
To: **Communities, Housing and Planning Policy Board**

On: **27 October 2020**

Report by: **Director of Communities, Housing and Planning Service**

Heading: **Service Update**

1. Summary

- 1.1 Following on from the previous Service Update presented to board on 18 August 2020 this report provides a further update for the Communities, Housing and Planning Policy Board on key areas within the Board's remit. It also outlines the priorities through to Spring 2021, highlighting key areas of focus and plans for next steps to support the Council's recovery plans. Whilst developing these plans, the local and national position remains fluid and services will remain flexible and able to respond quickly in relation to changes in restrictions and local outbreaks.
- 1.2 Appended to this report is a performance update to 31 March 2020. Due to the coronavirus pandemic and the pausing of Policy Boards, the annual Service Improvement Plan 'outturn' reports were not presented to board. This appendix covers all performance indicators and actions as outlined in the Service Improvement Plan for 2019/20 and will also be reported to the Infrastructure, Land and Environment Policy Board as it includes areas within that Board's remit. This covers the year up to 31 March 2020, and does not include updates or developments since the coronavirus pandemic emerged.
- 1.3 Service Improvement Plans for 2020/21 were developed for all Council services and the Communities, Housing and Planning Services, Service Improvement Plan was approved by this Board prior to the lockdown on 10 March 2020. The majority of the actions and activities did not proceed or were not undertaken in the same way due to Covid-19.

- 1.4 Work is underway to develop Service Improvement Plans for 2021/22 - these will have a strong focus on recovery and renewal rather than solely improvement. These will also fully reflect the social, economic and financial recovery plans being progressed. Proposals in relation to service planning arrangements will be submitted to the Leadership Board in December 2020
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2. Recommendations

- 2.1 It is recommended that members of the Communities, Housing and Planning Policy Board:
- (i) note the content of this report; and
 - (ii) note the performance information for 2019/20 as appended to this report.
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3. Background

- 3.1 In the previous Service Update reported to the Communities, Housing and Planning Policy Board on 18 August 2020, the Council's response to the coronavirus from March 2020 to August 2020 was outlined - our partnership approach, our move to protect and support our employees and communities, particularly vulnerable people across the area.
- 3.2 Employees across the Council continue to show great commitment and resilience during this time delivering essential services, volunteering to support frontline services and helping others to remain safe at home.
- 3.3 The service remains acutely aware of the impact on Renfrewshire's communities of the pandemic - of those who have sadly been bereaved, who feel isolated, have concerns about their income, have had their health impacted, have supported their children and young people with home learning or have contended with other challenges made more difficult by the pandemic and consequent restrictions. Across services, and with our partners, the Council continues to support our communities and develop our operational and policy response both now and as we continue to move through the recovery route map.
- 3.4 Recent weeks have shown the local and national position continues to change rapidly - restrictions have been both relaxed and tightened since the previous report to Board. The situation across Scotland, the UK and globally has shown areas of progress and areas for concern and national policy has flexed to respond to this. While working towards a recovery position and hopeful of the resumption of more services to our communities, the service and the Council remain ready to respond to rapid changes in our local approach.
- 3.5 Alongside this, new opportunities are emerging, potential funding streams, information and learning is being shared across local government and the service will also continue to respond to this.

- 3.6 This report gives a broad overview of the key areas which continue to be impacted by the Covid-19 crisis, further areas the service has paused and restarted, the particular areas of focus now and in the near future, and any specific risks and priorities of relevance to this Policy Board.

4. Updates for the Communities, Housing and Planning Policy Board

Planning and Housing Services

- Operational letting activity has continued to focus on the provision of temporary and settled accommodation for homeless people and other people with the highest levels of housing need, in keeping with the needs based framework set out in the housing allocation policy. This sustained focus on homelessness was necessary, in order to enable people to move on from temporary accommodation to settled housing, create greater capacity within the system and return to a situation where it would not be necessary to use B&B accommodation.
- Temporary accommodation has continued to be made available to anyone who needs it, with over 500 households provided with somewhere to stay. While most temporary accommodation provided to date has been self-contained furnished flats, it has been necessary to make some use of B&B accommodation, and the provision of accommodation remains an on-going challenge.
- House moves have been facilitated taking account of all relevant guidance, including making short video clips of properties to allow prospective movers to 'view virtually' rather than in person. Officers have been working remotely and have been offering housing options advice by telephone and registering new housing applications.
- Staff who make essential visits to temporary accommodation, sheltered housing complexes, and tenants in high rise blocks have continued to do so, with regularly updated guidance and the necessary PPE, as required.
- Advice and assistance have been provided by telephone on a 24/7 basis to people who were homeless or who were at risk of homelessness, with over 1800 calls handled since March.
- Since lockdown, Housing Support Officers have provided support to assist a range of service users, including people staying in B&B and those re-settling into tenancies. Staff have made home visits to people where necessary, with appropriate PPE provided. Donations of food parcels continued to be delivered, and demand for housing support via referrals to the service has increased by 30%.
- The Council's 10 sheltered housing complexes continued to have officers on duty 7 days a week to make daily calls to all tenants and responding to requests for advice and assistance. Daily visits were made to every complex to ensure safety checks on fire doors etc were carried out, and a range of activities to keep tenants occupied within their homes continued to be delivered.

- Lounge areas at these complexes were re-opened in July, however these were closed again in early September with the changes in restrictions that were announced at that time.
- The concierge and caretaking service within high rise blocks have continued to operate throughout, and all 14 high rise blocks have had daily fire safety checks carried out. Wellbeing calls were also made to tenants in the amenity flats at Glencairn Court by concierge staff.
- The normal processes for dealing with rent arrears remain suspended, and officers are proactively contacting tenants where there has been missed rent payments or changes to rent payment patterns to offer advice on accessing benefits and other support services as appropriate.
- Remobilisation of the housing repairs service commenced on a phased basis from 29th July with the introduction of appointments for inspections followed by appointments for minor reactive repairs from 10th August. Planned maintenance works have also re-commenced for external works.
- Gas repairs and gas servicing were adversely affected in early September due to the requirement for high numbers of gas engineers to self-isolate following the activation of Test and Protect at Underwood Road. As a result of this, gas repairs reverted to emergencies only for two weeks and all routine gas servicing was cancelled, however, normal service resumed from 14th September.
- Currently, it is anticipated that full resumption of the repair service will not be possible until phase 4 of the Government's route map, although the types of repairs that can be undertaken is reviewed on an ongoing basis taking account of restrictions in place, resource availability and risk assessment updates. External contractors are also being used on a limited basis for works of an urgent nature.
- Our housing investment external improvement works programme ceased during lockdown and recommenced with an initial 'soft start' in line with government guidance. This impacted on the delivery programme and £650,000 of the Scottish Government's HEEPS:ABS funding will not be drawn down within the funding criteria timescales for 2019/20. These works have been re-profiled to allow them to be carried out during 2020/21, which will ensure all proposed improvements can be completed as expected.
- Tenants in Johnstone Castle have begun to move into their newbuild energy efficient homes. The first phase of handovers includes 19 new homes handed over to tenants and the remaining 76 properties are expected to be handed over on a regular basis throughout the remainder of this financial year.
- Following Board approval on the 18 August 2020, consultation on the new Draft Strategic Housing Investment Plan has been undertaken by the Planning and Housing Team via electronic means, various social media platforms as well as letters to Tenants and Residents Groups to encourage them to get involved in providing comments and feedback on the consultation.

