

To: Finance, Resources and Customer Services Policy Board

On: 13 June 2024

Report by: Chief Executive

Heading: Chief Executive's Service - Service Improvement Plan Outturn Report 2023/24

1. Summary

- 1.1 The Chief Executive's Service Service Improvement Plan 2023-26 was approved by the Finance, Resources & Customer Services Policy Board in June 2023. The plan set out the priorities for the development of the service over a three year period. These priorities are aligned to those set out in the 2022-27 Council Plan. 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 Council Plan and the refreshed Community Plan, both approved by Council in September 2022.
- 1.2 This report provides a summary of the Chief Executive's service's performance against the actions and performance indicators agreed within the Service Improvement Plan for 2023/26. An outturn report is included as an appendix to this report.
- 1.3 An updated Service Improvement Plan for 2024-27 is being presented to this Board for approval, aligned to the priorities of the new Council Plan.
- 1.4 Over the past year, the service has made good progress in delivering positive outcomes for Renfrewshire and its residents. This is within an operating

context that remains complex and fast-moving. Economic conditions continue to be subject to risk and uncertainty and both households and organisations continue to experience cost pressures and supply issues, and this is likely to remain case for some time to come.

1.5 More detail of achievements is given in Section 4 but the list below notes some key highlights:

- Completion of Paisley Town Hall and Paisley Learning and Cultural Hub;
- Completion of Phase 1 of our Local Partnerships development work, with memberships refreshed and the new phase of grant funding launched;
- Establishment of a joint venture company with our development partner to help maximise opportunities for the AMIDS site;
- Delivery of another successful events programme which attracted almost 140,000 people;
- Continuation of our 'Meet the Buyers' approach to support local businesses to bid for public sector contracts;
- Continuation of the Fairer Renfrewshire programme, which provided a wide range of support across our communities, including Summer of Fun and Winter Connections;
- Commissioning of a feasibility study to consider options to expand the District Heating Network;
- Completion of corporate self-assessment work with senior leaders across the organisation;
- Delivery of cultural activities for care-experienced young people.

2. Recommendations

2.1 It is recommended that the Finance, Resources and Customer Services Policy Board:

- a) the contents of this report;
- b) the progress to date on delivering the actions contained within the Chief Executive's Service Service Improvement Plan;
- c) the current performance of the service as measured by the scorecard indicators.

3. Background

3.1 Our Service Improvement Plans are a clear statement of the outcomes each service wants to achieve, the actions it will take to achieve this, and the performance measures it will use to monitor progress and measure success.

Updates on the actions and performance measures are included as an appendix to this report.

- 3.2 Service Improvement Plans fit within the wider framework provided by the Council Plan and the Community Plan. They allow elected members to have oversight of developments within the service and to consider and develop policy options which reflect customer need and resource availability.
- 3.3 Section 4 of this report gives details of service activity and achievements in 2023/24. Section 5 discusses actions delayed or cancelled since the Service Improvement Plan, and any new actions added to reflect additional priorities identified since the plan was approved. Section 6 provides a narrative on performance.
- 3.4 In line with our approach of refreshing Service Improvement Plans annually to ensure they still reflect our organisational priorities, an updated Plan covering the period 2024 to 2027 is also being presented to this Policy Board.

4. **Key achievements in 2023/24**

- 4.2 Specific achievements in relation to the Service Improvement Plan are highlighted below.

Place

- 4.3 The Chief Executive's service leads on placeshaping activity for the Council, and delivered two key plans in 2023/24: the Local Housing Strategy and the Strategic Housing Investment Plan. Work is currently underway on a new Local Development Plan; this includes a public engagement exercise.
- 4.4 Two major milestones in the Cultural Infrastructure programme were reached in 2023/24, with the re-opening of Paisley Town Hall in October 2023 and the opening of the new Paisley Learning and Cultural Hub in November 2023. Work is nearing completion on Paisley Arts Centre, and continues on the Paisley Museum project, with a scheduled opening in 2025. The fundraising campaign for Paisley Reimagined Ltd is progressing well, with a further £560,000 raised in 2023/24.
- 4.5 The Council has also been connecting with the owners of prominent buildings within the town centre to identify regeneration opportunities, and there has been recent investment in a number of listed buildings in Paisley. Beyond Paisley town centre, the Regeneration Team is working to progress town centre strategies across Renfrewshire.

- 4.6 The flagship facilities at AMIDS are fully operational and the Council has completed the establishment of a joint venture company with our development partner, Buccleuch. This joint venture will focus on securing new opportunities for the site, and construction of the next facility is due for completion in 2025.
- 4.7 In 2023/24, Phase 1 of the review of Local Partnerships was completed; that phase included survey work and interviews with Local Partnership members to understand what was important to them as we develop the Renfrewshire approach. The review found that Local Partnerships were working well, but there was scope to increase the local community voice and achieve a greater spread of representation from the community. It also found that information on grant applications could be improved to strengthen decision making. In response, new guidance for Local Partnership grant applications has been developed and published, and work has been undertaken to refresh the community representative memberships of all the Partnerships. Development work has now moved into Phase 2, which will focus on local plans, local priorities and local voices.
- 4.8 The Future Paisley programme has closed and evaluation of its impact is underway. The Programme has provided some additional funding to support delivery of particular projects with young people. An evaluation report will be provided to Leadership Board in the autumn of 2024. Work has also been undertaken to evaluate the impact of the Paisley.is brand and recommendations for future development of the brand will also be provided to the Leadership Board in autumn 2024.

Economy

- 4.9 In 2023/24, the Council-run events programme generated an economic impact of £5.4m for Renfrewshire. Almost 140,000 people attended the events, and the opportunities to volunteer provided skills development for local people.
- 4.10 Community Wealth Building – an approach to inclusive economic growth that focuses on wellbeing – features strongly in the Council's work to support and grow the Renfrewshire economy. The Council was one of four local authorities in Scotland to take part in a national pilot, providing workshops to help councils analyse local spend and identify areas to target in future work. As part of this, Economic Development have been working with Procurement to support local businesses in tendering for public sector contracts. This has included a recent 'Meet the Buyers' event for the construction sector.

Community benefits will remain a key part of our procurement processes. The impact of this is already being seen with our City Deal projects.

- 4.11 The Economy and Development team have worked with Marketing and Communications to create a new section on the Council's website that signposts potential investors to Renfrewshire's investment locations. Further work will be done to promote the area as a place to do business.

Fair

- 4.12 Delivery of the Fairer Renfrewshire programme remained a priority in 2023/24. Elements delivered during the year included the second Winter Connections programme, the Summer of Fun programme, and the implementation of the new School Support Service, which embeds advice workers within schools. That service is complemented by the Family Support Service, and both support families to maximise their income. Funding from Fairer Renfrewshire has also continued to support an energy adviser and breakfast clubs, both of which help address the ongoing cost-of-living challenges and child poverty.
- 4.13 One strand of the Council's employability work has focused on individuals who have health issues which can make economic participation harder. External funding has allowed for the creation of two roles to specifically support people with health issues who want to get back into work. There has also been focused employability support for disabled parents or for parents with a disabled child. A new Supported Employment Initiative provides subsidies for businesses to develop job roles for people with complex disabilities. This work will be mainstreamed into the existing work of the employability team.
- 4.14 The delivery of the Alcohol and Drug Change Programme continued to make good progress throughout the year. A number of projects have now concluded and others have been mainstreamed. In 2023, the Alcohol and Substance Awareness Education Pack won a COSLA Excellence Award and the resource continue to be used in schools. Additional funding has been agreed for the My Life Ahead project, which supports people to sustain settled housing, and the Safeguarding Vulnerable Young People project, which provides additional pastoral support for a group of young people in a local school. A new training resource for Council staff which looks at stigma has been developed by I Am Me and will be rolled out in the first half of 2024/25.
- 4.15 The Chief Executive's service leads on the delivery of the Trauma Informed and Responsive Renfrewshire Programme, and a roadmap for implementation was approved by the Leadership Board in February 2024. A

range of teams across the Council have benefitted from accessing trauma-informed training, and have begun to share their learning with colleagues. Work is underway on an introductory course to be hosted on the Council's online learning platform.

- 4.16 Following a restructure, Community Learning and Development has been a part of the Chief Executive's service since April 2023. Throughout the year, the team offered a wide range of courses and activities for adults, including workshops on digital skills, numeracy courses and ESOL – English for Speakers of Other Languages – classes. The CLAD team also lead on initiatives such as Team up to Clean Up and this year launched 'Take the Lead' to promote responsible dog walking behaviours.

Green

- 4.17 The Council is keen to build on the success of the District Heating Network which supplies energy to the AMIDS site. The DHN was designed to allow for further connections as more buildings occupy the site and we have also commissioned a feasibility study to consider options for expanding the DHN to a wider geographical area. We have also commissioned a sustainable travel plan for the AMIDS site and will begin implementation in 2024/25.
- 4.18 Work has been carried out to identify infrastructure and skills gaps in relation to the green economy. Training courses will be provided in partnership with West College Scotland as part of Phase 2 of this work.
- 4.19 In 2023/24, the Sustainable Communities Fund was created, combining the Community Empowerment Fund and Climate Change Action Fund into a single pot. Over £1m will be available to community groups seeking funding opportunities for projects that promote community empowerment and/or will help deliver Renfrewshire's Plan for Net Zero.

Living our Values

- 4.20 The extended Corporate Management Team (CMT) completed a corporate self-assessment exercise in 2023/24. This produced an agreed set of priorities for improvement activity. Further work was then undertaken with a wider group of senior management, and a programme of future work and monitoring is being developed.
- 4.21 This year, we refreshed our approach to performance management and reporting. A new format for service improvement planning was introduced last year, and feedback has indicated that this is more accessible and engaging.

A new CMT performance scorecard was introduced, and this is considered quarterly, with those discussions then generating an area for a 'deep dive'.

- 4.22 Work has continued on the development of our digital platforms, to provide the best possible experience for our customers. Much of the preparation work for the delivery of a new Council website has been done, and the Digital Experience team are linking with colleagues across the Council to ensure that information on the current website remains relevant.

