individual item separately. Examples include: 2 for £1, 3 for 2, buy 6 and get 25% off.
- ii) where a promotion indicates that an item, or part of an item, is free. Examples include: buy one, get one free and 50% extra free.

We propose that multi-buy restrictions will apply to targeted foods which are pre-packed and are high in fat, sugar or salt (HFSS) (as defined by the 2004/05 NPM).

### **Unlimited refills**

Unlimited refill in this consultation means a promotion that offers the consumer at least one refill of the same drink or another drink (within scope of the restrictions) for free (including top ups) after the consumption of the first drink.

We propose that unlimited refills for a fixed charge on soft drinks with added sugar that are HFSS or "less healthy" [as defined by the nutrient profiling model (NPM)], whether pre-packed or non-pre-packed, will be restricted. Non-pre-packed refills of other targeted foods are not proposed to be within scope of the policy at this time.

### **Meal deals**

Meal deals are a form of multi-buy promotion where the purchase of multiple items is cheaper than the purchase of individual items separately, which could encourage consumers to purchase more in order to obtain a discount.

We propose that a meal deal promotion is:

*an offer of a discounted price for multiple items promoted as intended to be consumed together as, or as part of, a meal by one, or by two or more people. Examples include lunchtime meal deals and dine in offers.*

We have proposed three different options for the inclusion of meal deals within scope of these restrictions. The options are outlined in section 2 of our consultation.

### **Temporary price reductions**

Temporary price reductions (TPRs) are short term reductions in the price of food and drink products. Most retailers will run such offers on specific items for a typical duration of 2-4 weeks before reverting back to the full price but this can vary.

We propose to broadly define TPRs as follows:

*Temporary price reductions are a promotion where the normal price of an item is discounted for the duration of a defined, time limited period before reverting back to the item's usual price.*

Further information can be found in Section 2 of [our consultation](#)

4. Is the proposed description of the following sufficiently clear for the purpose of implementation and enforcement:

	Yes	No	Don't Know
a) Multibuy?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Extra free?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please explain your answer

The description appears to be sufficient.

5. Is the proposed timescale of 12 months at paragraph 53 of the consultation sufficient to allow price promotions on packaging to be phased out?

Yes

No

Don't know

Please explain your answer

It is agreed that this is a suitable lead in period.

6. What, if any, implications do you expect there would be for businesses if meal deals are included within scope of this policy? (please include evidence where available)

Please give us your views

Upselling is part of the meal deal, so may restrict sales of certain items and businesses may be keen to retain these deals. This may encourage re-formulation and manufacture of healthier food options.

7. If meal deals are included within scope of the policy, which would be your preferred option for targeting them?



- Option 1 - Meal deals cannot contain high in fat, sugar or salt targeted foods.
- Option 2 - Meal deals can contain up to one high in fat, sugar or salt targeted food.
- Option 3 - Meals deals cannot contain targeted high in fat, sugar or salt discretionary foods.

Please explain your answer, including any alternative suggestions for how promotion regulations could help improve meal deals to better support a healthy diet.

Option 1 promotes the healthy option for the population. If meal deals can contain targeted or one high fat/ sugar or salt, this does not drive change in the population or educate consumers on the best healthy options. This may encourage manufacturers to reformulate and create healthier products. Consumers should, however, be able to get value for money without adverse health implications.

8. If temporary price reductions (TPRs) are included within scope of the policy, is the proposed broad definition sufficient for implementation and enforcement?

- Yes
- No
- Don't know

Please explain your answer

The definition appears clear.

9. What, if any, implications do you expect there would be for businesses if temporary price reductions (TPRs) are included within scope of this policy? (please include evidence where available).

Please give us your views

Whilst this may have an effect on retailers as TPR's are used to increase sales and are used loss leaders, etc.. they may also be used to use up over production, overstocking etc. so could lead to more waste.

TPR's can have an adverse effect on producers, as retailers can pass the cost of the reduction back to them, so as an unintended consequence, the proposal may assist producers.

### **Location restrictions: in store**

We propose to restrict the location of targeted foods in prominent places in physical premises where they are sold to the public.

We propose that targeted foods could not be placed in store at:

#### **Checkout areas**

Meaning:

- i. any area within 2 metres of the checkout facility, which is the facility intended to be used by consumers to make a purchase, including a self-checkout terminal and a counter at which a cash register is used. Targeted high in fat, sugar or salt (HFSS) foods would be able to be placed in an aisle (but not at the end of an aisle) even if it is within 2 metres of a checkout.
- ii. any area within 2 metres of a designated queuing area or queue management system. Targeted HFSS foods would be able to be placed in an aisle (but not at the end of an aisle) even if it is within 2 metres of a checkout.

#### **End of aisles**

Meaning a display at the end of (but not within) an aisle, where the aisle end is adjacent to a main customer route through the store. Includes displays on a separate structure, such as an island bin, pallet, free standing unit, side stack or clip strip connected or adjacent to, or within 50cm of, such an aisle end.

#### **Store entrances**

Meaning any point within the prohibited distance of the midpoint of any public entrance to the store's main shopping area. (Prohibited distance - the smaller of 15m or the following:  $\sqrt{0.03 \times a}$ )

#### **Covered external area**

Meaning a covered area outside and connected to a store's main shopping area, through which the public passes to enter the main shopping area (such as a foyer, lobby or vestibule).

#### **Free standing displays**

Meaning free standing displays of products away from other products to increase their visibility. Display locations can include the middle of an aisle, along main customer routes through store, and other highly noticeable places. This would include displays using free standing structures such as pallets, fridges, freezers, island bins, aisle units and gondolas.

The location restrictions would apply to pre-packed targeted foods. Promotions of non-pre-packed soft drinks with added sugar in respect of unlimited refills for a fixed charge would also be within scope of location restrictions.

More information can be found in Section 3 of [our consultation](#).

10. Are the proposed descriptions of the following prominent in-store locations sufficiently clear for implementation and enforcement?