- On 29 October 2019, the Board approved a report which authorised the acceptance of £1,833,402 funding as part of the BEIS Whole House Retrofit competition. A further report to Board on 14th January 2020 set out the details of the project and noted it was anticipated a contractor would be appointed in April 2020. Following the tender process which returned only one compliant bid, with costs significantly higher than anticipated, it has not been possible to award the contract and accordingly the funding has been declined. This project may be considered again in the future if suitable alternative funding opportunities arise.
- The Planning Service has continued to process a significant number of enquiries and planning applications via electronic means as well as continuing to provide a 'Duty Officer' system to give advice and assistance over the phone. Site visits continued to be undertaken, however there have been challenges with investigating some Enforcement matters. Planning has continued to develop new process and procedures to ensure progress with Enforcement of Planning Control as well as keep staff safe when undertaking investigations.
- Building Standards site inspections temporarily ceased but while construction work was continuing on some sites, officers were accepting alternative evidence such as photographs, reports from suitably qualified persons, video, or utilising remote means of conducting site inspections. Officers were advised to work with developers and building owners to ensure that, where possible, completion certificate submissions continued to be processed.
- Also within Building Standards, Building warrant applications were being processed by officers working from home and remotely and Dangerous Building cover continued to be maintained on a 24/7 basis.

Communities and Public Protection

- In the Community Safety Partnership, Daily Tasking has continued on a daily basis with Police and the Council triaging relevant incidents and ensuring they were passed to relevant agencies for action in line with the normal process. Daily Tasking has now moved to an MS Team platform improving the efficiency and effectiveness of the meetings.
- MARAC has also continued to meet as normal using MS Teams to consider high risk domestic abuse cases.
- The CCTV Hub has continued to be staffed and public space cameras have been fully operational, supported by targeted Wardens patrols in mobile CCTV vehicles. These patrols continued to be deployed to respond to incidents and hotspots identified through daily tasking and complaints.

- Legislation and guidance in relation to businesses continues to change at a fast pace, leading to regular changes for both Environmental Health and Trading Standards. The Health Protection (Coronavirus) (Restrictions) (Scotland) Regulations 2020 which were enacted on 27 March 2020, have been revoked and replaced with the Health Protection (Coronavirus) (Restrictions and Requirements) (Scotland) Regulations 2020. Whilst many of the powers remain the same, Environmental Health Officers and Trading Standards Officers have required to be re-authorised to allow them to continue to enforce the regulations fully.
- In addition to the above, the Health Protection (Coronavirus, Restrictions) (Directions by Local Authorities) (Scotland) Regulations 2020 were enacted on 28 August 2020. These new regulations give additional powers to local authorities to direct as necessary for the purpose of preventing, protecting against, controlling or providing a public health response to the incidence or spread of infection by coronavirus in the local authority's area. Directions can be made with regards to a premise, event or public open space.
- Environmental Health and Trading Standards Officers have been working to ensure that business premises have as much help and guidance as possible to support them to comply with the new legislation and guidance. This has been both proactively (e-mail, phone and visit) and reactive (phone call or visit). In line with the Council's Integrated Enforcement Policy, businesses have been supported by officers adopting an "engage, explain, encourage and then enforce" model which affords people the best opportunity to comply before any enforcement action is taken.
- Every visit is followed with an e-mail to ensure the owner/proprietor/manager is aware of exactly what is required. Compliance has been good, Where similar issues have been raised in several premises clarification has been sent to all premises via e-mail. Joint visits have also been undertaken with colleagues in Legal Services (Licensing) and Police Scotland and have included visits at weekends and nights to see businesses in operation.
- Environmental Health Officers continue to assist Greater Glasgow and Clyde Health Board with regard to the Test and Protect Programme. This has included all Officers being trained and several seconded onto the Test and Protect Team. Due to increasing numbers of positive Covid-19 cases – this has led to a number of officers working on this full time for many months.
- Environmental Health Managers and Officers have also been assisting Greater Glasgow and Clyde Health Board with clusters of positive cases in schools, Underwood Road and other businesses/establishments. This has taken several forms including informal support (Council led and decisions made) to attending formal meetings such as Problem Assessment Groups and Incident Management Teams that have been led on by the Consultant in Public Health Medicine and includes Public Health Scotland and the relevant service Managers/Corporate Communications etc.

- Additional restrictions brought into Renfrewshire due to increasing cases, led for a period to entire households being asked to self-isolate if someone in the family was deemed to be a close contact of the case. The impact of this measure was well understood and these decisions were not taken lightly but show the extent of the proactive public health measures being undertaken when required to prevent the potential onward transmission of the virus. This restriction was revoked on 29 September 2020 and currently (as is the case in the rest of Scotland) only the close contact of the positive case is required to self-isolate with the rest of the household able to go about their business in line with current regulations.
- The Pest Control Service is operational, with care being taken to minimise the potential to spread the virus including assessing individual complaints and visiting/offering advice on a case by case basis. Emergency visits e.g. rodents within a property are being continued as they have throughout the lockdown period.
- Throughout the summer, Community Learning and Development provided critical childcare hubs for children of essential workers, with the support of staff from across the Council including Street Stuff coaches. Over 2,000 children and young people came along each week to the hubs over the six week summer period. The hubs took place in West Johnstone, Glencoats, West Primary and St James Primary schools and were extremely successful and very well attended.
- Team Up to Clean Up - Over lockdown more than 200 clean ups took place across Renfrewshire. The restrictions imposed by Covid meant less group activity, however a huge surge in solo picks was evident, with more than 150 litter pickers being gifted to Renfrewshire residents. This enabled volunteers to remove over 1,000 bags of litter from their communities.
- Renfrewshire Sheltered Housing and Youth Services teamed up to work together on some special projects. Young people from the Children's hubs wrote kind messages of hope and optimism, drew pictures and created posters to brighten up our Sheltered Housing complexes. The team had enough pieces of art to deliver one to each of our 300 Sheltered Housing tenants who were delighted to receive them.

5. Key priorities until next Board cycle

- Communities, Housing and Planning Services will continue to support the council's recovery and renewal plans and workstreams.

- As detailed at the previous Board, the Minister for Public Health and Sport agreed to allow local authorities to deviate from certain elements of the Food Law Code of Practice (Scotland) 2019. This provided greater flexibility for local authorities to allocate resources to areas of most critical priority. However, this is due to end in October 2020 and will lead to Officers requiring to re-focus on statutory food law inspections at a time when they have been focused solely on Covid related issues. Whilst helpful during the pandemic, it also now leaves the Business Regulation Team with a backlog of premises that need to be inspected moving forward. Renfrewshire Council Environmental Health Officers sit on the national recovery group to ensure consistency in approach across Scotland.
- There are significant pressures on the Regulatory Services teams within Communities and Public Protection. Whilst the First Minister did highlight funding would be available to increase resources available, this will take time to implement and to recruit people into post. The additional and changing legislative burden in relation to tackling the Coronavirus pandemic will continue to be a main focus, however, other statutory functions also require to be met. This, together with Test and Protect support will be a continued pressure in the immediate future. In addition there will be an impact on the same areas of service by increased demands arising from the forthcoming ending of the transition period and full implementation of Brexit in January 2021.
- The First Minister made a statement on 1 September 2020 outlining a Programme for Government for the period 2020 – 2021. The Programme focuses on dealing with the economic, health and social crisis caused by COVID-19. The programme included the following which will directly impact on the work and priorities of Communities, Housing and Planning Services.
 - The Programme outlines plans for a 20-year plan to deliver good quality, energy efficient, zero carbon housing with access to outdoor space, transport links, digital connectivity and community services. The Housing to 2040 Vision and Principles and Route Map will be published later this year.
 - To build upon this work, Social Renewal Advisory Board advice, and recent recommendations of the Homelessness and Rough Sleeping Action Group, the government will publish jointly with COSLA an updated Ending Homelessness Together action plan in autumn.
 - The programme commits to establishing a new £10 million Tenant Hardship Loan Fund later this autumn which will provide interest free loans to support those struggling to meet their rent costs due to financial difficulty associated with the pandemic. This Fund will focus on those tenants unable to access other forms of support for their housing costs.
 - The Programme for Government commits to take forward government ambitions for 20-minute neighbourhoods – the creation of liveable, accessible places, with thriving local economies, where people can meet their daily needs within a 20-minute walk.