Improving Outcomes for Children and Young People

- 4.23 Renfrewshire Council is committed to delivering The Promise for all care-experienced people, and the ethos is embedded in the activity of the Chief Executive's service. Our events programme has provided opportunities not only for volunteering but for co-creation of installations and for performing. The partnership with Art Boss provides access to cultural activity. Youth Services have delivered the annual "LOVE2WEEK" and distributed self-care packs designed by care experienced young people. The service have also provided work experience for a care-experienced young person.

5. Actions which have been delayed or cancelled

- 5.1 The due date for the action on Community Wealth Building has been extended so that the Council framework can reflect any elements arising from the Community Wealth Building Act which is still to progress through Parliament.

6. Progress against performance measures

- 6.1 The Chief Executive's Service measured 42 performance indicators as part of the 2023/26 Service Improvement Plan. Of these, 33 are collected quarterly and 9 are collected annually.
- 6.2 In 2023/24, 20 indicators met or exceeded the target set, 4 narrowly missed the target set, 5 missed their target by 10% or more and 4 indicators are still to be updated. There are 10 indicators which do not have a target.
- 6.3 Of the five which missed the target, three relate to building standards and the timeliness of reports being issued. This has been an issue both nationally and within the service for some time and it is hoped that recent recruitment will lead to improved performance.

- 6.4 A downturn in the average weeks to complete planning applications has also been impacted by staff levels and again, this is a national challenge and it is hoped that recent recruitment will contribute to improved performance.
- 6.5 Performance in responding to frontline complaints did not meet the target in any of the four quarters of 2023/24. The service receives relatively few complaints and of the 28 received in the year, 10 were responded to within five days. Work will be undertaken to identify whether these were complex complaints which should have been escalated to the investigation stage.
- 6.6 There was strong performance from the Building Communities team within CLAD, with above-target levels of engagement with Team Up to Clean Up. There were over 500 visits to flytipping hotspots against a target of 375, and the team delivered 44 presentations during school visits, against a target of 25.
- 6.7 There was positive performance in relation to marketing and communications activity. Almost 3000 people took up opportunities to participate in the events programme, taking part in prop making, workshops and dance. Opportunities to see and hear something positive about Paisley and Renfrewshire exceeded the target, with over 268,000 possible views against a target of 240,000.
- 6.8 Employability services continue to deliver for high numbers of Renfrewshire residents experiencing unemployment or low-paid employment. In 2023/24, 1521 people were supported by the Employability Programme (target was 1100); 618 achieved a qualification (target was 400); and 528 secured paid employment (against a target of 350).

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** – None
- 3. Community/Council Planning** – the report details a range of activities which reflect local council and community planning themes.
- 4. Legal** – None

5. Property/Assets - None

6. Information Technology – 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 do not require an impact assessment as they are asking member to note progress only.

8. Health & Safety –none

9. Procurement – There are no direct implications but the report updates on work undertaken jointly by Economic Development and Procurement.

10. Risk – Risks related to the delivery and management of services are regularly monitored and included in Renfrewshire Council’s Corporate and Strategic Risk Registers.

11. Privacy Impact - none

12. COSLA Policy Position – none.

13. Climate Risk – There are no direct implications but the report updates on progress on actions to tackle the climate risk.

List of Background Papers: None

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Chief Executive's Service

Service Improvement Plan 2023 - 26

Outturn Report

June 2024

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



Renfrewshire
Council

Outturn Report for 2023/24

- This outturn report covers the last twelve months of our Service Improvement Plan, highlighting areas where we are already making progress and some areas we want to focus on more, perhaps because performance isn't moving in the direction we anticipated or because of other pressures or factors that makes this even more of a priority for us.
- Different services will contribute more towards some Council Plan Strategic Outcomes than others, so this report focuses on areas to which the Chief Executive's Service contributes more significantly. However, a full update against all the actions and performance indicators we use to measure progress is included within this report.
- The Chief Executive's Service reports on 42 performance indicators of which 8 which are reported annually, and the remainder reported quarterly. This report provides annual data on all indicators for 2023/24 and includes data from 2021/22 and 2022/23 to show recent trends.

Place: Working together to enhance wellbeing across communities

Spotlight: Paisley Learning and Cultural Hub

Another milestone in the Cultural Infrastructure programme was reached with the opening of the Paisley Learning and Cultural Hub on Paisley's High Street. Our new modernised facility includes a dedicated children's library and an IT suite that provides free internet access for everyone.



£560,000 worth of donations generated to support the new Paisley Museum



New Local Housing Strategy approved

Areas for improvement and development

Meeting the target of issuing Building Standards first reports remains challenging. There has been an improvement in performance in 2023/24, and recent recruitment will increase the capacity of the team and should bring about further performance improvements.

Economy: building an inclusive, green and resilient economy

Spotlight: Employability Services

The Council's employability team support Renfrewshire residents who are unemployed or in low-paid employment to gain new qualifications and/or move into paid employment. In 2023/24, the team supported more than 1500 people. Over 600 people gained new qualifications during the year. There were 528 people being supported who moved into paid employment during the year.

Areas for improvement and development

Renfrewshire Council is working in partnership with the Scottish Government and with other national groups to target inclusive economic growth and focus on a wellbeing economy. We are developing our own framework and reviewing current work. The timeframe for the work has been altered so that it can accommodate any requirements from the new Community Wealth Building Act, which is still to come before the Scottish Parliament.



366 local businesses getting growth support, training or grants from Renfrewshire Council



£5.47m generated for the local economy by Council-run events



305 new business start-ups supported

Fair: nurturing bright, happy and healthy futures for all

Spotlight: Winter Connections

This was the second year of the successful Winter Connections initiative. The Winter Connections programme allocated over £80,000 in grants to community groups to provide a variety of activities across Renfrewshire, all targeted at tackling isolation and improving wellbeing. More than 40 groups offered sessions, whether craft sessions, music appreciation or a game of dominoes. Hot drinks and food were on offer and there were also opportunities to get advice and support on a range of issues. It's estimated that around 3,900 people participated.

Areas for Improvement and Development

Officers across the community planning partnership are working to develop a potentially different approach to tackling child poverty in Renfrewshire. This included a deep dive session involving senior officers across the partnership to challenge our thinking and local response, and at a local level we have been working with the HSCP to start a new piece of work in Gallowhill – thinking about how different approaches on a community or locality basis could make a difference. This will be a longer term piece of work but we remain committed to working with partners to keep a strong focus on the need to tackle child poverty in Renfrewshire as a key priority

Open to all
Warm welcome
guaranteed

Winter
Connections



424 people currently engaged with Adult and Family Learning team



44 school visits to raise awareness of environmental action



£50 extra winter clothing grant paid to all children in receipt of school clothing grant

Green: Leading Renfrewshire to Net Zero

Spotlight: District Heating Network

Our District Heating Network (DHN) at Inchinnan is the first of its kind in Scotland, and provides an energy solution that produces 90% less carbon than conventional heating. The DHN uses treated water from the White Cart which flows through a heat exchange energy centre and then connects to heat pumps in each of the buildings it serves. It's been built with capacity to connect more buildings, and as well as reducing Renfrewshire's carbon emissions, it should help attract more businesses to the area.



Areas for improvement and development:

We are continuing to encourage and support local businesses to submit applications for our Net Zero growth business grants. There were no applications in 2023/24 but we will continue to make businesses aware of this opportunity and promote the grant scheme.



50 local businesses working with the Council to progress our Net Zero agenda



5400 members of the Team Up to Clean Up Facebook Community



93 Fixed Penalty notices issued for flytipping by the Environmental Taskforce

Living our Values

91.5% of FOI requests in a quarter completed within timescale in the Chief Executive's Department



80.8% of building warrants or amendments issued within 10 days of receipt of all satisfactory information

6.5 days per FTE lost to staff absence in 2023/24



35% of frontline resolution complaints responded to within timescales agreed with customer

Almost 73,000 engagements with the Council's digital channels



76.9% of investigation complaints responded to within timescales agreed with customer

Improving Outcomes for Children and Families

Spotlight: The Promise Arts and Cultural Engagement Programme

The ethos of The Promise is well-embedded in the activity of the service. This year, we offered opportunities for care-experienced young people to co-create an installation for Paisley's Halloween festival and an escape room experience as part of Sma' Shot Day. A group of young people created a mural at Wallace Primary whilst our partnership with Art Boss has delivered sessions of cultural activities. We have recently launched SKATE, which is offering skateboarding lessons and design and graffiti skills.



Actions and indicators

Full list




June 2024

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Delivering the Plan – Place

Action	Due	Status	Progress update
Develop new options for services and partners to work together more closely across localities to provide advice and support to local people and develop community capacity (CF)	31 Dec 25		We are progressing new Connected Communities approach - considering how we develop our 'front door' services for people accessing advice and support; exploring family advice services; and developing options for locality working. The first stage is the development of a new Connected Communities structure which has now commenced and involves the Partnerships and Inequalities and Community Learning and Development Teams.
Deliver a participatory budgeting framework for the Council (CF)	31 Mar 24		This year £1.2M was allocated by Environment, Housing & Infrastructure through their #Youdecide programme. The project delivery is well underway, and an evaluation report is being finalised. The updated CONSUL site for Renfrewshire is now ready to be put into use. Arrangements are being put in place for the Data Analytics teams to manage the site in the interim while a permanent host is agreed. A range of services have undertaken training in CONSUL to enable potential future PB projects to take place within their services. The planning of the £25k PB project for Johnstone Christmas event is ongoing with a steering group including residents being formed and the group are currently planning the initial engagement work.
Progress the next phase of Local Partnerships development	31 Mar 24		<p>A report setting out recommendations for the next phase of development of Local Partnerships was presented to Leadership Board on 6 December 2023. A follow-up paper was presented to Leadership Board on 21 February 2024.</p> <p>Phase 2 of Local Partnership development will focus on Local Plans, Local Priorities and Local Voices.</p> <p>The outcome of the review is being reported to Local Partnerships in the April/May 2024 round of meetings.</p> <p>Following the reports approved by Leadership Board in December 2023/February 2024, 6 monthly update reports will be presented to Local Partnerships and the Leadership Board.</p> <p>An exercise to refresh the community representative membership of Local Partnerships took place during March and April 2024. Refreshed guidance on Local Partnerships grant applications was developed and published in March 2024.</p>