	Yes	No	Don't know
a) checkout?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) end of aisle?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) store entrances?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) covered external area?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2) Free-standing displays?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please explain your answers

The descriptions appear sufficiently clear for implementation and enforcement.

11. Do you agree with the proposed approach to applying store entrance criteria to dedicated food areas within stores, as described at paragraphs 97-99 of our consultation?

Yes

No

Don't know

Please explain your answer

We agree with the proposed approach.

12. Do you agree with the proposed description for relevant floor area?

Yes

No

Don't know

Please explain your answer

We agree with the proposed description.

13. Please provide any additional comments on the proposals for in-store locations within scope of the policy.

Please give us your views

**Location restrictions: online**

We propose that restrictions on the placement of targeted high in fat, sugar or salt (HFSS) foods would apply to equivalent locations online as follows:

(1) on a **home page**, whether or not the consumer enters the online marketplace via the home page. “Home page” means any of: (i) an online marketplace’s highest level public page; (ii) the highest level public page of an online marketplace’s grocery section.

(2) whilst a consumer is **searching for or browsing products**: (i) other than targeted foods; (ii) in targeted food categories unless:

- a consumer browses or searches for a general category of product which includes the targeted food e.g. seasonality or nutritional or dietary characteristics.
- a search term entered by the consumer matches in whole or in part the name under which the targeted food is marketed or an ingredient listed on the packaging of the targeted food.
- 

(3) on a **favourite products page** unless the consumer has previously purchased the targeted food (whether in store or online) or intentionally identified it as a favourite product. “Favourite products page” means a page opened by a consumer for the purpose of browsing products they have previously purchased or intentionally identified as favourite products.

(4) on **pages not opened intentionally by the consumer** (such as “pop-ups” or a “brand burst”).

(5) on a **checkout page**, meaning a page shown to a consumer as part of the checkout process, such as a page listing items the consumer has so far selected for purchase or a page dealing with payment, collection or delivery.

14. Are the proposed descriptions of the following online equivalent in-store locations sufficiently clear for implementation and enforcement?

	Yes	No	Don't know
a) Home page	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Favourites page	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) pages not opened intentionally by the consumer	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Checkout pages	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please explain your answers

Provides clear guidance and should ensure a level playing field for retail sales whether in-store or on-line.

15. Are there any other equivalent online locations that should be within scope of the policy?

Yes

No

Don't know

Please explain your answer

This should cover all online activity and platforms such as: Just eat, Uber Eats and other social media social media for example, Facebook, X, etc.

16. Please provide any additional comments on the proposals for online locations within scope of the policy.

Please give us your views

### **Businesses in scope**

We propose that price and location restrictions (both instore and online) will apply to a *qualifying business*. This would include retail, out of home, wholesale and other businesses as set out at paragraph 109 of the consultation paper.

Proposed exemptions from location restrictions are explored in more detail in section 5 of the consultation.

We propose that a qualifying business would be:

(i) a business which offers pre-packed targeted foods, (and non-pre-packed soft drinks with added sugar in respect of unlimited refills for a fixed charge) for sale to the public in the course of business (whether in-store or online);

(ii) a business with 50 or more employees

We propose that the restrictions would not apply to:

- wholesale outlets (where sales are only to trade);
- where sales are not in the course of business, for example food provided through charitable activities, for example bake sales;
- care homes; and
- schools

Manufacturers would not be considered a qualifying business unless they are selling pre-packed targeted foods directly to consumers.

We propose that concessions are separate businesses which operate in a designated area within the premises of a qualifying business if they operate their own payment facilities.

Where a qualifying business sells targeted foods to the public through a website or other online platform, such as an aggregator or delivery app, they will be required to comply with price and location restrictions in respect of those online sales [of targeted foods]. Parts of online aggregator sites or apps may be captured by promotions restrictions, such as checkout pages or pop-ups on the qualifying business' sections of the app or site.

More information can be found in Section 4 of [our consultation](#).

17. Are the types of business within the scope of the policy sufficiently described for the purpose of implementation and enforcement?

Yes

No

Don't know

Please explain your answer

The types of businesses within the scope appear to be sufficiently described for the purpose of implementation and enforcement.

18. Is the proposed extension of restrictions to online sales, including through online aggregator sites and apps, (see paragraph 116 of the consultation paper) sufficiently described for the purpose of implementation and enforcement?

Yes

No

Don't know

Please explain your answer

They appear to be sufficiently described.

19. Are the arrangements for franchises and symbol groups sufficiently described for the purpose of implementation and enforcement?

Yes

No

Don't know

Please explain your answer

They appear to be sufficiently described.

20. Do you foresee any impacts on the ability of businesses to trade either within the UK market or internationally from any of the proposed measures?

Yes

No

Don't know

Please explain your answer

21. Please provide any additional comments on the businesses proposed to be within scope of the policy.

Please give us your views

It was disappointing that takeaway businesses were not included within the scope as they too, offer meal deals etc and the types of food offered are mainly HFSS. There are higher concentrations of these outlets in more deprived areas. In 2018, Public Health England reported that there were 5 times more of these outlets than in affluent areas. This adds to the health deficit in more deprived areas. In addition, an unintended consequence of not including smaller retailers is that those in the same poorer areas will continue to be exposed to HFSS products and the negative health implications on this population.

### Exemptions from location restrictions

We recognise that the food business landscape is incredibly diverse, comprising outlets of various sizes and layouts, selling a range of products. Consequently, the extent to which businesses may be able to comply with location restrictions will also vary.

Therefore, in considering whether there should be any exemptions, we continue to be guided by the following key principles:

- Implementable: can the exemption be implemented in a proportionate way?
- Meaningful: the exemption does not undermine the overall aims and benefits of the policy.