- Tackling homelessness – the number of statutory homeless households in Renfrewshire increased during the ‘lockdown’ period from 297 at March to 409 by September. Letting activity from the Council and RSL’s will need to continue to focus on providing settled tenancies for those who are statutorily homeless or in chronic housing need. This will ease the pressure on the use of temporary accommodation and allow the Council to revert to the position of not using B&B as a form of temporary accommodation. Registered Social Landlords in Renfrewshire will be asked to take a similar decision as the Council in terms of prioritising lets to those who are homeless and other people with the highest levels of housing need.
- There has been a substantial increase in demand from those in need of Housing Support – around 30% increase in cases to around 300 service users. This may increase further in the post furlough period, and will be closely monitored.
- Gas Safety Checks and Repairs Backlog – Some annual gas services have not been completed within the required timescale due to tenants shielding, self-isolating or refusing access. Whilst the backlog is being addressed, the impact of Test and Protect activation at Underwood Road as noted in section 4 has resulted in further services becoming overdue. Measures have been put in place to assist in addressing the backlog, including the authorisation of overtime working for a period of time and the Scottish Housing Regulator has been notified of our position and the actions we are taking to address the overdue services.
- Overtime working has also been authorised for void repairs to expedite the availability of housing accommodation. Whilst non-emergency repairs have recommenced, there are still restrictions on the types of work that can be completed. Efforts are underway to prioritise works of an urgent nature and to make use of external contractors where appropriate. Due to the delay in moving to Phase 4 of the Government’s route map, it will be increasingly challenging to achieve compliance in relation to electrical testing and smoke detector upgrades within the current legislative timescales.
- Planning will continue to keep processes and procedures up to date and in line with the advice and guidance issued by the Chief Planning Officer of the Scottish Government.
- As a consequence of uncertainty in the local employment market and wider economic implications it is anticipated that there will be an increase in rent arrears as a result of new Universal Credit claims and changes in payment methods. This situation is being closely monitored and Officers are undertaking detailed analysis and monitoring on rent account management as well as providing detailed welfare contacts to support our tenants where there is an indication of financial pressure / distress.

Implications of the Report

1. **Financial** – None
2. **HR & Organisational Development** – None
3. **Community/Council Planning** – COVID-19 will impact on the operations of Council partners and on services to the community. This paper highlights the work being undertaken to mitigate this impact as far as possible and maintain essential services for the safety and wellbeing of the community.
4. **Legal** – New legislation has been enacted and used by staff as part of the COVID-19 outbreak. Legislation is being followed to ensure all staff are returning to work safely.
5. **Property/Assets** - as facilities start to open in line with the Scottish Government Route map, adjustment may have to be made to physical spaces to allow for physical distancing & to comply with relevant guidance. This will also apply to outdoor assets.
6. **Information Technology** - ICT are working to ensure staff have the capability to work from home wherever possible to reduce social contact in line with government and health guidance.
7. **Equality & Human Rights** – The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. However, the service notes the scientific advice in relation to risks to particular groups and communities from COVID-19 and is undertaking individualised risk assessments wherever appropriate.
8. **Health & Safety** – Advice and guidance is being given to protect the health and safety of employees and service users when carrying out priority services for the Council in line with government and health guidance
9. **Procurement** – The ongoing pandemic has and will continue to have a significant impact on existing contractual obligations and on the procurement of future goods and services required by the Council.
10. **Risk** – The CRMG are currently reviewing the Council's risk profile in light of the coronavirus pandemic and will report to board in November.
11. **Privacy Impact** – None.
12. **CoSLA Policy Position** – None
13. **Climate Risk** – None

List of Background Papers

- (i) **Covid-19 Service Update : Communities, Housing & Planning Services**
(Agenda item 5) - Communities, Housing & Planning Policy Board 18 August 2020.

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Appendix – performance scorecard and action progress







Many actions relate to longer term projects and therefore the progress indicates the progress made against 2019/20's expected outcomes, not whether the project itself is complete. Essentially this shows whether the service achieved what it expected to in 2019/20.



Communities, Housing and Planning Service Improvement Plan – progress on actions and performance indicators

Many actions relate to longer term projects and therefore the progress indicates the progress made against 2019/20's expected outcomes, not whether the project itself is complete. Essentially this shows whether the service achieved what it expected to in the year up to March 2020. Hence why many actions which continued into 2020/21 are showing as 100% complete.







Strategic Outcome 1: Reshaping our place, our economy and our future





Action Code	Action	Status	Progress	Update	Due Date
CHAPS19 - 1.01	To develop Paisley's ongoing plans for cultural regeneration			<p>A broad range of cultural regeneration plans and activities are underway, working towards achieving the strategic outcomes under each step change in the Future Paisley action plan by 2027 and 2035. A further sixth step change has been added: 'To establish Paisley as a centre of excellence for cultural regeneration through leadership, partnership, participation and collaboration.'</p> <p>The new research centre with UWS, The Centre for Culture, Sport and Events (CCSE), has been successfully launched. 3 PhD students have been recruited to undertake research and evaluation of progress in achieving step change targets.</p> <p>Progress has been made in identifying cross-Council opportunities to embed creativity in other areas of service delivery via cross departmental strategic leads and project leads groups, the cross-departmental Future Paisley Steering Group, and through a broad range of steering groups, working groups and networks (e.g. the Tourism Working Group; Culture, Arts and Social Care Network; Community Regeneration Engagement Workstream, amongst others). Connections to national and international networks have been developed through the recruitment of representatives of a broad range of regional and national organisations with international reach to the CCSE steering group.</p>	31-Mar-2021





Action Code	Action	Status	Progress	Update	Due Date
				This programme is now called Future Paisley (http://www.renfrewshire.gov.uk/futurepaisley) and progress to date was on track until mid March 2020. The restrictions imposed by the measures to protect the population from the COVID-19 pandemic have brought multiple pressures and new issues for the programme to respond to. In September 2020 the Future Paisley Steering Group and the Partnership Board agreed that the programme is increasing in its importance to support and build resilience of local communities and the cultural sector. Programmes have been pivoted to support local cultural organisations and projects and the overall Future Paisley programme extended until the end of financial year 2023/24 to coincide with the reopening of the town's major cultural venues.	
CHAPS19 - 1.02	Deliver the Economic Strategy within the current Local Development Plan (LDP)			<p>The adopted Renfrewshire Local Development Plan (2014) sets out an inclusive spatial strategy and sustainable objectives to assist and support the delivery of sustainable and inclusive economic growth alongside aiming to protect and enhance Renfrewshire's environment as well as our natural, built and cultural heritage.</p> <p>This can be seen in projects such as the Advance Manufacturing and Innovation District project which demonstrates the importance of a Plan-led system in delivering quality places, providing confidence in the investment proposals coming forward. There has also been progress with approval of developments at Westway and Wright Street with the investment in the new Wright Street Bridge encouraging development in the right places.</p>	31-Mar-2021
CHAPS19 – 1.03	Deliver the Centres Strategy within the current Local Development Plan (LDP)			<p>Renfrewshire's Centres including town centres, village centres and shops in local communities form an important part of the network of centres in Renfrewshire. The Renfrewshire Local Development Plan aims to ensure that each of these centres provides a range of uses and activities which support the communities and individuals, reducing the need to travel and being able to visit these centres on foot, by bike or by public transport.</p> <p>To support the delivery of the Actions of the Local Development Plan, the updates/refresh to Town Centre Strategies is important especially given the current Pandemic. Promotion and identification of new innovative ways to support and protect Renfrewshire's Centre will be key to ensure these centres meet the needs of residents, businesses and visitors.</p>	31-Mar-2021
CHAPS19 – 1.04	Deliver the Infrastructure Strategy within the current Local Development Plan (LDP)			Central to the implementation of the Spatial Strategy in the Renfrewshire Local Development Plan is ensuring that people and place are well connected and investment in infrastructure is made in the right place to enable and support opportunities.	31-Mar-2021