Delivering the Plan – Place

Action	Due	Status	Progress update
Deliver Renfrewshire’s Cultural Infrastructure Investment Programme	31 Jul 24		Paisley Town Hall completion has now been achieved and building has been successfully opened to the public. Paisley Learning & Cultural Hub has also completed construction and fit out and has been open to the public since 30 Nov 2023. The building has been a great success with the public so far seeing 18,000 visitors pass through the doors in the first month. Paisley Arts Centre is scheduled to complete construction imminently and will then progress to fit out with a target to complete this process by late spring 2024. Paisley Museum is expected to complete construction in late 2024 and will then move to an intense exhibition fit out and operational readiness process that will see the doors open in 2025.
Participate in and monitor progression of the Clyde Metro in partnership with Glasgow City Council, Transport Scotland and other stakeholders.	31 Mar 25		SPT now leading on case for investment. Senior Council Officers participating in SPT board and City Region Senior Users Group.
Work with the development partner and stakeholders to maximise the potential of AMIDS for Renfrewshire	31 Mar 26		Development partner (Buccleuch) now in place with LLP joint venture company now set up. Work ongoing to secure new opportunities at AMIDS. Investment zone bid has been submitted to City Region. Construction of phase 1 which will deliver the next building on site, is progressing through the design phase. Construction of this phase is due for completion in 2025. Branding exercise underway to develop a core brand for AMIDS. This will see the launch of material and a specific website. Work ongoing with strategic advisory group to develop AMIDS further as well as discussions with key public and government agencies for support.
Carry out evaluation of Future Paisley and prepare a transition plan for the mainstreaming/external funding of projects beyond April 2024.	30 Sep 24		The Future Paisley team have closed the Future Paisley programme and work to evaluate the social, economic and cultural impact of the Future Paisley programme (300+ projects, activities and events) is in its fourth, and final stage. This involves distilling qualitative data to highlight specific impacts linked to each of Future Paisley’s 5 Step Changes, and present highlighted projects that exemplify the programme. The draft evaluation report will be completed at the end of June, with the final Evaluation Report will be presented to Leadership Board in September 2024 and the due date of this action has been amended to reflect that. Several projects within the programme will continue beyond April 2024 due to reprofiling or confirmed transition arrangements – this includes confirmation of OneRen ongoing FP investment, a new 3-year cultural funding programme, Culture, Arts, Health and Social Care post, Castlehead School of Creativity, Paisley Museum Opening Programme, cultural venue programming, public programme (Paisley Book Festival 2024 and PACE Youth Theatre commission with Frances Poet), Jupiter Arts + Paisley, Pathways Programme, Building the Future, Art Boss and posts supporting social prescribing, cultural champions in schools and The Promise.




Delivering the Plan – Place

Action	Due	Status	Progress update
Successfully deliver the Capital Appeal for Paisley Museum Reimagined Ltd.	31 Mar 25		The fundraising campaign continues to progress positively, with total income at £1.6m. The overall income target for Trusts and Foundations having been achieved. The team submitted an Expression of Interest to the Community Ownership Fund and have been invited to submit a full application for the next round in May/June.
Implement the destination marketing plan to promote Renfrewshire as a day-visitor location, maximising existing audience and product intelligence and ensuring brand relevance across Renfrewshire.	31 Mar 24		<p>The focus of Q4 has been on planning for 24/25 and facilitating a review of Paisley.is. An independent consultant, Steve Brown from Mypraxis LLP, was commissioned to evaluate the journey of the brand and the effectiveness of Paisley.is and provide recommendations for the future evolution of the brand. The research included 35 face-to-face interviews with economic, educational, cultural and industry leaders in Renfrewshire. All elected members were invited to take part in an online questionnaire. 12 councillors and 20 other stakeholders responded to the online questionnaire. 67 individuals participated in total. involved in the consultation. The final report will be taken to Leadership Board in September.</p> <p>Final year performance stats include:</p> <ul style="list-style-type: none"> • 1648 articles in the press (printed and online) • More than 247m combined opportunities to see and hear (OTSH) • 364,009 total page views (across whole website) • Facebook organic reach: 1,243,265 reach • Instagram organic reach: 244,573 reach • Facebook and Instagram paid reach: 1,042,489










Delivering the Plan – Place

Action	Due	Status	Progress update
Deliver on the ambitions of our town centre strategies/visions and specifically working with partners to transform our key centres.	31 Mar 26		<p>The transformation of Paisley following delivery of the Action Plan is advancing at pace, with achievements such as creating an international culture and heritage destination and acting as a stimulus for property investment, development and re-use. Completed regeneration projects include the refurbishment of the Town Hall and the creation of a new Culture and Learning Hub on the High Street. Other major projects including the restoration of the museum and Arts Centre are due to be completed within the next year. The publication of the Paisley Vision document will also act as a further catalyst to inspire future development in and around the town centre. The Liberal Club, which was identified as a key building in the Vision, is currently under restoration, securing its long-term status.</p> <p>The Regeneration Team will be looking to refresh our town centre strategies to reflect changes that have taken place in a post pandemic environment. These strategies will align with the guidance and principles outlined in NPF4 The team has been outlining potential regeneration priorities and projects, including commissioning visioning work in Johnstone and a review of potential projects in Erskine. The team will continue to bring forward regeneration proposals across our town centres.</p>
Proactively work with property owners to bring some of the area’s most valued assets back into use	31 Mar 25		<p>The Council has been proactive in seeking out property owners of prominent buildings within our town centres in respect of potential regeneration opportunities. This includes the potential redevelopment of the Paisley Centre into a thriving mixed-use development. Recent and ongoing investment in a number of listed buildings includes St Matthew’s Church, County Place, 5 George Place and the Liberal Club. These have been facilitated with in-depth discussions with the respective owners. The goal is to get these buildings back into use.</p> <p>There has also been engagement with landlords in respect of promoting the new Town Centre Premises Grant scheme, which launched early 2024. Its aim is to reduce the number of commercial vacancies within Renfrewshire’s town centres.</p> <p>The Regeneration Team have also recently announced another run of the Retail Improvement Scheme, which allows shop owners to upgrade their shopfronts. It is hoped that in some cases the scheme will act as a catalyst for some prospective businesses to invest in the area.</p> <p>Finally, the Regeneration have also launched Historic buildings in villages grants scheme, where owners of privately owned historic buildings (built before 1945 in the villages) can apply for funding to plan and carry out repairs.</p>







Delivering the Plan – Place

Action	Due	Status	Progress update
Deliver Renfrewshire’s Strategic Housing Investment Programme in partnership with other housing providers in Renfrewshire	31 Mar 29		<p>The Renfrewshire Strategic Housing Investment Plan 2024-2029 has been the subject of consultation and engagement following discussions with the Scottish Government and Registered Social Landlords operating in Renfrewshire. The Strategic Housing Investment Plan (SHIP) is updated annually to take account of progress and completions in relation to delivering the affordable housing programme in Renfrewshire.</p> <p>The SHIP was presented to the Communities and Housing Policy Board on 31st October 2023 and was thereafter submitted to the Scottish Government. Work is progressing to prepare the SHIP for 2025/2030 and this draft will be presented in August 2024.</p>
Deliver Renfrewshire’s Local Housing Strategy 2022- 27	31 Mar 27		<p>The draft Local Housing Strategy 2022-27 was approved at board March 2022 and went out for statutory consultation. The final Local Housing Strategy which will cover 2023-28 was approved by Communities and Housing Policy Board October 2023. This action will be closed and a new action to deliver the Local Housing Strategy Plan 2023-28 will replace it in the Council Plan and the new Service Improvement Plan.</p>
Deliver the Local Development Plan, the 10 year spatial strategy for Renfrewshire	31 Aug 27		<p>Following the enactment of the Planning (Scotland) Act 2019, the Scottish Government have been taking steps to successfully implement the wider reforms to transform planning including the introduction of National Planning Framework 4 (NPF4) and subsequent guidance and regulations.</p> <p>Renfrewshire Council now has a national vision, spatial strategy and principles along with policies and actions to embrace and translate into plans and placemaking at the local level. We will do that through the preparation of the next Plan, Renfrewshire Local Development Plan 3.</p> <p>The Participation Statement was subject to consultation and the outcomes reported to the Planning and Climate Change Policy Board in August 2023. In addition, the Board also approved the Development Plan Scheme 2023 which outlines the key stages and timeline in the preparation of the LDP3.</p> <p>Work has commenced on the evidence report and early engagement with communities for LDP3.</p>




Delivering the Plan – Place

Indicator	Current Status	Short term trend	Long term trend	2021/22		2022/23		2023/24		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Fundraising Income Target				881,000	500,000	969,000	500,000	560,000	500,000	Clore Duffield (£200,000), Kiran Mazumdar-Shaw (£100,000) plus arrangements to transfer ownership of 16 paintings from her collection - valued at c.£180,000. £80,000 corporate donations.
Opportunities to see or hear something (OTSH) positive about Paisley and Renfrewshire as part of Paisley is destination brand				314,041,621	240,000,000	204,638,668	240,000,000	268,082,849	240,000,000	This indicator is focused on measuring the reach of the Paisley.is destination brand. The significant drop in articles in Q4 (2 February 2024 – 1 March 2024) was due to downtime experienced by the media monitoring service provided to the council. This significantly impacted on the platform's ability to capture and measure coverage for clients, including Renfrewshire Council for several weeks.
Number of properties on Buildings at Risk Register				27	42	27	27	28	27	The Buildings at Risk Register, prepared and managed by Historic Environment Scotland, includes 28 Renfrewshire properties, with 4 in progress of restoration. Properties are located across the council area including Kilbarchan, Lochwinnoch, Paisley and Renfrew. Discussions are ongoing with HES to get some buildings no longer at risk removed from the list.