We propose the following exemptions for qualifying businesses, as defined at paragraph 113 of our [consultation document](#), from location restrictions:

- **Business type** - Specialist businesses with a limited product range, such as chocolatiers and sweet shops, will be exempt from location restrictions.
- **Store size** - Stores with a relevant floor area of less than 185.8 square metres (2,000 square feet) would not be within the scope of the location restrictions. Relevant floor area is discussed in more detail, including a proposed definition, at paragraph 100-101 of the consultation paper.

22. Are the proposed exemptions from location restrictions based on business type clear and sufficiently defined to enable implementation and enforcement?

Yes

No

Don't know

Please explain your answer

The definitions appear clear.



23. Are the exemptions from location restrictions based on individual store relevant floor area clear and sufficiently defined to enable implementation and enforcement?

Yes

No

Don't know

Please explain your answer

They appear to be sufficiently defined.

24. Please provide any additional comments on proposed exemptions from locations restrictions.

Please give us your views

### Enforcement and implementation

In this section, we are seeking views on enforcement and implementation of the policy.

The intention is to use powers in the [Food Safety Act 1990](#) and the [Food \(Scotland\) Act 2015](#) to provide for enforcement of the Regulations.

We propose that local authorities will be responsible for enforcing the policy on the basis that they have experience of similar enforcement, have local knowledge and can incorporate enforcement of the policy into other inspection visits, where appropriate.

In addition, we propose:

- The enforcement process should be fair and proportionate, with a focus on supporting compliance;
- Relevant enforcement powers for handling non-compliance with legal requirements and relevant offences will be available to local authorities;
- Guidance will be issued to local authorities to support effective enforcement; and
- Guidance will be developed for industry to support effective implementation.
- A 12 month lead in time from when regulations are laid to them coming into force to allow preparation for enforcement and implementation of the policy.

Non-compliance with the requirements or restrictions set out in the Regulations will amount to an offence, the ultimate penalty for which could result in a criminal penalty.

The maximum criminal penalty proposed is that a person found guilty of an offence will be liable on summary conviction to a fine not exceeding level 4 on the standard scale (£2,500). However, the intention is for local authorities to be able to issue administrative sanctions as an alternative to prosecution.

25. Do you agree with the proposed use of administrative sanctions for enforcement of the policy?

Yes

No

Don't know

Please explain your answer

Agree with the proposed use of administrative sanctions for the enforcement of the policy however, would recommend that consideration is given to the implementation of a licensing/pre-registration/certificate to trade scheme for food businesses. It is likely that such a measure would increase compliance in all areas of food law.

26. Do you agree with the maximum penalties proposed for the offences in relation to enforcement of the policy?

Yes

No

Don't know

Please explain your answer

Agree with the maximum penalties proposed for the offences in relation to enforcement of the policy.

27. Is the proposed 12 month period following the introduction of regulations sufficient to prepare for?

	Yes	No	Don't know
a) Implementation?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Enforcement?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please explain your answer

This appears to be a suitable lead time. Adequate resource would be required to allow staff training and educational campaigns for businesses prior to implementation.

## **Additional comments**

28. Please outline any other comments you wish to make on this consultation.

Please give us your views

It is agreed that local authorities have experience of similar enforcement, have the enforcement staff with local knowledge and may on some occasions, be capable of incorporating enforcement of the policy into other inspection visits. There must, however, be recognition that some Environmental Health Services are already finding it difficult to meet their current statutory obligations. It is therefore critical that local authorities are given the additional resources required if this policy is to succeed.





**To: Communities and Housing Policy Board**

**On: 21 May 2024**

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**Report by: Chief Executive**

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**Heading: Community Learning and Development - Six Monthly Update**

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## **1. Summary**

- 1.1 Renfrewshire's Community Learning and Development Service delivers a broad range of universal and targeted services across the area as well as supporting the growth of community capacity in Renfrewshire. Major initiatives led by the service include youth services, Street Stuff, Team up to Clean Up and a range of targeted learning opportunities for adults to access further education, training or employment. This work links to Council priorities including improving outcomes for children and young people, tackling poverty, becoming a net zero authority and strengthening communities.
- 1.2 One of the ways the service evidences its important role in the community is through the delivery of Renfrewshire's Community Learning and Development Strategy 2021-2024, which was approved by the Communities, Housing and Planning Policy Board in August 2021. Annual updates on Years 1 and 2 of the strategy have been previously reported to Board with six monthly updates provided going forward.
- 1.3 This report covers the period October 2023 to March 2024, which is the first half of Year 3 of the strategy. It sets out the key achievements relating to delivery of that plan over the six month period. The report also provides elected members with an update on the recent inspection by Education Scotland, and looks ahead to planned activity over the next six months.

## **2. Recommendations**

- 2.1 It is recommended that members:

- a) Note the achievements of the service over the last six months;
- b) Note the work underway to respond to the findings of the recent inspection;

### 3. Background

- 3.1 The Community Learning and Development (CLD) team delivers a range of services designed to support and nurture Renfrewshire's communities:
- Youth Services promote and encourage participation in initiatives such as Duke of Edinburgh, Young Scot and Renfrewshire Youth Voice, building young people's confidence, experience and knowledge.
  - The award-winning Street Stuff programme offers free activities to young people in evenings, weekends and over holiday periods, reducing youth antisocial behaviour.
  - Adult and Family Learning upskill individuals seeking support to read, write, use numbers, or speak English. Through ESOL classes (English for Speakers of Other Languages) and the MULTIPLY programme, service users grow and develop life skills.
  - Community Capacity supports participatory budgeting projects, the Green Spaces and Villages Investment Fund, as well as Team Up to Clean Up, building strength and resilience across the wider Renfrewshire and promoting positive behaviour change.
- 3.2 Local authorities have a statutory duty to develop and publish Community Learning and Development Plans as defined in the Requirements for Community Learning and Development (Scotland) Regulations 2013. In Renfrewshire this requirement is currently delivered through the Renfrewshire Community Learning and Development Strategy 2021-2024 which was approved in August 2021.
- 3.3 The strategy sets out the current vision for Renfrewshire's Community Learning and Development service which is:
- “Working together to ensure our communities, people and families living in Renfrewshire have the capacity, support, resilience, and opportunities they need to survive”.*
- 3.4 The CLD Strategy is aligned to Renfrewshire's Community Plan and Council Plan and is underpinned by the shared values outlined by the Community Learning and Development Standards Council, namely:
- Self-determination.
  - Inclusion.
  - Empowerment.
  - Working collaboratively.
  - Promotion of learning as a lifelong activity.