Action Code	Action	Status	Progress	Update	Due Date
				The Renfrewshire Local Development Plan continues to promote development which are located beside or close to existing active travel or public transport networks. This is demonstrated in Dargavel Village where a series of Design Codes for the site have been produced through a collaborative approach. The codes reflect a commitment to innovation and the testing of new approaches and solutions to create strong and sustainable places.	
CHAPS19 – 1.05	Develop and adopt new LDP 2			<p>Following a 12 week extensive consultation and engagement on the Renfrewshire Local Development Plan Proposed Plan (2019) with a number of representations from stakeholders, members of the community, land owners and developers, the Plan was submitted to the Scottish Ministers on 31 January 2020 and the Examination into the Plan commenced on 12 May 2020.</p> <p>Four Reporters have been appointed to examine the Proposed Plan. Officers are assisting the Reporters by providing further information/clarification, when required, to support the Examination into the Plan. It is anticipated that the Examination process will take until early 2021 before the Examination into the Plan is concluded.</p> <p>Once adopted the Plan will provide an up to date land use framework for Planning in Renfrewshire for the next 10 years.</p>	31-Mar-2021







Strategic Outcome 2: Building strong, safe and resilient communities







Action Code	Action	Status	Progress	Update	Due Date
CHAPS19 – 2.01	Implement revised Housing Asset Management Strategy			We are on target for completion of the revised Housing Asset Management Strategy within the due date of March 2021. The Strategic Asset Management System (SAMS) outputs are currently being reviewed and these will contribute to the development of the revised strategy. We will also review the action and draft will be prepared for February 2021.	31-Mar-2022
CHAPS19 – 2.02	Along with our key partners, we will monitor and review the impact of the range of services provided to homeless people, and those threatened with homelessness			<p>A Rapid Rehousing Transition Plan (RRTP) for Renfrewshire was approved by the Policy Board in August 2019.</p> <p>The RRTP, which had been agreed with partners, details how we would improve the outcomes for homeless applicants between 2019 and 2024, and £183k was awarded from the Scottish Government to support its implementation in 2019/20. This funding has been used to deploy Temporary Resettlement Officers,, upscale our use of the Housing First approach to 30 service users, and launch a Shared Living Initiative in partnership with Simon Community Scotland to support homeless people who were interested in sharing a tenancy</p> <p>A Steering Group with membership from a range of partners was established to track the implementation of the RRTP, chaired by Head of Housing & Planning Services.</p> <p>The Renfrewshire Homelessness Partnership continue to meet regularly to monitor and review all the measures in place to support those who are homeless</p>	31-Mar-2022
CHAPS19 – 2.03	We will deliver key outcome 1 from the Local Housing Strategy (LHS) - The supply of homes is increased.			<p>The Renfrewshire Proposed Local Development Plan identifies a generous supply of housing sites to meet all tenure need and demand across Renfrewshire for the next 10 years.</p> <p>Completions for 2019/20 outline that there was 195 affordable homes which can be attributed to good partnership working between various Services in the Council as well as positive working relationships with Housing Associations and various other sectors of the house building industry.</p> <p>A further 219 affordable homes are nearing completion and will complete in 2020/21. This figure was initially expected to be around 504 units. However, following the Covid-19 pandemic in early 2020 and the resulting closure of all development sites, completions on some sites will now be delayed until 2021/22.</p> <p>The draft Strategic Housing Investment Plan was approved for consultation by the Communities, Housing and Planning Policy Board on 18 August 2020. This consultation ran until 29 September 2020 with a</p>	31-Mar-2022

Action Code	Action	Status	Progress	Update	Due Date
				<p>revised Strategic Housing Investment Plan for the period 2021/22 to 2025/26 now being prepared for the Communities, Housing and Planning Policy Board on 27 October 2020.</p> <p>Work is progressing well on 95 new Council homes at Johnstone Castle with the development of a further 80 new Council homes at Dargavel Village completing in October 2020. Other affordable sites are progressing well including at Glenburn, Millarston and Ferguslie with developers working to progress sites safely and in line with Scottish Government guidance in relation to COVID-19.</p> <p>The Local Development Plan Proposed Plan includes a new Housing Mix and Affordable Housing Policy which will support the delivery of sustainable mixed communities across Renfrewshire. Other innovative mechanisms for delivering different types of new housing are being considered such as Self Build, Shared Equity and other new rental schemes.</p> <p>Due to the Covid-19 pandemic, the completions for private sector homes for 2019/20 have not yet been complied. Work on the Renfrewshire Housing Land Audit for 2019/20 is on-going.</p>	
CHAPS19 – 2.04	We will deliver key outcome 2 from the Local Housing Strategy (LHS) - Through targeted investment and regeneration activity, Renfrewshire has attractive and sustainable neighbourhoods and well-functioning town centres.			<p>Council Newbuild Development in Johnstone Castle is progressing well with completion estimated for early 2021.</p> <p>Council Newbuild Development of 80 new homes at Bishopton was completed in October 2020.</p> <p>101 new Council homes have been approved for Ferguslie Park and 39 approved for construction in South West Johnstone.</p> <p>We continue to monitor our stock profile and are developing area-based strategies for areas identified as low demand.</p> <p>The Council continues to purchase a small number of homes through its acquisition policy approved at the Communities, Housing and Planning Policy Board on 20 August 2019, these properties meet a defined criteria and are within neighbourhoods with current Council stock.</p>	31-Mar-2022
CHAPS19 – 2.05	We will deliver key outcome 3 from the Local Housing Strategy (LHS) - People live in high quality, well managed homes.			<p>2,715 owners who stay in pre-1919 tenement property have been sent information on the Council missing share scheme. 33 application packs have been sent out. One repairs project has been completed and a further project involving two further missing shares is underway.</p> <p>7,714 private sector landlords with almost 10,300 properties are registered in Renfrewshire.</p>	31-Mar-2022





Action Code	Action	Status	Progress	Update	Due Date
				<p>Work continues to progress the Orchard Street Housing Renewal Area in close partnership with Paisley Housing Association. Acquisitions at Orchard Street are progressing well with 14 properties purchased to date with a further 18 property purchases being progressed with solicitors.</p> <p>Paisley Housing Association's West End Project delivered environmental enhancements to a number of back closes and drying areas in tenements in the West End of Paisley, completing in December 2019. The overall spend of £250,000 included £156,000 from the Scottish Government's Aspiring Communities Fund. The project employed 6 staff, with 4 going on to further employment</p>	
CHAPS19 – 2.06	We will deliver key outcome 5 from the Local Housing Strategy (LHS) - Homelessness is prevented and vulnerable people get the advice and support they need			<p>Renfrewshire was awarded £186,000 by the Scottish Government for the implementation of rapid rehousing related initiatives (same amount as previous year). Funding will be used to increase the number of homeless applicants who are supported through the 'wraparound' support, a key element of the Housing First approach delivered by Turning Point Scotland for people with complex needs.</p> <p>Following the successful pilot of an in-house Shared Living Project for 16 -25 year olds, funding for the implementation of 'Rapid Rehousing' initiatives was used to launch a project in partnership with Simon Community Scotland, who have previous experience in delivering this type of work. The operation of the scheme allows homeless applicants to consider flat-sharing as an option, helps prevent feelings of social isolation in young people who are homeless or threatened with homelessness and will contribute to decreasing the amount of time spent in temporary accommodation.</p> <p>Together, SAY Women and Renfrewshire Council's George Street Youth Homelessness Prevention Team, have initiated a Tenancy Sustainment Service that provides focussed, time limited support for young women aged 16-25 years who are identified as survivors of child sexual abuse and/or survivors of other forms of sexual violence, having housing/ homeless/ tenancy related issues. The aims of this partnership are to increase tenancy sustainment, prevent repeated homelessness and provide key staff in the local authority area with increased skills and capacity through access to SAY Women's specialised training and consultation with allocated SAY Women staff.</p>	31-Mar-2022
CHAPS19 – 2.07	We will deliver key outcome 6 from the Local Housing Strategy (LHS) - People are able to live independently for as long as possible in their own home.			Work continues with partners regarding the provision of housing for people with particular needs, including exploring options for the reprovioning of sheltered housing in Erskine in partnership with Bridgewater Housing Association and to provide a new Extra Care Housing development in Paisley.	31-Mar-2022