Delivering the Plan – Place

Indicator	Current Status	Short term trend	Long term trend	2021/22		2022/23		2023/24		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Percentage of first reports (Building Standards) issued within 20 days				53.4	95.0	66.1	95.0	69.6	95.0	Performance is increasing but remains lower than target. The section is still carrying two vacancies both of which have been offered and verbally accepted should be filled by May 2024 bring the section to a full complement. This should lead to a further increase in performance. We are also currently using a part time temporary worker.
Amount of Vacant and Derelict Land (hectares)				208.6	n/a	254	n/a	248	n/a	<p>The vacant and derelict land survey is undertaken each year covering the period between the 1 April to the 31 March. In 2023 there are 248 hectares of land recorded as vacant and derelict on the Council's survey.</p> <p>The total amount of vacant and derelict land continues to reduce across Renfrewshire with a 6-hectare reduction since last year. This will be reviewed following the completion of the latest audit.</p>

Delivering the Plan – Place

Indicator	Current Status	Short term trend	Long term trend	2021/22		2022/23		2023/24		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Amount of land brought forward for re-use and development contributing to economic activity and enhancing the built and natural environment (hectares)				28	20	7.5	20			<p>The vacant and derelict land survey is undertaken each year covering the period between the 1 April to the 31 March. 7.5 hectares of vacant and derelict land was brought back into use during this time period.</p> <p>New development site starts have slowed during the past year which has reduced the amount of vacant and derelict land being brought back into use. The Council’s Vacant and Derelict Land Strategy will be refreshed later this year which will consider future opportunities to maximise the redevelopment of land.</p> <p>This indicator will be refreshed following the publication of the new strategy.</p>

Delivering the Plan – Place

Indicator	Current Status	Short term trend	Long term trend	2021/22		2022/23		2023/24		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Affordable housing completions				170	243	369	200			The affordable newbuild housing programme involves both Council and Housing Association developments across a range of sites in Renfrewshire. In 2022/2023 there were 369 affordable housing completions across Renfrewshire including new homes being built in Paisley, Johnstone, Renfrew and Bishopston. The Council continues to increase the supply and delivery of a range and choice of affordable homes to meet the housing needs of different groups. The final Renfrewshire Local Housing Strategy was presented to the Communities and Housing Policy Board on 31st October 2023. In future updates of this indicator the target will be changed to reflect the emerging LDP3.
Private housing completions				572	500	422	500			<p>The Renfrewshire Housing Land Audit is completed annually. The audit is a snapshot in time covering the duration between the 1 April to the 31 March each year. The audit records 422 private completions across Renfrewshire during this time period. New site starts have slowed during the past year however it is anticipated that private completions will increase again to over 500 during 2024.</p> <p>In relation to all homes under construction or future housing sites, 88% of these new homes will be built on previously used brownfield land, creating attractive and sustainable places.</p> <p>The final Renfrewshire Local Housing Strategy was presented to the Communities and Housing Policy Board on 31st October 2023. In future updates of this indicator the target will be changed to reflect the emerging LDP3.</p>


Delivering the Plan – Economy

Action	Due	Status	Progress update
Monitor benefits of City Deal Projects, including Glasgow Airport Investment Area, Clyde Waterfront and Renfrew Riverside and City Region wide employment programmes	31 Mar 25		Clyde Waterfront & Renfrew Riverside All required community benefits have been delivered to date, with the rest remaining on track during the project lifespan. Project is advancing with the fabricated bridge components expected to arrive on site in April 2024. Glasgow Airport Investment Area project is now complete which is enabling the development of AMIDS. Work on going for provision of information for Gateway Review 2.
Lead development of a new event strategy for Renfrewshire, expanding programming across Renfrewshire and undertaking work to understand the social impact of events for Renfrewshire communities	31 Mar 25		The 2023 council events programme was fully delivered, attracting 139,927 attendees. Independent event evaluation confirmed an average visitor satisfaction rating of 97.5% and a combined economic impact of £5.4m for Renfrewshire. Evaluation extends to social impacts - the numbers of people who participate in the development and delivery of the events programme and the volunteering and skills development opportunities for local people, offered by the programme. Further evidence of the social impacts of the programme is being evaluated by Future Paisley and the Centre for Culture, Sports and Events. Performance of the 2023 programme and confirmation of the programme for 2024 will be reported to Leadership Board in May. Scotland's National Event Strategy Scotland the Perfect Stage is being refreshed and will be released shortly. The events team have supported the consultation exercise and are using the national strategy to shape the development of a new council event strategy to 2027. The strategy development will include a consultation exercise with local stakeholders, event partners and audiences and will be delivered to inform the 2025 programme. The events programme for 2024 (eleven events) has been confirmed.
Develop an Investment Proposition for Renfrewshire that is clear on our economic ambitions for place	31 Mar 24		Two reports have been commissioned to analyse Renfrewshire's Growth Sectors. The first highlighted that there are several opportunities which Renfrewshire needs to capitalise on to support the growth of its economy further. The second report aims to reconcile existing priorities, team capacity and skills engaged in the economic development and regeneration functions of the Chief Executive's Department, with the future opportunities and challenges outlined in the first report and the Council's Economic Strategy. This report highlights that there is a requirement to grow and increase visibility of Renfrewshire's inward investment proposition to drive future economic growth and development. A new web page has been created which signposts the area's main investment locations. (https://www.renfrewshire.gov.uk/article/13818/Renfrewshire-investment-prospectus) Future works includes looking at developing a dedicated investment website. This will be done in conjunction with the Marketing/Comms team.










Delivering the Plan – Economy

Action	Due	Status	Progress update
Develop a Community Wealth Building Plan for Renfrewshire	31 Mar 25		<p>Community Wealth Building [CWB] is at the heart of the council’s approach to inclusive economic growth and aims to support a wellbeing economy in Renfrewshire. A new Community Wealth Building Act is expected next year, and a council framework/plan is currently being prepared. Key actions to report are:</p> <ul style="list-style-type: none"> • Ensuring the Council CWB plan is aligned to a regional approach with Glasgow City Region. • Reporting quarterly to the Scottish Governments Community Wealth Building Policy Manager and liaising directly with colleagues in the SG CWB policy team • Contributing to Economic Development Association Scotland (EDAS) and Centre for Local Economic Strategies [CLES] workshops. • As part of a Scottish Government pilot, Renfrewshire Council (Economic Development and Procurement) were one of four local authorities to participate in a CWB project delivered by Scotland Excel. The project involved data analysis of local spend, practice sharing workshops and a Spotlight on Community Wealth Building from the Scottish Government’s Heads of Procurement. • Economic Development are working on a draft paper which will provide an overview of CWB practice within the Council and will outline the Council’s key objectives and levers to maximise the impact of CWB at a local level. In order to ensure the paper is aligned to national policy, the draft paper will be revised to reflect the proposed new CWB Bill due to be put forward during the current parliamentary term. <p>A new Community Wealth Building Lead Officer has been approved and will shortly be recruited to allow more prominence to the agenda.</p>
Support and grow supply chain management and knowledge exchange among manufacturing SMEs to supply Scottish / UK businesses and global supply chain	31 Mar 25		<p>A key aim of the recent Growth Sectors report is for the Council to identify opportunities for local supply chain growth and development. For the past 18 months the Economic Development and Procurement teams in the council have been developing and delivering a wide range of new supports to local businesses to encourage them to bid for public sector contracts. This builds on existing work with the Supplier Development Programme and Business Gateway support. The main driver of this is work around the Community Wealth Building agenda and the aim of increasing and sustaining local economic growth and also increasing council, and other public sector spend, in the local area.</p> <p>NMIS has recently been approved a £100k allocation from the Business Challenge Fund to support and bring together manufacturing SMEs for innovation development and new productivity models. The programme commences in April 2024 for 12 months.</p>










Delivering the Plan – Economy

Action	Due	Status	Progress update
Maximise funding for regeneration of Renfrewshire’s places through grant submissions to external sources including UK and Scottish Governments	31 Mar 26		<p>The Regeneration and Place Team have successfully secured funding through various external sources. Between 21/22 and 25/26 it has been allocated £4.4m from the Place Based Investment Fund for capital regeneration projects. Between 22/23 and 24/25 we have received £1.5m in funding for capital and revenue regeneration spend from the Shared Prosperity fund.</p> <p>The Council has consistently been successful in RCGF funding applications, most recently receiving £800k in funding for the PACE theatre project. Four applications have been submitted this year for the 24/25 allocation. We were invited to Stage 2 for two of these applications, which were duly submitted in November 2024. An application was also submitted this year to the Scottish Government’s Vacant and Derelict Land Investment Programme (VDLIP) which, again we have been successful in progressing to Stage 2, with a further application submitted in November.</p> <p>However, due to funding reductions to the Scottish Government’s Regeneration funding, it has recently been announced that both the RCGF and VDLIP schemes have been put on hold indefinitely.</p> <p>Funding worth £85k has been secured from SEPA to investigate the potential deculverting and environmental enhancement of the Candren Burn in Ferguslie.</p> <p>The Regeneration team will continue to explore external funding opportunities to help deliver our place shaping agenda.</p>









Delivering the Plan – Economy

Indicator	Current Status	Short term trend	Long term trend	2021/22		2022/23		2023/24		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Measure of Civic Pride related to events (% of people agreeing that local events make them proud of their hometown)				New in 2022/23		84	85	91	85	91% of people surveyed at events in 2023, agreed that local events made them feel proud of their hometown against the baseline target of 85%.
Number of people participating in the events programme				789	300	3,140	300	2,904	1,750	<p>The events programme delivered in 2023, concluded in Q3 and provided participation opportunities for 2904 local people against a target of 1750.</p> <p>Opportunities ranged from cooking and gardening workshops at the Food and Drink Festival, dance and choreography as part of Sma' Shot Day to visual art and prop making for key installations as part of Paisley Halloween Festival.</p> <p>Increasing accessibility was an important goal through the 2023 programme, with the aim of designing 'the Renfrewshire standard'. Service users at Disability Resource Centre and Spinners Gate directly contributed to and tested our approach, resulting to adaptations to our event sites.</p>
Number of people performing in the event programme				307	100	568	150	509	400	The 2023 programme concluded in Q3 and provided 509 performance opportunities for 2904 local people against a target of 400. Performance opportunities were available across the entire programme including live music, theatre, dance, spoken word.