3.5 An annual report has historically been produced which summarised key achievements in relation to the delivery of the strategy. In October 2023 it was agreed that 6 monthly updates would be provided going forward to ensure there was greater oversight of CLD activities across Renfrewshire. Section 4 provides an overview of progress achieved for the period October 2023 to March 2024. Section 5 of the report provides an overview of the recent progress visit undertaken in February 2024 by Education Scotland to assess progress with the implementation of the CLD strategy in Renfrewshire.

#### **4. Service Achievements**

4.1 As set out in the Community Learning and Development strategy, the Community service focuses its activity in three areas:

- Universal Provision – ensuring no-one is left behind, promoting, and providing opportunities for all;
- Targeted Provision – targeting specialist resources and support towards those who need this most; this includes provision such as adult learning;
- Community Capacity/Connected Communities – working with individuals, families, and groups to support them in shaping community aspirations and to develop, deliver and maintain services and facilities they want locally; this includes provision such as Team Up to Clean Up.

4.2 A summary of progress in the last six months is presented below, under each of the three focus areas.

##### **Universal Provision**

4.3 Youth Services undertook consultation and outreach with young people to improve youth voice in under-represented areas and findings will help develop future work in this area. Specific work on democracy took place in the run-up to elections for Members of the Scottish Youth Parliament, and there was engagement with around 3000 young people across 12 schools. The service has also supported the recruitment and training of West Partnership Ambassadors, a group of young people who will engage with the West Partnership Regional Improvement Collaborative on education. The Promise Champions Youth Voice group has consulted with other care-experienced young people and developed a programme of summer activities based on the findings from this.

4.4 Support for the rollout of free travel for 11–22-year-olds continues, and a process is in place to ensure that the next cohort becoming eligible are signed up. Around 87% of young people in Renfrewshire have their cards which is above the national average of 83%. 86% of those using the Young Scot Card have the free travel element enabled.

4.5 The Duke of Edinburgh's Award Scheme is growing in popularity with over 450 new starts this year, and 209 awards made. In March 2024 a Celebration Event was held in Paisley Town Hall to recognise the significant achievements of participants. The

number of young people who took part and are more likely to experience barriers to participation, also increased this year by 23%.

- 4.6 The 11<sup>th</sup> Positive Youth Awards took place, organised by Renfrewshire Youth Voice. Over 150 young people attended the awards ceremony.
- 4.7 There has been specific work focused on promoting gender equality and the prevention of violence against women. This has included participation in Reclaim the Night and 16 Days of Action, workshop-based learning in schools on tackling misogyny, an ongoing groupwork project to develop a social media resource intended to influence positive attitudes and reduce targeting of women and girls, and two pilots delivering group work to young men in two schools which looks at coercive behaviour and attitudes towards women and girls.
- 4.8 Training and professional development remains a focus for the team, and staff have recently undertaken training that includes 'Leading CLD', 'Supporting Adult Literacies' and 'Autism Awareness'.

### **Targeted Provision**

- 4.9 Adult learning has had a particular focus on numeracy and on digital skills. There have been 16 Multiply courses delivered, and 15 ICT courses targeted at those with little or no digital experience. There has also been ongoing delivery of family learning activities in 3 primary schools and 12 nurseries. There continues to be good demand for English for Speakers of Other Languages courses, and several learners have taken up volunteer opportunities with CLD. Renfrewshire's Ukrainian community has been supported with learning programmes that increase language skills, reduce social isolation and support wellbeing. English language classes have been made available in Paisley, Renfrew and Johnstone in partnership with the Resettlement Team. In addition, a course was co-produced with Paisley Museum that encouraged development of emotional vocabulary using art, and a conversation-based group has been established in Gallowhill focusing on the integration and wellbeing of older Ukrainian women. Two Ukrainian Displaced Persons joined the team as Invest Trainees for 26 weeks and helped with the facilitation of language groupwork.
- 4.10 A new evening group for autistic adults has been established as a partnership between CLAD and Renfrewshire Health and Social Care Partnership.
- 4.11 Work to support jobseekers has included the reintroduction of Weekly Work Clubs, based in CLD Learning Centres. These clubs provide practical support, including internet access to support job searches. After an initial trial period, the provision has been reviewed and the Work Clubs have been merged with digital classes, in recognition of the criticality of digital skills in both seeking and securing employment. A separate and discrete learning group for jobseekers with a learning disability has been established in partnership with Enable Works. This is already proving successful, and several group members have already progressed to education, volunteering or paid employment. CLAD have also worked with Invest in Renfrewshire to support trainees and provide work experience on the ESOL programme.
- 4.12 Street Stuff has been delivering activities in areas most in need including the provision of healthy food in evenings across Renfrewshire. They are also working



across a number of schools as part of the Street to School programme with a view to closing the attainment gap and improving attendance at school.

- 4.13 In addition to the Mentors in Violence Prevention work undertaken across Renfrewshire secondary schools, CLAD have also established a Young and Equally Safe in Renfrewshire pilot groupwork programme, with two groups of young men focussing on positive masculinity. This is intended to tackle attitudes and be an earlier intervention than the MVP programme.
- 4.14 Other activity related to the Promise includes the Promise Present Drive, which provided Christmas gifts to 185 care experienced people; the participation of care-experienced young people in the creation of a mural to celebrate the 50<sup>th</sup> birthday of Wallace Primary School; and the co-design of an animation on the experiences of young people within the foster care system. More art and culture-based activities are planned for 2024/25 in partnership with Future Paisley.
- 4.15 Youth Voice Development is being progressed, with links being made with community-based youth voice fora, and pupil voice development. Key areas of concern have been identified through a mixture of outreach and consultation. These themes will be taken to a forthcoming youth assembly, planned and facilitated by young people, supported by Youth Services. This will link to the delivery under UNCRC (United Nations Convention of the Rights of the Child) and include young people in democratic empowerment processes.