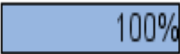


Action Code	Action	Status	Progress	Update	Due Date
				<p>The Strategic Housing Investment Plan includes projects that meet a range particular needs, including the development of amenity standard housing to support people with varying needs throughout Renfrewshire with new amenity standard homes at both Dargavel Village, Bishopton (Council) and at Smithhills Street in Paisley Town Centre (Link Group). The Strategic Housing Investment Plan looks to provide a range of options that will assist in allowing people to live independently for as long as possible in their own home.</p>	
CHAPS19 – 2.08	Deliver the Places Strategy within the current Local Development Plan (LDP)			<p>The Adopted Renfrewshire Local Development Plan aligns with the Council's Community Plan and other Council Strategies and sets out an ambitious strategy to support the delivery of sustainable and inclusive economic growth and includes a policy framework which seeks to create high quality places, protect and enhance the built and natural environment and seeks to address the challenges of climate change in Renfrewshire.</p> <p>This high level policy framework also influences placemaking plans at the local level. A good example of this is the Spateston Place Plan, produced by the local community identifying a vision and eight actions which build on the existing assets of the area, supporting a sustainable, well connected and sustainable place which reflects the priorities of the community.</p> <p>These include physical projects such as an enhancements to the local park, as well as social and environmental actions such as planting wildflower meadows. The plan provides a flexible framework to guide action by the local community, supported by the Council and its partners, to deliver the vision.</p>	31-Mar-2021
CHAPS19 – 2.09	Lead on the development of an Empowering Communities model for the Council			<p>Communities and Public Protection continues to work with communities to enhance capacity building and resilience.</p> <p>To date, £869,475, has been awarded or committed to communities through the Greenspaces, Parks & Play Areas and Village Investment Fund to assist them in developing their community. Discussions are currently on-going with many other groups to facilitate funding applications and an Officer has been recruited to work on this alongside the Lead Officer – Environmental Coordination.</p> <p>Close working relationships are essential with Chief Executive's service who are leading on the Community Empowerment Fund to ensure communities are consistently supported and this is seen to be working well, especially with the joint Officer Grant Approval panel</p>	31-Mar-2022





Action Code	Action	Status	Progress	Update	Due Date
CHAPS19 – 2.10	Lead on the public protection agenda incorporating requirements from national legislation			<p>Communities and Public Protection continue to lead on the Public Protection agenda in Renfrewshire, whilst taking cognisance of national legislation and guidance.</p> <p>Officers continue to review and comment on national consultations to assist in driving legislative change.</p> <p>With regards to EU exit, discussions remain on-going with Glasgow Airport and Border Force to understand potential changes as part of the withdrawal from EU.</p> <p>Communities and Public Protection also leads to on the Prevent agenda to stop people from being radicalised or targeted for criminal behaviour due to their vulnerabilities.</p> <p>Work has been undertaken to ensure that staffing levels remain high to tackle legislative change with regards to Covid-19 and EU exit. Legislation came into force at the end of March 2020 that put additional burdens on Environmental Health and Trading Standards to ensure the public were protected from Covid-19 with regards to businesses.</p>	31-Mar-2022
CHAPS19 – 2.11	Continue to develop phase 2 of the Renfrewshire Community Safety Partnership hub			<p>Phase 2 of the Renfrewshire Community Safety Hub has been completed with the Renfrewshire Wardens fully integrated into the Hub. The proposal is to move on Phase 3 to continue to expand the hub. This will include reviewing and implementing outcomes from the Collaborative Leadership Programme led by Police Scotland and Scottish Fire and Rescue Service.</p> <p>Phase 3 will also include the Community Safety Hub assisting regeneration projects by expanding the public space CCTV network to include Paisley Town Hall, Paisley Museum (whilst under refurbishment) and Robertson Park.</p> <p>To assist the Joint Agency Command Centre (JACC) a direct link between CCTV and the Conference Room will be integrated to allow real time images to be displayed to partners.</p>	31-Mar-2021
CHAPS19 – 2.12	Develop community interventions that build community resilience, improve safety and security and reduce victims of harm through improved intelligence sharing, partnership working and diversionary activities			<p>The Your Home, Your Street, Our Community programme has completed the work in Paisley Town Centre and whilst most respondents noted activity and there were positive improvements, there were many people that felt it didn't tackle all problems. This was always going to be a challenge for a short intervention within a large town centre area.</p> <p>Further areas are being discussed, however, activity is currently on hold due to the global pandemic.</p>	31-Mar-2022





Action Code	Action	Status	Progress	Update	Due Date
				Daily Tasking continues and links into the wider community by providing an early intervention within communities.	
CHAPS19 – 2.13	Develop and deliver strategies for how the Council will respond locally to the risks posed by serious organised crime and terrorism			<p>The multi-agency Community Protection (Prevent) Steering Group has been established with key partners across Renfrewshire and Inverclyde. Partners include:</p> <p>The Operational Working Group has also been established in Renfrewshire to lead on the agenda and feed into the wider multi-agency divisional meeting. The Group will look at both Counter Terrorism and Serious and Organised Crime.</p> <p>An action plan has been developed to allow partnership working and a sub group is being established to look at disrupting and deterring serious and organised crime.</p>	31-Mar-2022
CHAPS19 – 2.14	Work with key partners to develop a multi-agency counter terrorism strategy			<p>The Community Protection (Prevent) Steering Group has been established with key partners across Renfrewshire and Inverclyde. Partners include:</p> <p>The Operational Working Group has also been established in Renfrewshire to lead on the agenda and feed into the wider multi-agency divisional meeting. The Group will look at both Counter Terrorism and Serious and Organised Crime.</p> <p>An action plan has been developed to allow partnership working and a sub group is being established to look at preventing and diverting people away from counter terrorism.</p>	31-Mar-2022
CHAPS19 – 2.15	Redesign of Renfrewshire Community Safety Partnership to deliver the needs of Renfrewshire's communities, where required			<p>Work continues to review Communities and Public Protection with discussions with Trade Unions having taken place. A VR/VER exercise has been undertaken and roles reviewed. Additional staff will be recruited for busier periods (Thu/Fri/Sat) including taxi marshals to maximise resilience.</p> <p>Discussions remain on-going with Trade Unions and staff, however, this has been delayed due to Covid-19. Work still being undertaken to progress as soon as possible including a review of shift patterns and staff numbers to ensure resource maximised at busiest times.</p>	31-Mar-2022

Strategic Outcome 3: Tackling inequality, ensuring opportunities for all

Action Code	Action	Status	Progress	Update	Due Date
CHAPS19 – 3.01	Monitor the impact of our Refugee resettlement programme			<p>44 families (178 people) have now been supported to re-settle across Renfrewshire.</p> <p>Families have been helped to move on to a wide range of properties from several different housing providers and are generally integrating well with their local communities. The children in these families are generally thriving within the education system and a number of adults are attending further education and ESOL classes at college.</p> <p>10 families (44 people) who's support will cease from November 2020 are being assisted to make a claim for Indefinite Leave to Remain (ILR) ensuring they have access to appropriate legal representation. Accessing employment continues to be a challenge.</p>	31-Mar-2022
CHAPS19 – 3.02	We will deliver key outcome 7 from the Local Housing Strategy (LHS) - Affordable housing is accessible to people who need it.			<p>The Council continues to participate in the Mortgage to Rent scheme, working with owners in financial difficulties where this is appropriate.</p> <p>The HomeChoice@Renfrewshire Homexchange Shop helped 1,144 visiting customers and assisted 162 customers to register for a mutual exchange through the online service. In addition, a further 73 applicants self-registered for a mutual exchange, with the Council enabling 17 successful mutual exchanges in 2019/20.</p> <p>Our newbuild programme and the implementation of the new acquisition policy will assist us to deliver a range of property types and sizes in areas of housing demand.</p> <p>Officers work with new and existing tenants to identify support needs at an early stage to ensure the necessary support is provided to sustain and maintain their tenancies.</p>	31-Mar-2021