Delivering the Plan – Economy

Indicator	Current Status	Short term trend	Long term trend	2021/22		2022/23		2023/24		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Number of people performing in the event programme				307	100	568	150	509	400	The 2023 programme concluded in Q3 and provided 509 performance opportunities for 2904 local people against a target of 400. Performance opportunities were available across the entire programme including live music, theatre, dance, spoken word.
Number of local businesses securing growth support, training or grants from Renfrewshire Council Business Team				New for 2022/23		350	300	366	300	366 local businesses received support in the last year. Overall, the economy and the business climate remain uncertain due to economic challenges and interest rates and so Council support is welcomed by local businesses.
Number of Social Enterprises supported to grow / develop / income generate with Council support				New for 2022/23		89	80	62	80	In 23/24 a total of 38 different Social Enterprises were supported. Throughout the year this resulted in 62 separate instances of support to help them grow, develop or income generate.



Delivering the Plan – Economy

Indicator	Current Status	Short term trend	Long term trend	2021/22		2022/23		2023/24		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Economic impact and local spend of attendees to the visitor events programme (New) (£)				New in 2023/24		New in 2023/24		5,473,640	N/A	<p>The 2023 programme delivered a combined economic impact of £5.4m for Renfrewshire.</p> <p>The events evaluated as visitor events were:</p> <ul style="list-style-type: none"> • Paisley Food and Drink Festival £1,383,654 • Sma' Shot day delivering £168,106 • Renfrew Pipe Band competition £137,821. • Paisley Halloween Festival £1,556,473 • Paisley's Christmas £525,359 <p>In addition, An Comunn Gaidhealach commissioned an economic impact report for the Royal National Mod which returned a reported £1.7m in economic impact.</p>
Average spend per head of attendees to the events programme (New) (£)				New in 2023/24		New in 2023/24		136.03	N/A	<p>Through evaluation, we can confirm an average spend per head of £45.34 to provide a baseline for 2024. Spend recorded against the spring summer programme ranged from £38.49 at Sma' Shot day to £64.36 at Paisley Food and Drink Festival the Autumn winter programme ranged from £35.08 at Renfrew Christmas Switch on to £57.74 at Paisley's Christmas.</p>
Number of new business start-ups in Renfrewshire with Business Gateway support				272	320	206	320	305	320	<p>During 23/24, 305 new businesses have started trading with the support of Business Gateway. This is slightly below the target set but a significant increase from the year before. Start Up numbers were significantly affected by Covid and this is the first year of pre-covid figures. The team work with and support considerably more businesses (than 320) over the year but don't have control over when they start to trade.</p>


Delivering the Plan – Economy

Indicator	Current Status	Short term trend	Long term trend	2021/22		2022/23		2023/24		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Number of trainee type posts created for unemployed people at Renfrewshire Council				New in 2022/23		68	40	65	40	In 23/24 a total of 38 different Social Enterprises were supported. Throughout the year this resulted in 62 separate instances of support to help them grow, develop or income generate.
Number of unemployed/ low waged people being supported through Renfrewshire Council Employability Programme				859	1,100	1,370	1,100	1,521	1,100	There are a further 367 new registrations to report in Q4. Bringing the total for 23/24 to 1,521 with several hundred other clients already registered in 2022-23 and still receiving support in 23-24.
Number of unemployed / low waged people securing qualifications through Renfrewshire Council Employability Programme				New in 2022/23		507	400	618	400	An additional 166 unemployed/low waged people achieved a qualification in this quarter, bringing the total for 23/24 to 618.
Number of unemployed people moving into paid employment through Renfrewshire Council Employability Programme				686	350	538	350	528	350	A further 109 unemployed/low waged people secured paid employment in quarter 4, bringing the total for 23/24 to 528.
Number of people supported, sustained in work at 6 Months through Renfrewshire Council Employability Programme				221	180	340	180	268	180	Of those moving into work 268 have responded to say they are still in employment. The actual number may be higher than this, not all people respond / are in contact.

Delivering the Plan – Fair

Action	Due	Status	Progress update
Develop the Trauma Informed and Responsive Renfrewshire Programme	31 Mar 25		<p>The TIRR roadmap was approved by Leadership Board in February 2024. Actions within the roadmap have been prioritised, with four identified as Priority 1 actions to be delivered in the period January to June 2024. These are the delivery of a post-STILT session to CMT, the roll out of STILT to a wider senior management group, the development of an internal communications approach for the TIRR programme, and the provision of the Level 1 learning (Trauma-Informed) on the Council’s iLearn platform.</p> <p>A half-day development workshop for the TIRR Steering Group took place in November, providing an opportunity to reflect on progress to date, as well as consider barriers to implementation. The Steering Group has moved to a quarterly, in-person, workshop-style format to allow for greater participation and information sharing. Colleagues from Housing Support shared their experiences in both learning and implementation with the group in March 2024.</p> <p>Training has been delivered to a range of teams across the Council, and there has been engagement with our partner organisations One Ren and Renfrewshire Health and Social Care Partnership.</p> <p>Officers continue to engage in regional and national trauma networks, as well as with partner organisations including the Improvement Service and NHS Education Scotland.</p>
Deliver the Stigma/Language Matters project.	30 Sep 24		<p>I Am Me were commissioned to deliver a training resource for Council staff on stigma and its impact, with a specific focus on people who use alcohol and drugs. The I Am Me team have engaged with a group of people with lived experience to develop and test the materials. The materials are in the final stage of review and will be available on the Council's iLearn platform within the next quarter, and work is ongoing with colleagues in HR and Comms to promote the new resources and encourage uptake. Work is underway to launch the resource in Summer 2024. The due date has been revised to 30 September 2024.</p>

Delivering the Plan – Fair

Action	Due	Status	Progress update
Take forward the recommendations of the Alcohol and Drugs Commission	31 Mar 25		<p>The Alcohol and Drug Change Programme is in its final phase and during 2024/25 evaluation work will be undertaken and responsibility for governance and oversight will transition to Renfrewshire Alcohol and Drug Partnership. The Programme Board will continue to meet in 2024 until those arrangements have been finalised. As the funding associated with the Programme will also come to an end, decisions will be required as to the future of projects in receipt of test-of-change funding. Qualitative research has been commissioned to support project leads in gathering information about the impact of their work which can support decision making. This research will also help inform the programme evaluation which will be reported in the autumn.</p> <p>Several projects have been mainstreamed or completed:</p> <ul style="list-style-type: none"> • The Alcohol and Substance Awareness Education pack is in use in education establishments across Renfrewshire; • The additional specialist training for First Crisis means that specialist support for people using alcohol or drugs is now part of the core First Crisis service; • The Youth Health and Wellbeing pilot has concluded; • Two research pieces on Hidden Harm and Family Support are complete; • The Alcohol Policy post has ended and elements will be incorporated into a new ADP post; • Connecting and Caring Renfrewshire is near completion, with only the evaluation element to complete; • Recovery Change Fund has concluded. <p>Several projects have funding remaining and so continue:</p> <ul style="list-style-type: none"> • MYLA, supporting people to sustain settled housing; • Safeguarding Vulnerable Young People, creating additional pastoral support for a small number of pupils in a Renfrewshire secondary school; • Peer support work as part of CIRCLE; • HARRT, delivering mobile outreach services for those not currently engaged with other services; • Stigma/Language Matters, a training resource for staff. <p>Specific work on trauma is part of the wider Trauma Informed and Responsive Renfrewshire programme. This action will be closed and the final evaluation work and transition to new governance will be reported as part of the Fairer Renfrewshire programme.</p>




Delivering the Plan – Fair

Action	Due	Status	Progress update
Work with partners to support Renfrewshire residents through the cost-of-living crisis	31 Dec 24	✔	<p>A £50 per child additional payment for winter clothing will be paid to all families in receipt of free school clothing grants in November 2024.</p> <p>Winter Connections ran for a 2nd year, from October 23 to March 2024, with a varied activities taking place across Renfrewshire, and offering food and drink to participants. This includes all libraries where hot drinks and cup a soup are available free during opening hours.</p> <p>Renfrewshire is also one of three areas in Scotland where the Citizens Advice Bureau has been funded to work collaboratively with the Council on a Council Tax Debt Pilot. The pilot focuses on exploring how local Citizens Advice Bureau and local authorities can work together to improve the journey of those who are in council tax arrears or struggling to make council tax payment. The aim is to provide better outcomes for people and for local authorities. This work will continue throughout 2024.</p> <p>Fairer Renfrewshire funding continues to support an Energy Adviser in the Energy Management Unit as well as free breakfast clubs in a number of primary schools. In addition, schools are supported with additional Cost of the School Day funding to support families, especially lower income families with uniform items, costs of trips and other supports.</p>
Develop mechanisms for supporting individuals with lived experience of poverty to influence policy in this area	31 Mar 24	✔	<p>Fairer Renfrewshire Lived Experience was established over the past 18 months, supported by the Poverty Alliance and Star project. The Panel has a regular programme of meetings and has engaged with services, partners and elected members on issues identified. Officers will continue to work with Panel and ensure there is a strong link to the wider Fairer Renfrewshire programme.</p>



Delivering the Plan – Fair

Action	Due	Status	Progress update
Develop the Fair Food Renfrewshire strategy.	31 Dec 24		<p>The Fair Food Renfrewshire Steering Group, which met initially in September 2023 has continued to meet. A baselining exercise was carried out to establish the current position within Renfrewshire regarding three priority areas:</p> <ul style="list-style-type: none"> • Working to reduce, then eradicate food poverty, by promoting a collaborative approach across all communities, ensuring a dignified and fair access to healthy and affordable food for all. • Increased access and availability of growing grounds in every town and village within Renfrewshire. • Widen access and availability to educational opportunities regarding nutrition and cooking skills, and wider use of "home economics" type classes within education, health, and community settings. <p>The survey will inform the Fair Food Renfrewshire Plan, and Renfrewshire is pursuing membership of Sustainable Food Places.</p>
Develop the new Fairer Renfrewshire programme (CF)	31 Mar 25		<p>The Fairer Renfrewshire Sub-Committee has been meeting since August 2022 and a Fairer Renfrewshire Officers Group from across services is meeting monthly. In March 2023 existing funds were brought together into a single resource for Fairer Renfrewshire at around £5million, and partners are working together to further develop the programme.</p> <p>There are four key emerging themes which are shared across all elements of the programme, under which key projects are being funded:</p> <ul style="list-style-type: none"> • Improving financial security • Advancing equality of opportunity • Building community capacity and resilience • Listening to lived experience <p>The new School Support service is now in place across all Renfrewshire secondary schools. This service, provided by Renfrewshire Citizens Advice Bureau (RCAB), embeds advice workers in schools, and referrals can be received by pupils over 16, parents/carers, and school staff. Advice Works is providing a Family Support service to families with younger children, which can be accessed by telephone or online. Both services provide support to maximise family income and both also receive referrals under the new school meal debt processes, which prioritises supporting families.</p> <p>Winter Connections ran for a 2nd year in Winter 23/24, providing opportunities for communities to come together and take part in free activities and including food. This has contributed to wellbeing over the winter.</p> <p>The Fairer Renfrewshire Panel has provided insight in a number of areas including holiday provision in Renfrewshire, with the Panel contributing to the plans for our ‘Summer of Fun’, both for summer 23 and 24, the Council’s new School Meal Debt processes, digital exclusion employability, especially parental employability.</p>