## **Community Capacity**

- 4.16 Team Up to Clean Up, launched in 2017, has evolved to become so much more than a litter campaign. Feedback from volunteers offers evidence of greater positive outcomes such as combatting social isolation, bringing communities together, offering purpose, improved physical health and mental wellbeing. The initiative has also encouraged and nurtured individuals to take the next steps in creating new community groups benefitting local people and neighbourhoods.
- 4.17 The Campaign has many umbrella projects with young people identified as a target audience for behaviour change; presentations are delivered in school's linking litter to climate change, wildlife and civic pride; increased bin provision offered, and wrapping bins to ensure they are more noticeable, as well as stencilling "The Sea Starts Here" at gulleys near schools. The Bin to Win project will further offer pupils incentives for binning their lunchtime litter.
- 4.18 The Environmental Taskforce has streamlined the Council's internal processes for dealing with flytipping ensuring improved communication and partnership working between Officers investigating flytipping, and Operatives removing flytipping. Flytipping continues to be an issue across the UK however the Taskforce have issued more than twice the number of fixed penalty notices than the previous year, as well as increased the number of visits to premises to ensure appropriate waste disposal and presentation.

- 4.19 The Green Spaces, Play Areas and Parks, and Villages Investment Fund has funded 132 projects since 2018. Six new community groups have taken the journey to develop new community groups to facilitate access to available funding and progress with improving their community. Local groups from all areas of Renfrewshire have created community gardens, improved nature reserves, redesigned and installed new play and fitness areas, created new multi-use sports arenas, murals and held local gala days. Improvements were implemented after wide scale consultation within the impacted community.
- 4.20 Celebrating Renfrewshire, one of the Council's participatory budgeting initiatives had another successful year in 2023/24. The priority areas for this round of funding were mental and physical wellbeing, cost of living, employability and life skills, climate change, drug and alcohol prevention, and violence-diversionary projects for young people. There were 126 applications for funding received, and 1683 young people voted to determine which received funding. Over 70 projects across Renfrewshire received a share of the funding, with awards ranging from £133 to £3500. The young people who contributed to the steering group all received their Saltire Award in recognition of their volunteering efforts.

## **5. Education Scotland Inspection of CLD in Renfrewshire**

- 5.1 HM Inspectors visited Renfrewshire Council to undertake a community learning and development (CLD) progress visit during February 2024, as part of their schedule of visit across all 32 local authority areas in Scotland. This was a partnership focused visit during which inspectors spoke to learners and community representatives, CLD leaders, managers, staff, and volunteers, and other key stakeholders. A key focus of the visit was for HM Inspectors to evaluate the effectiveness of the approach of CLD partners to self-evaluation and planning for improvement, and to consider progress made against identified priorities in their CLD plans.
- 5.2 The inspection report was published on 16 April and can be accessed [here](#).
- 5.3 The inspection team noted that the restructuring of CLD into the Policy and Partnerships service within Chief Executive's had aligned CLD service more closely with community planning structures and was helping increase stakeholder awareness of what is available. The strong, respectful working relationship between the service and partner agencies was recognised, and the joint working with core partners to identify needs and use evidence to target resources was noted.
- 5.4 In their report, inspectors highlighted a number of operational strengths, including:
- A strong volunteering culture and progression pathways for volunteers within CLD;
  - The success of the roll-out of the National Entitlement Card for young people, with Renfrewshire having one of the highest uptakes in the country;
  - the contribution of Street Stuff to a reduction in anti-social behaviour locally;

- the systematic gathering and effective use of data as part of safeguarding processes, leading to more community approaches being developed to help and protect those most at risk;
- The success of several projects in removing barriers to participation in learning;
- The role of Renfrewshire Youth Voice in helping young people have a say in issues impacting on their lives;
- How ESOL classes are helping learners improve their wellbeing.

- 5.5 The inspection report also identifies areas for development which primarily relate to governance and partnership working in relation to the delivery of community learning and development activities across Renfrewshire. A key finding from the inspection was that a strategic partnership group was not in place in Renfrewshire to oversee CLD activities, and that partners were not sufficiently involved in the development of the CLD strategy and its delivery.
- 5.6 The inspection team also noted that the CLD strategy itself concentrated very much on the delivery of Council led activities, and although there were a number of positive practice and service led activities, it needed to be much wider in its focus and ambition. The inspection team also highlighted that the current CLD Strategy needed to be underpinned by a robust performance framework that would allow all partners to assess progress in terms of its delivery. This framework also requires to be owned by all strategic partners.
- 5.7 The CLD Service had undertaken a self- assessment exercise in preparation for the progress visit and had identified a number of these areas for development as part of that process, including the proposed establishment of a new Strategic Partnership Group for CLD, with the first meeting scheduled in May 2024. A wider Partnership Forum will also be set up to ensure regular, formalised engagement with a broad range of partners.
- 5.8 In line with statutory requirements, the service is required to develop and publish a CLD Plan every 3 years, with a plan for 2024-2027 to be developed and submitted to Education Scotland by 1 September 2024. Officers will work with all local partners to develop this plan, including service users and staff. This will be underpinned by a robust performance framework that will allow partners to track progress and to respond effectively to any emerging needs. It is anticipated that the Plan will be presented to the board for approval in August 2024, with updates on progress provided thereafter on a 6 monthly basis.

