

**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.
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## **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**



Renfrewshire  
Council



# 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

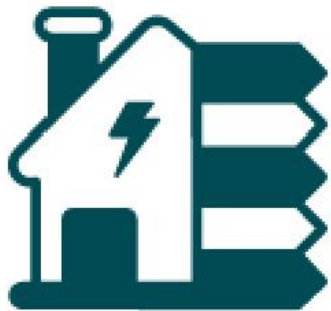
The Housing-led Regeneration and Renewal Programme is being implemented across all 8 areas. Key milestones have been time lined for the demolition, new build and investment in existing homes across each area.



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:

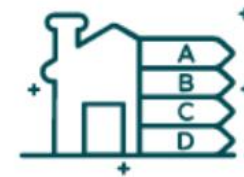
- Our New Build Housing Zero Carbon Innovation Project with John Gilbert Architects and the University of Strathclyde – to evolve a theoretically net zero carbon standard newbuild housing specification for future Council developments – was shortlisted for a UK-wide Municipal Journal Award.

## 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.



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



We continue to deliver energy efficient investment projects, with improving designs and standard and our compliance with EESSH2020 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

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# 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

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