Delivering the Plan – Fair

Action	Due	Status	Progress update
Carry out deep dive (planned for early 2023) focusing on child poverty, which will inform delivery of local child poverty action plans (CF)	31 Dec 23		<p>Initial Data has been gathered as part of the Deep Dive and this was presented to was it the CCP executive in January 2024.</p> <p>Feedback has been sought from this group as well as any other data sources available to them for inclusion.</p> <p>The draft data has initially been used to inform initial work in the Gallowhill area, where a sharp increase in child poverty had been observed.</p>
Carry out an evaluation of the Tackling Poverty programme and develop a transition plan for mainstreaming this work.	31 Sep 23		<p>Transition discussions have taken place with all legacy Tackling Poverty projects and decisions on which projects to continue as well as updating of these projects to ensure relevance to current landscape in Renfrewshire have been made, with recommendations for projects to be continued under Fairer Renfrewshire going to Leadership Board in May 24 for approval.</p>
Bring forward actions to reduce health inequalities, improving economic participation, more secure earnings and greater earning power	31 Mar 24		<p>This action is complete, and the team will continue to deliver on it. The Local Employability Partnership Health Conditions and Recovery Group, chaired by the HSCP, focuses on those in recovery from health conditions and brings together and supports services while identifying gaps to people accessing support to work or in-work support. With adults with a disability within a household being an indicator of child poverty, this group also looks at support for those with a disability and those in recovery from addictions and mental health.</p> <p>Current actions to improve economic participation include:</p> <ul style="list-style-type: none"> • New post of capabilities co-ordinator to focus on health and disability issues across employability • 2 new UK SPF funded employability roles to work specifically with those economically inactive due to health • New Supported Employment Initiative offering up to £11k subsidy to develop job roles for people with complex disabilities • New condition management programme with multiple services to support people to improve / manage health conditions and get back to work • Year 9 of the very successful Project Search programme at Renfrewshire Council supporting young people with learning Disabilities / Autism • Focussed support to disabled parents or parents with a disabled child to move back into work.













Delivering the Plan – Fair

Action	Due	Status	Progress update
Deliver targeted programmes of community-based adult literacy and numeracy, ESOL, digital, personal and social development, and family learning activities in response to identified need and as set out in Renfrewshire’s CLD Strategy 2021-24 (CF)	31 Mar 26		<p>61 courses and activities delivered across Renfrewshire between Jan-March 24, with the following delivered weekly:</p> <ul style="list-style-type: none"> • 12 numeracy courses for adult learners and families with Fun With Numbers and Talk, Learn & Do delivered in 2 primary and 6 early years campuses. • 10 New Scots groups working on their languages skills and integration into the community through Beginners ESOL classes and conversation sessions, including a new Craft, Culture and Conversation group established for older Ukrainian refugees in Gallowhill. • 7 adult literacies sessions for people needing help with reading, writing, spelling or numbers both in-person and online. • 18 groups for learners wanting to build confidence, skills and self esteem with a range of activities including crafting, sewing, singing, gardening and growing and lively discussion-based sessions including an evening tabletop gaming sessions for autistic adults from the Lived Experience group. • 10 digital learning groups including Get Safe Online, Digital Beginners and Digital Life Skills supporting people access technology. <p>4 family Play and Learn events were held in February on school in-service days for parents and younger children to have fun together with games and creative activities in Southend Action Centre, Bargarran CLD Centre and Glenburn Learning Centre</p>
Continue to deliver new approaches to Building Communities and identify further new opportunities for locality area-based support which builds community capacity.	31 Mar 26		<p>“Take the Lead” was launched in May 2023 to promote responsible dog walking behaviours and reduce instances of dog fouling. Dog owners who sign the pledge agree to good practices such as picking up after their dog, and receive a free lead, bag dispenser and bags, and bandana promoting the Campaign. The Team attended 4 events in 2023 to speak to dog owners and encourage responsible behaviours.</p> <p>The Environmental Taskforce continued their work with communities, investigating flytipping in residential and open spaces, and removing where occurring on Council adopted land. The Team work closely with local businesses and private landowners offering guidance and support to remove waste on their land. 24 Fixed Penalty Notices were issued between October 2023 and Jan 2024. Team up to Clean Up presentations to schools have been adapted to deliver to smaller groups in PSE classes (Personal & Social Education) and rebranding as “Litter and Climate Change Talks”. This encourages greater interaction and interest in the subject matter. 33 presentations have been delivered in the assigned period.</p> <p>A further 44 presentations were delivered to P7 and S1 pupils from the Youth Team who discuss the impact and consequences of anti-social behaviour on communities and themselves. Again, these are delivered to small groups to encourage group participation.</p> <p>The Green Spaces, Play Parks and Villages Investment Fund has supported 119 community projects since its launch in 2018. In the period 2023, 11 projects have been supported including gala days, community gardening projects and community murals. Feedback from communities demonstrates the Team’s support is appreciated and the funds bring neighbourhoods together, as well as deliver physical improvements.</p>




Delivering the Plan – Fair

Action	Due	Status	Progress update
Deliver services in line with the CLD strategy 2021-24, such as Youth Voice programme and Street Stuff (CF)	31 Mar 24		<ul style="list-style-type: none"> • Renfrewshire Youth Voice (RYV) held a variety of events throughout the year, encouraging young people to take part in stalls along themes of youth rights, gender-based violence, youth voice and democracy, LGBT+, and mental health and wellbeing. • Learning activities have been designed to be delivered in youth clubs and groups about a variety of issues such as a Fair and Just Transition to Net Zero, misogyny, and a weekly safe space group for LGBT+ young people covering activities around health and wellbeing. • Young and Equally Safe continues to work on Gender based violence campaigns to deliver capacity building training to teachers and youth workers. • Groups have been created to explore and promote positive masculinity, and young people have been working with an illustrator to create content to influence positive attitudes and reduce negative targeting of young women and girls. • A youth consultation has been completed and the key concerns will be taken to a Youth Assembly in autumn 2024 for young people to discuss responses. • DofE Licence renewed for a further 3 years, and the Renfrewshire DofE Development Plan has been agreed. A Renfrewshire DofE Celebration Event was held in Paisley Town Hall in February 2024. • Street Stuff have continued to deliver core activities in antisocial behaviour hotspot areas identified by the Partnership Analyst in the evenings and weekends with the provision of healthy food supported by Fairer Renfrewshire. • Work continues with High Schools to deliver the Street to School programme supporting young people who are disengaged from mainstream schooling. • Street Stuff have been working with Renfrewshire Young Carers delivering activities on a weekly basis.

Delivering the Plan – Fair

Indicator	Current Status	Short term trend	Long term trend	2021/22		2022/23		2023/24		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Community Asset Management Transfer - number of months from receipt of an application to a determination being issued from the Council				0	6	4	6	2	6	The legislation requires that the Council makes a decision (determination) on an asset transfer request within 6 months (26 weeks) of validation (application date). We manage the process to ensure that we only validate fully formed applications and that we can allow minimum time for publication and responses and present at a Board meeting for determination well within the time allowed.
Number of people engaged with Adult and Family learning team (snapshot)				New in 2023/24		New		424	220	<p>Figures include attendance of adults and children attending our programmes and engaging in family learning events during holidays and school in-service days.</p> <p>More than 200 refugees and people seeking asylum engaged with our ESOL (English for Speakers of Other Languages) provision this quarter for support with language learning.</p>
Number of people engaged with Youth Services (snapshot)				New in 2023/24		New		1683	N/A	This indicator measures the number of people with regular engagement. It includes community based youth provision, accredited awards schemes, Youth Voice, and projects targeted at care experienced young people. A much larger group of young people are registered for initiatives promoted by Youth Services, such as the National Entitlement Card and Young Scot.
Number of school visits undertaken to raise awareness of environmental action and the impact of anti-social behaviours.				New in 2023/24		New		44	25	Presentations have been delivered throughout the year through the Building Communities Team Up to Clean Up Team. The Youth Team have reinstated their relationships with Renfrewshire Schools post-pandemic and ASB presentations have been adapted with more of an emphasis on the local environment. School visits, with a focus on preventing anti-social behaviour increased from October




Delivering the Plan – Fair

Indicator	Current Status	Short term trend	Long term trend	2021/22		2022/23		2023/24		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Number of young people who hold a valid Young Scot NEC card				New in 2023/24		New		25,420	N/A	<p>The number of NEC cards goes up and down depending on the number of young people who have turned 25, etc. Figures are drawn from PI report from Young Scot.</p> <p>Year end, 25,420 children and young people (ages 5-21) have a National Entitlement Card, which is approx.. 86% of eligible youth population – of this 87% have a travel product enabled on their Card (September 2023 PI Report)</p> <p>Youth Services have renewed 30,600 NEC cards in 2023-24</p>