## **6. Connected Communities Programme**

- 6.1 In addition to the improvement actions identified by HM Inspectors, elected members are asked to note that a service review involving the CLD Service is currently underway as part of the Connected Communities programme. The purpose of this programme is to build on the momentum that we have achieved during and after

COVID, in terms of the way in which we work with communities in Renfrewshire. There are significant further opportunities to develop our local approach much further – changing the way in which services work together or share information on a locality basis and also the way in which we reach out as organisation and work with local community and third sector organisations.

- 6.2 A first key step in the development of this programme will be developing a new function which will involve staff from CLD and the Partnerships and Inequalities team. Work is underway at present to develop this approach; further updates will be provided as the programme evolves.

## 7. Next 6 Months

- 7.1. Over the next 6 months CLD will deliver a number of projects for the benefit of Renfrewshire's communities:

- The Safe Kids programme, raising awareness of risks to P6 pupils, will be delivered across May and June at St Mirren football stadium. Water, road and rail safety, Anti-social behaviour amongst other relevant workshops will take place.
- Summer of Fun activities will again be delivered across the summer holidays as part of a wider programme activity.
- Multiply will offer Family Learning STEM Activities for families over the summer holidays to support adults in their children's learning improving numeracy skills.
- Multiply will further provide literacy and numeracy sessions for Invest clients at the Russell Institute. The age eligibility for the Multiply programme has reduced to include 16–25-year-olds.
- Continue Youth Voice Development for Care Experience young people through the Promise Champions, and include them in the new format of delivering care experienced engagement in communities.

## Implications of this report

1. **Financial** – None
2. **HR and Organisational Development** – The report includes updates on training and development activity of staff.
3. **Community/Council Planning** – the work of CLAD is aligned to Community Plan themes.

4. **Legal** – The Council has statutory duties in relation to the planning of community learning and development. The report details work underway to establish partnership governance arrangements.
5. **Property/Assets** – None
6. **Information Technology** – None
7. **Equality & Human Rights** – The report does not contain any recommendations which require an equality impact assessment.
8. **Health and Safety** – None
9. **Procurement** – None
10. **Risk** – The areas for improvement highlighted in the recent inspection report are risks; corrective actions are being delivered to address these risks.
11. **Privacy Impact** – None
12. **COSLA Policy Position** – None
13. **Climate Risk** –.None

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**List of Background Papers:**

None

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Contact: - Laura McIntyre, Head of Policy and Partnerships





**To: Communities and Housing Policy Board**

**On: 21 March 2024**

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**Report by: Chief Executive**

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**Heading: Community Funding Update**

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## **1. Summary**

- 1.1 This report outlines a series of recommendations in relation to the award of grant funding from the Sustainable Communities Fund, following consideration of applications by an officer grant panel. The current application round for the Sustainable Communities Fund ended on 31 March 2024.
- 1.2 A core focus of the Sustainable Communities Fund is to support the development of community assets, infrastructure and capacity, with £1.5m of initial funding available through both the Council and the UK Government's Shared Prosperity Fund.
- 1.3 Section 3 of the report provides an overview of the Sustainable Communities Fund and Section 4 sets out funding recommendations for consideration by the board as follows:
- 7 applications are recommended for approval
  - 4 applications are recommended to be deferred at this time to allow for further information gathering and engagement on applications with the community organisations concerned
  - 5 applications are not recommended for funding, as these were not assessed as meeting the funding criteria by the officer panel.
  - 3 applications were considered to be withdrawn; and
  - 1 application was remitted to the Villages Investment Fund
- 1.4 Members are asked to note that where projects are not recommended for award, this does not reflect the quality and value of these projects and associated organisations at a local level, and officers will work with wider partners to signpost these to other appropriate funding mechanisms.

1.5 Full detail on all applications and related recommendations relating to the Sustainable Communities Fund is provided in Appendix 1 of this report. Elected members are asked to note that the next funding round ends on 31<sup>st</sup> May 2024.

## 2. Recommendations

2.1 It is recommended that members of the Board approve the funding recommendations detailed in Section 4 and Appendix 1 of this report in relation to the proposed allocation of the Sustainable Communities Fund, totalling £284,339.

## 3. Background

3.1 To strengthen monitoring and oversight of funding recommendations made in relation to a number of specific Council funding streams, the Policy and Partnerships service now submits a community funding paper to each cycle of the Communities and Housing Board. This includes recommendations in relation to funding awards through the Greenspaces Fund, Villages Investment Fund and the recently launched Sustainable Communities Fund which is the core focus of the report this cycle.

3.2 As elected members will be aware, in March 2023 Council agreed to combine the remaining monies from the Community Empowerment Fund and Climate Change Action Fund to create a single Sustainable Communities Fund. This was further boosted by £650,000 from the UK Shared Prosperity Fund, Communities and Place for the support and improvement of community assets and infrastructure. £1.5m was initially available as funding to support projects and organisations through this Fund.

3.3 On 20<sup>th</sup> September 2023, Leadership Board approved the key objectives and criteria of the fund and agreed that applications to the Sustainable Communities Fund be submitted to the Communities and Housing Board for final approval with a key focus on community infrastructure, place and climate.

3.4 The Sustainable Communities Fund utilises a tiered funding model to reflect different-sized community projects as well as the varying levels of support required at different stages of development. A tiered approach helps to ensure ease of access to a proportionate application process to enable a range of initiatives that align with community empowerment:

- **Small - awards up to £10K:** capital and revenue funding to develop local projects and initiatives which are targeted at enabling community participation and promoting community collaboration and which build resilience within our communities. This level would be targeted at groups where a small amount of money can make a significant difference to enabling community participation.
- **Intermediate – awards of £10K to £25K:** capital and revenue funding to develop projects or organisations with a focus on improving community infrastructure and which have the potential to be replicated in other areas; and
- **large – awards up to £100K:** larger capital grants with the aim of supporting communities that aspire to take ownership or develop land or buildings in local communities.



3.5 The UK Shared Prosperity Fund (UKSPF), which makes up part of the Sustainable Communities Fund, comprises a clear split between capital and revenue funding with set amounts allocated over financial years 2023-24 and 2024-25. UKSPF will be allocated to approved projects which meet the criteria and to maximise drawdown within each financial year.