Action Code	Action	Status	Progress	Update	Due Date
CHAPS19 – 3.03	Establish and deliver a digital participation programme for tenants			A range of services are now being provided as part of a digital participation programme	31-Mar-2020
CHAPS19 – 3.04	Deliver the Street Stuff programme including activities and meals			<p>The Street Stuff programme continued to deliver in communities across Renfrewshire six days a week throughout 2019/20 with over 17,000 recorded attendances.</p> <p>This included additional daytime activities that were delivered during the Spring, Summer, October and Festive school holidays with almost 4000 meals provided.</p> <p>Data continues to be analysed to ensure the programme is in the areas that require diversionary activities to minimise anti-social behaviour.</p>	31-Mar-2021
CHAPS19 – 3.05	Provide employment and training opportunities for identified groups of young people in Renfrewshire			<p>Employment and training opportunities continue to be offered within Communities and Public Protection, primarily within the Renfrewshire Community Safety Partnership.</p> <p>Work continues with Invest in Renfrewshire with 5 staff being trained in all aspects of Community Safety (Wardens and CCTV). This training will allow career progression either within or outside of the Council, with the hope that they will remain within Council employment.</p>	31-Mar-2021
CHAPS19 – 3.06	Deliver enhanced enforcement activity in the private rented sector			Officers continue to work with private landlords to improve the standard of housing across Renfrewshire. To date, 284 unregistered landlords have been identified during this financial year. Of these, 212 have applied to be entered onto the Register of Private Landlords and the remaining landlords are at various stages of enforcement action for failing to register. 28 Repairing Standards visits have been undertaken within this timescale to enforce remedial works to address various areas of disrepair within these properties.	31-Mar-2021



Action Code	Action	Status	Progress	Update	Due Date
CHAPS19 – 3.07	Take forward a 'Celebrating Youth' programme, offering young people the chance to get involved and participate in various social, cultural, digital and sport activities			<ul style="list-style-type: none"> • Youth Services and Renfrewshire Youth Voice delivered the "Celebrating Youth" programme during the Youth Voice Residential which focussed on the 2019 theme of "Participation" involving young people from youth voice groups, young carers, volunteers to plan year programme and events • Young people were supported to attend youth voice groups and events through smart travel and Young Scot rewards and discounts • Participation Roadshow ran over the summer school holidays to community venues across Renfrewshire: Youth led activities including "Escape Rooms events focussing on problem-solving and team working, Young Scot information, Youth Voice and Participation workshop, promotion of the theme "Celebrating Youth" • Supported young people to attend and present to LAP's; Celebrating Renfrewshire Fund • Supported MSYPs to attend national sittings to decide national campaign; Pack it up Pack it in on environmental issues and climate change • Autumn/winter programme of youth voice workshops delivered to community-based youth provision with RYV. • Progressing work towards LGBT+ charter and equalities agenda for young people. Youth Services carrying out mapping of exiting youth activities in LAP's • Co-designing of Youth Assembly called 2020 Vision; This was cancelled due to Covid-19 lockdown, and investigating ways of delivering digitally/online in 2020/21 	31-Mar-2021
CHAPS19 – 3.08	Develop youth and equalities voice initiatives which ensure youth issues are a key element of local engagement.			<ul style="list-style-type: none"> • Youth Services supported Renfrewshire Youth Voice focussing on "Celebrating Youth", PSHE review in Renfrewshire, RYV development, land youth leadership skills. • Partnership working with Schools and Education Scotland to involve young people in the Renfrewshire PSHE review; Presentation to Head teachers; recruitment/training of peer leaders and design and delivery of peer led consultation workshops on the future delivery of PSHE offer in Schools completed. 	31-Mar-2021



Action Code	Action	Status	Progress	Update	Due Date
				<ul style="list-style-type: none"> Facilitated youth consultation and input into the recent “Core Values” exercise, encouraging young people to consider what a youth friendly council might look like, and to measure future service users on their expectations and needs of the council. Working with Community planning partners to deliver Celebrating Renfrewshire Fund and wider access to facilitate inclusions and priority themes identified by young people MSYPs planning a series of democracy days/events/surgeries for dialogue with young people. Youth Assembly Thematic working including marginalised young people to encourage participation equalities agenda for young people. 	
CHAPS19 – 3.09	Provide children and young people with opportunities to participate in activities which provide a vehicle for wider achievement.			<ul style="list-style-type: none"> All youth provision offers young people opportunities to work towards Saltire, and Youth Achievement Awards. Young people participating in awards, are in progress of building portfolios and evidence towards moderation for awards. Advice and training given to partners who wish to offer awards. Awards include, Hi5, Dynamic Youth Awards, John Muir awards, Duke of Edinburgh's Award Programme, and Certificate in Participative Democracy Providing support for youth volunteering, developing information for linking young people to opportunities 	31-Mar-2021
CHAPS19 – 3.10	Incorporate current CLAD performance measures reported annually through service reports into the new SIP			<p>Chaps SIP 2019/20: Performance indicators now part of SIP scorecard</p> <ul style="list-style-type: none"> Young people in Renfrewshire participate in wider achievement in accredited and non-accredited awards and recognised as reaching positive outcomes 	31-Mar-2021

Action Code	Action	Status	Progress	Update	Due Date
				<ul style="list-style-type: none"> • Young people have a voice, taking active part in decision making and make a positive contribution to the community. • Continued development of Young Scot NEC card, and rewards and discounts, and use of on-line voting and access to youth information <p>No of Reward users 4,072 (25% SIMD)</p>	







Strategic Outcome 4: Creating a sustainable Renfrewshire for all to enjoy








Action Code	Action	Status	Progress	Update	Due Date
CHAPS19 – 4.01	Deliver the Environment Strategy within the current Local Development Plan (LDP)			<p>The Renfrewshire Local Development Plan continues to promote sustainable patterns of development that contribute towards minimising carbon and greenhouse emissions and facilitate adaptation to the likely effects of climate change.</p> <p>By promoting good quality development in the right locations, the Plan aims to assist with connecting green space, landscape, biodiversity as well as recreational and access assets and active travel routes.</p> <p>The Renfrewshire Food Growing Strategy is an example of a positive framework for increasing the quality and quantity of growing opportunities across Renfrewshire and has supported the enhancement of existing and the creation of new spaces, in line with the spatial strategy set out in the Renfrewshire Local Development Plan.</p>	31-Mar-2021
CHAPS19 – 4.02	We will deliver key outcome 4 from the Local Housing Strategy (LHS) - Homes are Energy Efficient and Fuel Poverty is minimised.			Renfrewshire Council now install photovoltaic panels and mechanical ventilation as standard within new homes developed as part of the Council's new build programme and full consideration will be given to any new technology developed, for future new build housing.	31-Mar-2022





Action Code	Action	Status	Progress	Update	Due Date
				<p>The Council have undertaken a number of pilot projects in recent years, including fabric improvements, renewable energy/technology (such as air and ground source heat pumps), as well as solar photovoltaic, battery storage, heating controls and mechanical ventilation. These projects seek to identify the best use of council investment within our capital programme in order to meet EESSH 2020 and 2032.</p> <p>Funding from the Scottish Government's Home Energy Efficiency Initiative for Scotland: Area Based Schemes (HEEPS:ABS) have been used for external wall insulation projects with around 247 tenants and 204 owners in the Whitehaugh, Blackstoun, Gallowhill, Bridge of Weir, Kilbarchan, Howwood, and Inchinnan benefitting from this initiative.</p> <p>Paisley Housing Association were successful in receiving funding of £11,495 in 2019/20 from Energy Action Scotland's Fuel Poverty Challenge, to provide a Fuel Bank Voucher Service to assist tenants in crisis. A further £49,975 was awarded by the Energy Saving Trust for a 2-year energy advice project starting in September 2020.</p>	
CHAPS19 – 4.03	Deliver the Team Up to Clean Up campaign throughout Renfrewshire, involving local communities			<p>The Team Up to Clean Up campaign continues to grow with over 715 members of the Facebook page. The Big Spring Clean was a massive success which saw 1,750 volunteers turn out for over 103 events/clean ups.</p> <p>Communities also continue to grow with groups that started as part of Team Up to Clean Up building their capacity and being successful in receiving £50k from the Greenspaces, Parks & Play Areas and Village Investment Fund.</p> <p>In October 2019, the TU2CU team won the 'Strong and sustainable communities' award at the COSLA excellence awards 2019.</p>	31-Mar-2022