Delivering the Plan – Green

Action	Due	Status	Progress update
Provide strategic and policy support for the Council’s Plan for Net Zero	31 Mar 26		<p>This is an ongoing action. Recent progress includes working closely with stakeholders on phase 2 of the Plan for Net Zero (the route map) with a series of engagement events.</p> <p>Following the Community Climate Conversation in June, an online Teams key stakeholder organisation event was held in September - with local, regional and national organisations such as many of our CPPs, local housing associations, Scottish Power, Scottish Gas, Scottish Water, Transport Scotland, UWS and all 8 GCR local and neighbouring authorities (57 attendees in total) to understand their influence and their role in progressing to net zero as well as partnership working opportunities.</p> <p>In October, the internal workshop was held in the Lagoon Leisure Centre, with 70 officers from across all Services to identify opportunities and collaborate in the development of the road map and action matrix.</p> <p>These events delivered with colleagues developing Renfrewshire’s Local Heat and Energy Efficiency Strategy, to maximise the engagement opportunity.</p>
Review opportunities within the Council’s infrastructure pipeline projects to align with the skills transition and green skills development for local people	31 Dec 24		<p>This action was new in 23-24 and will be developed following phase 2 of the Plan for Net Zero which sets out the phased road map and costed, area-based delivery plans. Phase 2 is currently underway and the infrastructure pipeline of projects and the identification of skills gaps will follow on once the outcomes and the phasing are known.</p> <p>West College Scotland was recently awarded up to £100k from the Business Challenge Fund to allow local businesses to train staff in net zero / sustainability for FREE to contribute to this agenda. The programme will run financial year 24-25</p>




Delivering the Plan – Green

Action	Due	Status	Progress update
Explore opportunities to extend the District Heating Network beyond AMIDS	31 Mar 25		Buro Happold have developed a feasibility study which considers options for the future expansion of AMIDS DHN including the wider geographical area surrounding AMIDS. The draft report was provided to Zero Waste Scotland and the Council at the start of April and final presentation of results planned for end of April. A new action relating to next stages will be included in the 2024-2027 Service Improvement Plan.
Investigate options for a sustainable transport plan for AMIDS.	31 Sep 24		Work has commenced with the production of an options paper by consultants Systra. Buccleuch, as the councils joint venture development partner, are also have now appointed a travel coordinator who will be tasked with taking forward and implementing the AMIDS Travel Plan.
Develop a new Sustainable Communities Fund.	31 Mar 24		<p>Officers have now defined the main aims and priorities of the new fund. It combines the Community Empowerment Fund and Climate Change Action Fund into one single, easy-to-access £1m+ fund. It will be part of a series of initiatives which promote community collaboration and better wellbeing, providing for a greener future. The fund will be boosted by funding from the UK Government's Shared Prosperity Fund.</p> <p>It is proposed to adopt a tiered funding approach to reflect different sized community projects and ensure ease of access to the application process to enable a range of initiatives that align with community empowerment.</p> <p>A paper will be brought to the Leadership Board in September 2023 to determine the governance of the fund going forward.</p>


Delivering the Plan – Green

Indicator	Current Status	Short term trend	Long term trend	2021/22		2022/23		2023/24		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Number of local businesses working with the Council to progress the Net Zero agenda				New in 2022/23		48	40	50	40	Our project with Strathclyde University (Extend Plus) is now underway, this project allows local businesses to be provided with a carbon baseline report which they can then use to apply for the Net Zero Grant. We have circa 50 businesses who have requested details on how to access the report (5 of whom have Net Zero projects they are keen to move on).
Number of local businesses securing Net Zero growth grants from Renfrewshire Council Business Grants				New in 2022/23		2	N/A	0	N/A	We are continuing to encourage and support businesses to submit applications in order start their net zero journey.
Number of visits by Environmental Taskforce to flytipping hotspots				New in 2022/23		559	260	506	375	The Environmental Taskforce, created specifically to reduce flytipping in Renfrewshire, have issued 93 Fixed Penalty Notices across 2023. Engagement with communities, businesses, private landowners and housing associations has increased significantly, ensuring flytipping is removed quickly by Renfrewshire Council or the responsible organisation.
Number of members of the Team Up to Clean Up Facebook Community				New in 2023/24		New	New	5,400	5,000	Team Up to Clean Up member numbers continue to grow with 5,100 current members actively engage on the group, discussing environmental issues and work alongside Renfrewshire Council to deliver improvements to their neighbourhoods.

Delivering the Plan – Living Our Values

Action	Due	Status	Progress update
Lead engagement with services to embed the new Council Plan as the framework for delivering the Council's priorities	31 Dec 24		<p>Recent progress includes developing a more accessible progress report to meet the needs of a range of audiences. A designed version of the Council Plan has been developed and will be shared with colleagues and on the relevant platforms.</p> <p>All Service Improvement Plans were approved by the relevant Boards in the May/June cycle, reflecting the new Council Plan priorities and with a new, more accessible format. Mid term updates have also been updated to reflect this new format.</p> <p>Following the annual audit and thematic work by the Council's external auditors, Azets, they recommended the organisation considers reducing the number of priorities which sit under the Council Plan strategic outcomes, to best reflect the key priorities of the Council at this time. This work is underway with a paper due to the Leadership Board in June.</p> <p>Therefore, this action has been extended until 31 December 2024 to allow this work to be undertaken and, thereafter, further engagement with services reflecting this approach.</p>
Undertake a corporate self-assessment exercise in line with revised best value audit methodology	31 Dec 23		<p>Approach and model were agreed by the Corporate Management Team and the survey element of the CSA has been completed by the extended Corporate Management team. Follow up workshops took place over the summer of 2023 and CMT agreed a range of actions which align with key priorities.</p> <p>CMT also agreed that a further self-assessment should be carried out with the 'Our Leaders Forum' senior management cohort, and this activity was carried out with the survey in November and workshop in December 2023.</p> <p>Next steps now include taking forward the monitoring of improvement activity and planning a programme of future self-assessment activity aligned to the best value audit programme. A new action reflecting this will be included in the new SIP for CEs.</p>
Review and refresh the Council's performance management framework	31 Dec 23		<p>All services have been supported by the policy team to update their performance indicators and targets as required. This work also fed into the development of a new Council Plan scorecard, which was approved at Leadership Board in November 2022.</p> <p>Sitting alongside this, a new CMT scorecard has been developed, with a new quarterly performance focus at CMT, followed by 'deep dives' on a specific area - the first deep dive was on complaints and the second on planning and building standards. We are also reviewing how we present performance data to ensure this is accessible for all audiences – elected members, employees, citizens and partners. A refreshed format for the Council Plan performance update was presented to the June Leadership Board.</p> <p>This format was also tailored for the SIP mid-term progress updates due to go to the relevant Policy Boards during this cycle.</p>













Delivering the Plan – Living Our Values

Action	Due	Status	Progress update
Lead implementation of strategic communications to support the Council’s financial strategy	31 Mar 24		The Head of Service continues to attend Budget Strategy Group to provide communications support and advice as required. A resident engagement strategy will be developed for roll out in autumn 2024.
Launch a new Council website – Renfrewshire.gov.uk – and implement the digital experience strategy, transforming how citizens interact with the Council across digital platforms.	31 Mar 27		<p>In Q4, the following has been completed by the Digital Experience team:</p> <ul style="list-style-type: none"> confirmed procurement strategy in collaboration with the Procurement team and launched procurement exercise for the Renfrewshire.gov.uk delivery phase and started procurement spec for the future hosting and maintenance contracts. procured renewal for GovDelivery and currently preparing GOSS renewal. re-wrote Council tax and Benefits and money advice sections on the current Renfrewshire.gov.uk and waiting for fact checking and approval from various colleagues. carried out an accessibility audit and cookie compliance review of Renfrewshire.gov.uk in collaboration with Digital Ops to ensure compliance with newest regulations. developed a user research and testing plan for the new website. <p>The following will start or continue in Q1:</p> <ul style="list-style-type: none"> prototyping of service, funding, and guide visuals for the new Renfrewshire.gov.uk. re-design of Housing and anti-social behaviour sections on the current Renfrewshire.gov.uk. continue option appraisal for the HSCP website in collaboration with the HSCP leadership team. develop a delivery timeline for the future Intranet. carry out an accessibility audit of Paisley.is to ensure compliance with newest regulations. continue assessment of email communication platform needs and preparation for potential GovDelivery replacement. participate in waste routing system procurement exercise. <p>The DXP team has also been providing support to colleagues to review and maintain information on the existing websites.</p>




Delivering the Plan – Living Our Values

Action	Due	Status	Progress update
Support engagement opportunities to influence national policy direction and align the focus of the organisation in response to national legislation	31 Mar 27		The Council continues to respond to national consultations and calls for views, either directly, via COSLA, or through participation in the wide range of professional bodies of which our officers are members. Officers continue to closely monitor emerging national legislation and consider any implications for the organisation. Renfrewshire is also well represented in the Improvement Service/Solace Transformation workstreams at a national level.
Lead implementation of the Council brand, prioritising tone of voice, inclusive communications and audience insights	31 Mar 25		One of six goals within the council’s marketing and communication strategy is to present a recognisable and unified brand across all council services to stand as a mark of quality, trust, customer service and innovation. This requires us to manage the brand consistently, ensuring all marketing and communication materials and channels maintain a consistent brand identity that reflects the council’s values, leadership role and tone of voice. In Q4 we have <ul style="list-style-type: none"> · Progressed on the creative development of the visual identity, including colour palette, typography, layout and mark. The new brand will be more accessible, sustainable and economical. · Undertaken an application, function and service audit. · Completed qualitative audience research and delivered a new audience segmentation model.

Delivering the Plan – Living Our Values

Indicator	Current Status	Short term trend	Long term trend	2021/22		2022/23		2023/24		Explanation of performance
				Value	Target	Value	Target	Value	Target	
% of investigation complaints responded to within timescales agreed with customer (Chief Executive's)				77%	85%	71%	85%	76.9%	85%	The Chief Executive's Service received 13 investigation complaints during 2023/24. 10 of these were completed within timescale, the other three were completed outwith timescale. Target (85%) has not been met for this indicator.
% of frontline resolution complaints responded to within timescales agreed with customer (Chief Executive's)				40%	85%	54%	85%	35.7%	85%	The Chief Executive's service received 28 Frontline complaints during 2023/24, 10 of which were responded to within timescales. Target of 85% was not achieved and the year's data will be reviewed to identify areas for improvement.
Average number of work days lost through sickness absence per employee (Chief Executive's) (FTE)				5.98	6.5	1.21	6.5	6.5	6.5	It has been noted that absence performance is within target for 2023/2. Monitoring of absence continues across the service with service absence stats are presented to CMT and reported to Board.
% of FOI requests in a quarter completed within timescale in the Chief Executive's Department				93.5%	100%	97%	100%	91.5%	100%	During 2023/24, CEx received 106 single service FOIs. 97 were completed within timescale.