#### **4. Sustainable Communities Fund – Round 3 recommendations**

4.1 The third funding round closed on 31 March 2024 and an officer panel met twice during April and May 2024 to assess all new and deferred applications against the agreed objectives and criteria outlined within the funding guidance. In summary the panel has recommended that:

- 7 applications are recommended for approval totalling (£284,339)
- 4 applications are recommended to be deferred at this time to allow for further information gathering and engagement on applications with the community organisations concerned
- 5 applications are not recommended for funding, as these were not assessed as meeting the funding criteria by the officer panel.
- 3 applications were considered to be withdrawn; and
- 1 application was remitted to the Villages Investment Fund

4.2 The seven applications recommended for approval through the Sustainable Communities Fund in this round are:

- Finding Your Feet (£92,245)
- Linwood Community Gardens (£24,507)
- LEAP – Thrive Together (£24,900)
- Sculpture House Collective CIC Page/Park Feasibility Study (£8,940)
- Ferguslie Community Development Trust (£24,747)
- Renfrew Town Sea Scouts (£10,000)
- Outspoken Arts (£99,000)

4.3 Four applications were submitted where further information requires to be gathered and evaluated before officers are able to make recommendations on these applications to the Board. To allow for further work to be carried out with groups relating to their proposals, it is recommended that applications are deferred as follows:

- RIG Arts
- Tannahill Centre
- Friends of Barshaw Park
- Caledonia Bowling Club

4.4 Following assessment by the officer panel, the following applications are not recommended for a funding award, as they do not meet the criteria of the fund:

- Bishopton Tennis Club
- Bishopton Rugby Club

- I was Gonnae
  - Cameron Dance Group
  - LEAP – Zero Emission Shared Transport
- 4.5 An application received for the Kilbarchan Smile Project has been remitted to the Villages Investment Fund, whilst applications from Kirklandneuk Growers Group, St Mirren FC Charitable Foundation and Ralston Primary Out of School Care were considered withdrawn.
- 4.6 Members are asked to note that where projects are not recommended for award, this does not reflect the quality and value of these projects and associated organisations at a local level, and officers will work with wider partners to signpost to other appropriate funding mechanisms.
- 4.7 Detailed information in relation to each application is provided in Appendix 1. Elected members will note that for some projects this will require the development of partnership agreements or specific grant conditions to be progressed with relevant community organisations should funding recommendations be agreed by the Board.
- 4.8 Subject to the approval of recommendations as set out in Appendix 1, £284,339 would be allocated to successful projects through Round 3 of the fund (£198,252 Capital and £86,087 Revenue). Of the total £284,339, £157,194 will be funded through the UK Shared Prosperity Fund (£121,007 Capital and £36,187 Revenue).
- 4.9 The next funding round will close on 31<sup>st</sup> May 2024, and officers will continue to work with all new applicants and deferred applicants to progress information and proposals proactively over the coming months.

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## Implications of the Report

1. **Financial** – This paper recommends the allocation of £284,339 of funding from the Sustainable Communities Fund (£198,252 Capital and £86,087 Revenue).
2. **HR & Organisational Development** – none.
3. **Community/Council Planning** – the Fund set out in the paper supports engagement and collaboration with local communities on a range of activities which align with the new Council Plan 2022-2027; Our Renfrewshire Community Plan and/or Renfrewshire's Plan for Net Zero.
4. **Legal** - none.
5. **Property/Assets** – none.
6. **Information Technology** – none.
7. **Equality and 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.
  12. **COSLA Policy Position** – none.
  13. **Climate Risk** – the Sustainable Communities Fund aligns with the themes within Renfrewshire's Plan for Net Zero and the delivery of relevant projects will assist the local response to the climate emergency.
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Appendix 1: Summary of applications with Panel recommendations

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**List of Background Papers:**

Sustainable Communities Fund Guidance

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## Appendix 1 – Sustainable Communities Fund Applications Round 3

TABLE A - RECOMMENDATION TO APPROVE					
Name of organisation	Project description	Tier	Grant Application Amount	Funding Award Recommended	Comments
<b>Finding Your Feet (FYF)</b>	To enhance the garden space at the rear of the Finding Your Feet Hub, St James House Paisley.  Activities and workshops would be run from the space for service users across 11 tenant organisations within the building.	Large	£92,245	Approve	Note application deferred from previous round.
<b>Sculpture House Collective CIC</b>	To instruct an Architectural Feasibility Study to explore how the fabric can be upgraded to reduce environmental impact, improve access and expand offer.	Small	£9,948	Approve – £8,940	Note application deferred from previous round, and funding requested amended from £9948 following clarification from applicant.
<b>Local Energy Action Plan (LEAP)</b>	To develop the Community Larder provision	Intermediate	£24,900	Approve	Note application deferred from previous round.  Panel recommend approval with recommended condition that the Economic Development Team provide business planning support to LEAP to support the organisation in its steps to become financially sustainable.

<b>Linwood Community Gardens Ltd</b>	To redevelop the gardens and bring them back to a workable condition for the local community.	Intermediate	£24,506.95  CAP - £22,006.95 REV: £2,500	Approve	Note application deferred from previous round.
<b>Ferguslie Community Development Trust</b>	To undertake a RIBA Stage 2 study, Feasibility Study and Business Plan for St Ninians's Hall. This would provide a breakdown of works and costs to develop the hall as a community space, to support the Trust's Community Asset Transfer request and inform the funding strategy for the project.	Intermediate	£24,747	Approve	
<b>Renfrew Town Sea Scouts</b>	To renovate the hall used by the Sea Scouts to bring it up to standard and increase capacity	Intermediate	£25,000	Approve award of £10,000	Note application deferred from previous round. Land has historically been included within bids for structural investment as part of wider masterplan proposals, such as recent applications to the Levelling Up fund. There remains significant potential for it to be linked to future funding bids.  Panel recognised the importance of the local group and its activities and recommended award of funding required to maintain security and outdoor areas as identified in the application.