Action Code	Action	Status	Progress	Update	Due Date
CHAPS19 – 4.04	Ensure that the Council's integrated enforcement policy is adhered to, ensuring businesses and communities are treated fairly and consistently			<p>Enforcement staff across the Council continue to work with businesses to ensure they can flourish and grow without an overpowering burden of enforcement.</p> <p>Advice can be provided by staff with compliance visits undertaken to ensure compliance with the appropriate legislation.</p>	31-Mar-2022

Strategic Outcome 5: Working together to improve outcomes




Action Code	Action	Status	Progress	Update	Due Date
CHAPS19 – 5.01	We will use the Annual Return on the Charter (ARC) to Scottish Housing regulator (SHR) process to drive improvements across housing services.			This action was completed when the Annual Return on the Charter 2019/20 was submitted to the Scottish Housing Regulator in July 2020. Our submission demonstrated that improvement was achieved in the areas identified at the start of the year, including a reduction in the percentage of tenancy offers that resulted in a refusal and a 20-day improvement in the average days to complete adaptations.	31-Mar-2021
CHAPS19 – 5.02	We will use the Planning Performance Framework (PPF) process to drive improvements in the planning services we provide.			<p>The eighth Renfrewshire Planning Performance Framework was reported to the Communities, Housing and Planning Policy Board in August 2019.</p> <p>The Planning Performance Framework demonstrated the improvement activity and actions which have been delivered throughout 2017/2018, outlining case studies, highlighting progress, celebrating the success that Planning had in both the Scottish and UK Planning Awards as well as reporting on the progress made on commitments to service improvements.</p> <p>Through Planning delivering on the idea of 'Place, Work, Folk, this has seen the collaborative production of Renfrewshire's first Local Place Plan in Foxbar which along with the accompanying 'How to Guide' is aimed at people truly being empowered to deliver great places in their local community.</p>	31-Mar-2021
CHAPS19 – 5.03	Promote development and safeguards through the delivery of regulatory services (within Development Standards).			<p>In relation to Development Management performance, over the reporting period the percentage of applications subject to pre-application has increased, however this is down to improved recording of when pre-application advice is given. This is likely to increase further with the introduction of the new IT programme 'Uniform' which is currently being installed and likely to be in place for 31 March 2021.</p> <p>Planning application approval rates, delegation rates and decision making timescales all remain static and in line with the Scottish Government targets. Enforcement of Planning Control is also being recorded in a new way Again the introduction of the new Uniform system should assist in better recording of enforcement action.</p>	31-Mar-2020

Action Code	Action	Status	Progress	Update	Due Date
CHAPS19 – 5.04	Implement Communities, Housing and Planning Services' workforce plan			<p>The Community Safety Review has been completion. This has been carried out with regular dialogue from trade unions and staff which has helped inform the outcomes of the review.</p> <p>Since they commenced, 33 members of staff in Communities, Housing and Planning Services have completed the ASPIRE course and 13 have completed the Leaders of the Future course.</p> <p>A range of methods continue to be regularly deployed to engage with our workforce including our CHAPS staff magazine, staff panel the annual visit by the director to staff across all locations and regular workshops on particular topics as and when required.</p>	31-Mar-2020
CHAPS19 – 5.05	Develop and implement a programme of self-assessment		On Hold	A new Council self-assessment model has been developed and was approved by the Corporate Management Team. The roll out of the programme is currently on hold as the corporate focus is on engaging with staff through the Council's Values project and there are many areas of crossover which could potentially confuse or dilute the programmes and the messages. We continue to engage at a national level with other local authorities and the Improvement Service to support, learn from and help influence the national direction for self-assessment.	31-Mar-2022
CHAPS19 – 5.06	Improve Tenant Participation by delivering the Customer Engagement Action Plan 2019/20.			Officers continue to work with a wide range of tenant groups, including local Tenant and Resident Associations, repairs development group, tenant scrutiny panel and the quality circle representatives to deliver the actions within the Customer Engagement Action Plan. Recently this work has included a review of the draft new Customer Engagement Strategy. Considerable progress has been made to establish on-line participation in the current circumstances and this will be further developed to work with more groups over the coming year.	31-Mar-2020
CHAPS19 – 5.07	Ensure robust and up to date business continuity arrangements are in place			All services have current up to date business continuity plans in place. These documents/arrangements are regarded as live, with the responsibility for their updating falling under the remit of the Resilience Management Team. This group meets quarterly with members confirming the status of their arrangements. Along with the normal updating cycle the Civil Contingencies Service will also	31-Mar-2022







Action Code	Action	Status	Progress	Update	Due Date
				ensure that any best practice and learning from any exercises and events etc is also incorporated.	
CHAPS19 – 5.08	Ensure robust communications procedures are in place to allow the Council to respond effectively to disruptive events			The Council maintains a live Incident management Contacts Directory that ensures that the most up to date contact information on all of the Councils key responders is available.	31-Mar-2022
CHAPS19 – 5.09	Ensure Council Officers with incident response duties are suitably trained to carry out this role			The Civil Contingencies Service organise an annual programme of training and exercising events. These events include training sessions for all key responders. While some of our 2020 events have been postponed due to us dealing with the Covid incident, this ongoing event has provided numerous learning opportunities in a live environment that go beyond anything that normal training and exercising could provide.	31-Mar-2022










CHAPS SIP 19/20 – Performance indicators










Local Outcome Strategic Outcome 1: Reshaping our place, our economy and our future

Code	Performance Indicator	Frequency	Current Status	Short Term	Long Term	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20		2019/20		Explanation of performance
						Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
DHS.VDL.01	Amount of vacant and derelict land brought back in to use (hectares)	Years				65	20	20.4	20	Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		Not available	20	<p>The Vacant and Derelict Land Audit is undertaken annually.</p> <p>The audit for 2019/20 has been delayed due to the covid-19 lockdown and finalised figures are not currently available.</p>







Local Outcome Strategic Outcome 2: Building strong, safe and resilient communities

Code	Performance Indicator	Frequency	Current Status	Short Term	Long Term	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20		2019/20		Explanation of performance
						Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
CR.PP.07	Number of incidents of anti-social behaviour reported to Renfrewshire Council Community Safety Service	Quarters				1,939	1,750	1,711	1,800	525	540	458	420	369	420	315	420	1,667	1,800	<p>There has been a fluctuating but notably downward trend in reported incidents of ASB since 2012/13. The 2019/20 total of 1667 represents a reduction of 2.6% in comparison to 2018/19, and an overall reduction of more than one-third (34%) since 2012/13.</p>
SOA08.09o	Percentage of adults who agree that Renfrewshire is a safe place to live.	Years				84.6%	84%	N/A	85%	Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		N/A	85%	<p>This indicator comes from the Council's Public Services Panel survey. There is no data for this indicator for 2019/20 as the survey due to go out in early Spring 2020 had to be postponed as a result of the covid-19 pandemic.</p>