Delivering the Plan – Living Our Values

Indicator	Current Status	Short term trend	Long term trend	2021/22		2022/23		2023/24		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Number of people engaging with the Council’s digital channels (not including website).				64,822	56,800	69,287	54,000	72,847	72,000	<p>The council’s social media followers continue to rise steadily.</p> <p>X (Twitter) followers began to drop in Q1 after changes to the platform and its ownership but since Q2 have started to grow. Followers on the council’s other channels (Facebook, Instagram, LinkedIn and YouTube) have continued to rise steadily. A Threads account (Meta) was launched in Q2 and already has over 500 followers. A WhatsApp Channel has also been set up but not officially launched yet. Renfrewshire Council is a member of 171 local community Facebook groups, enables considerable cascade of council information.</p> <p>In Q3, festive content performed very well, with a video of Riverbrae School Choir singing to Mosswood Care Home residents receiving over 71,000 engagements across Facebook, Instagram and YouTube.</p> <p>In Q4, Reels content has continued to perform well for us, boosting our engagements on Facebook and Instagram. Changes to the council’s YouTube channel are having a positive impact, with Shorts videos performing well. These videos have given the council access to a younger audience (previously men 65+ and now an 18-24 audience) and importantly, more female viewers (previously 21% and now 45.6%).</p> <p>In addition, and not measured within the SIP, are 30,049 subscribers to the council’s seven digital newsletters.</p>




Delivering the Plan – Living Our Values

Indicator	Current Status	Short term trend	Long term trend	2021/22		2022/23		2023/24		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Opportunities to see or hear something (OTSH) positive about Renfrewshire Council activity				371,061,673	125,000,000	316,560,958	200,000,000	290,935,192	250,000,000	<p>Q4 figures were impacted by downtime from our media monitoring service meaning no articles were delivered between 2 February and 1 March 2024. We are unable to track media coverage and OTSH during that time. Positive highlights include coverage of the Provost’s Community Awards, launch of Paisley Food and Drink Festival, award wins for Paisley’s Learning and Cultural Hub and Paisley Museum, and coverage providing updates on the new River Clyde bridge.</p> <p>Total pieces of coverage tracked in available data for Q4 – 561 Positive – 54% Balanced – 21%</p>
% of staff who feel that the information they receive from internal communications is helpful				85%	85%	N/A	85%	88%	85%	<p>Not measured by quarters. An employee Pulse survey was conducted in May 2023. 438 responded (6% of workforce). 88% of employees found the information from internal communications channels (Take 5, staff info, Chief Executive’s blog) was very helpful or helpful with council news, learning and development and information/guides on how to do their job, the most preferred topics of interest. 90% of employees found the staff info section of renfrewshire.gov.uk very helpful or helpful.</p>



Delivering the Plan – Living Our Values

Indicator	Current Status	Short term trend	Long term trend	2021/22		2022/23		2023/24		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Time to issue a building warrant or amendment to warrant from receipt of application (days)				101.2	60.0	96.5	60.0	104.0	60.0	The internal target has been set at 60 days and measures the overall time it takes from receipt of a valid building warrant application to issuing the building warrant approval. This KPO measures both building standards officers and external agents response times and, as a result, there are aspects of this KPO that are out with our control. The KPO stems from the Building Standards Performance Framework - KPO1, which places a responsibility on LA verifiers to constantly seek to reduce and minimise turnaround times for building warrant applications. Given current performance and that elements of this KPO are out with our control, consideration should be given to reviewing this target and setting it at 95 days.
Percentage of building warrants or amendments issued within 10 days of receipt of all satisfactory information				60.1	90.0	80.5	90.0	80.8	90.0	Performance is increasing but remains lower than target. The section is still carrying two vacancies both of which have been offered and verbally accepted should be filled by May 2024 bring the section to a full complement. This should lead to a further increase in performance. We are also currently using a part time temporary worker
Average Time for processing Planning Applications (Householder) (weeks)				7.2	8	12.35	8	10.18	8	Performance in relation to Q1 and Q2 is due to a number of vacancies within the team and staff absence. We continue to carry one staff vacancy which is having an impact on performance. Going forward once the position is filled, together with the recruitment of an enforcement officer, will result in increased performance.

Delivering the Plan – Improving Outcomes for Children and Families

Action	Due	Status	Progress update
Contribute to the Council's commitment to The Promise for all care experienced people	31 Mar 27		The ethos of The Promise is well-embedded in the activity of the Chief Executive's Service. The events team work closely with partners including Art Boss, Kibble and Young Producers to provide opportunities for care experienced young people to be involved in co-creation and volunteering in the Council's events programme. In 2023/24, this included the design of an escape room experience on Sma' Shot Day, the creation of installations for the Halloween festival, and the opportunity for a young care-experienced singer-songwriter to perform on the community stage at Paisley's Christmas. Future Paisley and Youth Services have delivered a range of activities through The Promise Arts and Cultural Engagement Programme. In the past year, this has included the Youth Services annual 'LOVE2WEEK' with self-care packs designed by care-experienced young people being distributed; a Promise Champs day trip; a continuation of the partnership with Art Boss to deliver sessions of cultural activities, the creation of a mural at Wallace Primary School, and the recent launch of 'SKATE!' which is offering professional skateboarding lessons and sessions to develop design and graffiti skills with a local graffiti artist. Future Paisley has provided funding to allow the programme to continue into 2024/25. Youth Services worked with Promise Keepers to organise a Christmas present drive to provide gifts to care-experienced young people. The Marketing and Communications team have all attended training from The Promise team, and with Policy & Partnerships provided a week's work experience for a care-experienced pupil from a local secondary school.
Deliver targeted activities for children and young people including Street Stuff	31 Mar 26		<p>Supported DofE groups will now be working towards completing their Bronze and Silver Awards and looking to move onto the next level of award going into 2024-25</p> <p>A pilot project was run in partnership with Riverbrae School providing a Junior and Senior Youth club programme with a variety of youth work activities. Evaluations show it is having a positive impact on young people who were able to experience socialising out of school with their peers, and enjoying playing and being creative together. Evaluation completed and plans to revisit and deliver another programme in partnership with the Riverbrae Inclusion Team. This project has been evaluated and the partnership will continue with further programme planning into 2024-25.</p> <p>StreetStuff links in with Team Up to Clean Up and participating young people improve and litterpick the area they are attending. CLD delivered a summer camp for children and young people aged 5-14 over the summer holiday period. There were over 4000 attendances with each attended being offered a hot meal and free activities across 6 areas. Street Stuff delivered Multi-sport activities during the October school week and over the festive period with the provision of healthy food.</p>
Linking in with the National Youth Work Strategy	31 Mar 26		The Scottish Government is due to publish a new National Youth Work Strategy (2023-2028) which will recognise the significant impact on improving the life chances of Scotland's young people. Renfrewshire Youth Services will continue the dialogue with youth work providers and young people in our local authority to ensure a local youth work plan will help to address the priorities on a local level, which will support the work to improve outcomes for young people.

Delivering the Plan – Improving Outcomes for Children and Families

Action	Due	Status	Progress update
Support youth participation and engagement through projects such as Celebrating Renfrewshire and support for the Scottish Youth Parliament.	31 Mar 25		<p>Follow-up to the “Welcome to Your Vote” event, a partnership with RYV, Young Scot and the Electoral Commission to promote youth democracy and empowerment. Schools re-contacted to continue working with S3 school pupils who attended to support them to put their ideas into action; priority areas included cost of living and poverty, vaping and mental health and wellbeing, places for young people to meet and make friends, combatting bullying, opportunities for youth culture and arts, raising awareness of drugs and alcohol misuse, reducing violence.</p> <p>Launch of the Scottish Youth Parliament Election process, and the call out for candidates to stand in the SYP elections; 5 candidates are standing unopposed and therefore this year there will be no voting process to the election. The voting period will be used to outreach to schools and colleges, to promote them and democracy.</p> <p>A Democracy Roadshow during election week which offered a range of activities, to promote democracy and the MSYP elects:</p> <ul style="list-style-type: none"> • All 12 High Schools across Renfrewshire participated in the SYP Elections Programme. • MSYP’s and Youth Services Staff delivered 52 inputs across Renfrewshire throughout the SYP Elections programme engaging with 3770 young people. • 94% of young people who took part in youth democracy sessions know more about SYP. <p>The results of the Scottish Youth Parliament elections were announced in December and the new Members of Scottish Youth Parliament have completed their national a local induction and training and have officially taken up their role. They have also been attending RYV and offering local surgeries and planning future opportunities.</p> <p>The Celebrating Renfrewshire Fund 23/24 was delivered. 6 Young people from a range of backgrounds designed the funding themes, vetted the applications and delivered the funding award presentation event. 126 project applications submitted, 1683 individual young people voted in total, 5043 choices were made in total.</p>
Through Future Paisley, facilitate improved access to cultural activity for children and families.	31 Mar 27		<p>Significant engagement with children and young people took place through several Future Paisley funded projects and a number which will continue due to mainstreaming/long-term activity – co-production in events and through Paisley Museum, Castlehead School of Creativity, Art Boss, partnership with The Sculpture House, Building the Future and ongoing childrens’ programming. This will be reported in the final evaluation. In Q4 we delivered:</p> <p>The Pathway Programme was delivered in February and March to develop secondary school students’ understanding of Renfrewshire’s culture and visitor economies across the region. The purpose was to inform students about both further education routes and professional development opportunities in Renfrewshire’s cultural sector, including internships, volunteering opportunities, courses available at West College of Scotland, and the UWS Foundation Academy.</p>

Chief Executive's Service

Service Improvement Plan 2023 - 26
Outturn Report
June 2024

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



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