<b>Outspoken Arts</b>	The purpose of the project is to create a long-lasting permanent home in the former Argos store on Causeyside Street for 'The Art Department', Outspoken Arts Scotland's flagship project currently based in the Paisley Centre	Large	£122,830  £99,080 capital – Phase 1 works £23,750 revenue – Phase 2 works	Approve - £99,000 for Phase 1	Approve maximum award of £99,000 subject to: <ul style="list-style-type: none"> <li>- Finalisation of proposed 15 year lease agreement for property</li> <li>- Receipt of 3 detailed quotes for Phase 1 works</li> <li>- Development of a Strategic Partnerships Agreement to ensure overall funding model is clear, including routes to external funding.</li> </ul>
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**TABLE B - RECOMMENDATION TO DEFER**

<b>TABLE B - RECOMMENDATION TO DEFER</b>					
<b>Name of organisation</b>	<b>Project description</b>	<b>Tier</b>	<b>Grant Application Amount</b>	<b>Funding Award Recommended</b>	<b>Comments</b>
<b>RIG Arts</b>	A feasibility study to research community management opportunities – the aim is to build an understanding of links between existing community groups and identify ways to build community capacity in order to identify opportunities for the long term sustainability both of the space and of the community that has been built up around the space. The study will build upon local networks and partnerships and look at opportunities to transfer powers to a community group or organisation to ensure a sustainable, place-based approach that	Small	£9,623	n/a – Deferred application	Note recommendation to defer to allow for further engagement and clarification on the application.

	brings people together to influence decisions around spaces that matter to them.				
<b>Tannahill Centre</b>	To secure expert support to work with existing projects operating from the Tannahill Centre - Community market, Senior's lunch club and Ferguslie Growing area.  To conduct a community consultation on the community's opinions on vacant buildings within Ferguslie Park	Intermediate	£25,000	n/a – Deferred application	Note recommendation to defer to allow for further engagement and clarification on the application.
<b>Friends of Barshaw Park</b>	To ensure the survival and longevity of the Walled Garden by maintaining the structural support of the wall and bring the buildings back into use as workshops and as venues for activities.	Large	£80,000	n/a – Deferred application	Note recommendation to defer to allow for further engagement and clarification on the application.
<b>Caledonia Bowling Club</b>	The purpose of the project is to improve the Club's internal and external facilities to make these safer and more inclusive, including ramps and handrails, toilet facilities.	Small	£10,000	n/a – Deferred application	Note application deferred from previous round. Organisation has indicated plans to move to new community governance model which could include a SCIO. Panel agreed to reconsider application upon receipt of the updated constitution.

**TABLE C – APPLICATIONS NOT RECOMMENDED FOR AWARD**



<b>Name of organisation</b>	<b>Project description</b>	<b>Tier</b>	<b>Grant Application Amount</b>	<b>recommendation</b>	<b>Comments</b>
<b>Bishopton Tennis Club</b>	To invest in floodlight provision to extend playing period and encourage activity across senior age groups	Intermediate	£24,000	No award	Note application deferred from previous round. The application did not meet the core funding criteria, as a member-based organisation it was felt the application did not sufficiently demonstrate wider community benefit.
<b>Bishopton Rugby Club</b>	To purchase grounds maintenance equipment to improve usability and access to both pitches and off pitch areas.	Intermediate	£20,000	No award	Note application deferred from previous round. The application did not meet the core funding criteria, as a member-based organisation it was felt the application did not sufficiently demonstrate wider community benefit.
<b>I was Gonnae</b>	To contribute to costs of music experience programmes for various groups including adult learners, young adults with learning difficulties, adult drop-in centres, judicial groups, carers, visually impaired, veterans, and youth groups.	Intermediate	£19,100	No award	Note application deferred from previous round. The application did not meet the core funding criteria as it focused on recurring revenue costs with no identified plan for sustainability.
<b>Cameron Dance Group</b>	To train three existing tutors to enable them to teach with a professional - qualification freestyle associate BATD.	Small	£2,000	No award	The application did not meet the core funding criteria.
<b>Local Energy Action Plan (LEAP)</b>	The project will increase users and usage of Zero-Emission cars and E-Bikes in Linwood and Lochwinnoch.	Intermediate	£25,000	No award	Note application deferred from previous round.

					Current application relates to recurring revenue costs. It is recommended that business planning support is offered to LEAP through Economic Development team, with a view to a potentially revised application being submitted for this project in the future.
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<b>TABLE D – ADDITIONAL DECISIONS FOR CONSIDERATION BY BOARD</b>				
<b>Name of organisation</b>	<b>Project description</b>	<b>Tier</b>	<b>Grant Application Amount</b>	
<b>Kilbarchan Smile</b>	To improve an area of park at the centre of the village, creating an accessible heritage garden in which to contemplate, learn and discover about heritage, horticulture and poetry, linked to the heritage trail through the village.	Intermediate	£23,416	The Panel were supportive of elements of this project but noted that the project as a whole could be supported through Villages Investment Funding. Application referred for further discussion with Lead Officer for this fund.

<b>TABLE E – WITHDRAWN</b>			
<b>Name of organisation</b>	<b>Project description</b>	<b>Tier</b>	<b>Grant Application Amount</b>

<b>Kirklandneuk Growers Group</b>	To establish plots for local tenants to grow plants, fruit and veg, whilst enhancing the area, provide relief and recovery towards mental health, and educating children on growing foods.	Large	£100,000
<b>St Mirren FC Charitable Foundation</b>	To provide a health and wellbeing hub in Ferguslie Park as well as a standalone base for charity staff.	Large	£100,000
<b>Ralston Primary Out of School care</b>	To identify if the building of a purpose build family centre is needed and possible in the area between Ralston Primary School and the Ralston Community sports football pitches.	Intermediate	£25,000