Code	Performance Indicator	Frequency	Current Status	Short Term	Long Term	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20		2019/20		Explanation of performance
						Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
SOA09.1218 a	% of adults who agree with the statement "I am satisfied with my neighbourhood as a place to live".	Years				83.5%	87%	N/A	88%	Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		N/A	88%	As with above, this indicator comes from the Council's Public Services Panel survey. There is no data for this indicator for 2019/20 as the survey due to go out in early Spring 2020 had to be postponed as a result of the covid-19 pandemic.
CR.PP.32	Number of complaints regarding youth disorder	Quarters				358	740	284	740	132	185	188	185	98	185	81	185	499	650	There was an increase of two-thirds in YD complaints during 2019/20 compared to 2018/19. This was caused by a 'spike' in incidents during the first two quarterly reporting periods covering April to October 2019. Further analysis failed to identify any significant repeat locations or perpetrators. It is assessed that after several years of significant reductions, the natural cycle of YD incidents has reversed, and this, along with increased activity and interventions from youth team staff has resulted in the increases witnessed for 2019/20. It is assessed that this will reduce again significantly for 2020/21 due to Covid-19 lockdown restrictions which remain ongoing.
HPCMT13a	% of Council housing stock which meets the Scottish Housing Quality Standard	Years				93.51 %	100%	94.49 %	100%	Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		94.6%	100%	<p>Last year the service brought a further 195 properties up to SHQS.</p> <p>At the end of 2019/20, 11,338 of the stock of 11,979 that was in scope of SHQS met the standard.</p> <p>The Council has 641 properties in abeyance where the current tenant has refused internal works and/or the Council has been unable to secure owner participation to allow external works to be carried out to comply with SHQS. After applying allowable exclusions and abeyances, the Council remains 100% compliant with the SHQS target.</p>

Code	Performance Indicator	Frequency	Current Status	Short Term	Long Term	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20		2019/20		Explanation of performance
						Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
HPCMT05	Average time from household presenting themselves as homeless to completion of duty (number of weeks)	Quarters				23.78	23	23.97	23	24.92	24	20.05	24	22.25	24	25.86	24	23.27	24	<p>We continue to be considerably below the Scottish average.</p> <p>Our draft Rapid Rehousing Transition Plan, which has resulted in funding awarded to Renfrewshire of £186k for 2019/20 will result in this figure reducing further</p>
HPSIP01	Affordable housing completions	Years				77	144	127	127	Not measured for Quarters	Not measured for Quarters	Not measured for Quarters	Not measured for Quarters	Not measured for Quarters	Not measured for Quarters	Not measured for Quarters	Not measured for Quarters	195	127	<p>The Local Housing Strategy sets out Renfrewshire’s Housing Supply Target for 1,000 new affordable homes over the five-year period 2016-2021. This target equates to an annual indicative target of 200 completions. However, we would not expect to see completions evenly distributed across the 5-year period in practice and targets are set based on our programme.</p> <p>The affordable newbuild housing programme involves both Council and housing association developments across a range of sites in Renfrewshire. By the end of March 2020, 507 new affordable homes were completed in the first three years of the five-year programme (108 in 2016/17, 77 in 2017/18, 127 in 2018/19 and 195 in 2019/20).</p> <p>Completions for 2019/20 were 195 affordable homes which can be attributed to good partnership working between various Services in the Council as well as positive working relationships with Housing Associations and various other sectors of the house building industry.</p>
SOA10.10a	Private housing completions	Years				601	500	783	500	Not measured for Quarters	Not measured for Quarters	Not measured for Quarters	Not measured for Quarters	Not measured for Quarters	Not measured for Quarters	Not measured for Quarters	Not measured for Quarters	612	500	<p>The audit for 2019/20 has been delayed due to the covid-19 lockdown and finalised figures are not currently available.</p>













Local Outcome Strategic Outcome 3: Tackling inequality, ensuring opportunities for all

Code	Performance Indicator	Frequency	Current Status	Short Term	Long Term	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20		2019/20		Explanation of performance
						Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
CR.PP.06c	Number of recorded attendances at Street Stuff activities	Quarters				31,278	32,000	27,767	25,000	5,504	6,250	6,002	6,250	3,177	6,250	2,478	6,250	17,161	25,000	<p>There is a reduction in the number of recorded attendances this year mainly due to funding previously available from LACs stopping as well as a period of change in the delivery provider for dance activity. During this time there were no dance classes delivered. The LAC funding normally paid for additional activities out with antisocial behaviour hotspot areas as well as local gala days/fetes.</p> <p>The condition of MUGAs has also hindered the number of football sessions delivered in the community</p>
CHS/ATT/04	No. of opportunities for young people to achieve through accredited awards	Quarters				1,193	1,130	899	1,130	433	282	296	286	286	282	286	282	1,301	1,147	<p>The opportunities for recognising achievement through accredited and nonaccredited awards come through Youth Services offer: Community based Clubs, Holiday programmes, Youth Voice programme, Young Scot groups and one-off events and trips and visits.</p> <p>Young people are offered the opportunity to work towards awards including Saltire, Hi5, Youth Achievement Awards, Dynamic Youth Awards, Certificate in Participative Democracy, DofE Awards, and the Community Achievement Awards.</p> <p>This period also included the Participation road-show, Young Scot Digital work, Art Boss, the Youth Events Panel, Celebrating Renfrewshire Steering Group, PSHE Review, Cashback mural projects, Renfrewshire Youth Assembly planning, Youth Leadership residential</p>










Code	Performance Indicator	Frequency	Current Status	Short Term	Long Term	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20		2019/20		Explanation of performance
						Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
CLAD.ALL.01	Number of adults participating in Adult Learning and Literacy courses within our local communities	Quarters				New indicator				459	300	300	300	300	300	300	300	1,359	1,200	There continues to be high uptake of Literacies; English for Speakers of Other Languages; Personal and Social Development and Family Learning opportunities offered in our local communities.
CLAD.ALL.02	Number of learners in accredited and non-accredited digital learning and work clubs	Quarters				New indicator				80	50	50	50	70	50	50	50	250	200	Digital learning opportunities are well attended by learners who need to develop their digital skills in relation to gaining employment and their wider life needs.
CLAD.YS.01	Number of young people taking part in Youth Voice events	Quarters				New indicator				72	350	254	350	321	350	206	350	321	350	<p>The participation figures have remained on target throughout 2019-20. Annual target figure would have been exceeded in March with the 2020 Vision Youth Assembly (circa-120 young people attend/lead presentations and workshops) However due to lockdown the Youth Assembly was cancelled.</p> <p>Also, the PSHE Review had not been included in the original target setting as this was developed thereafter.</p> <p>The year-end figure will be the highest figure recorded at any point throughout the year – which in this case would be quarter 3.</p>
CLAD.YS.02	Number of young people in receipt of Young Scot National Entitlement Card	Years				New indicator				Not available for Quarters		Not available for Quarters		Not available for Quarters		Not available for Quarters		17,553	15,900 (+/- 3%)	<p>This figure is reported from our annual Young Scot PI Report (April 2019-March 2020). This represents approx. 58% of 11-25yr olds in the authority and is 9% increase compared to March 2019, and is reflected in the targeting of 16-20 year olds through Youth Services engagement with partner organisations.</p> <p>The bulk process did not take place in May 2020 due to lockdown. This year group did not receive their Young Scot</p>
















Code	Performance Indicator	Frequency	Current Status	Short Term	Long Term	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20		2019/20		Explanation of performance
						Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
																				Card as expected and Youth Services are working with secondary schools to try and assist S1 bulk process to take place should Covid-19 restrictions permit.
CLAD.YS.03	Number of Young Scot reward users	Years				New indicator		Not available for Quarters		Not available for Quarters		Not available for Quarters		Not available for Quarters		Not available for Quarters		4,388	3,800 (+/- 3%)	<p>This figure shows that 25% of card holders are Reward users, and there has been a 14% increase in reward redemptions compared to previous year.</p> <p>This figure can fluctuate as activity on the Rewards platform can reduce and increase according to off-line and on-line activity of young people, and additional funding for rewards to be claimed.</p> <p>Rewards claiming will be affected due to Covid-19, registering for YS Rewards</p>
CLAD.YS.04	Number of online engagements in local youth information platform	Years				New indicator		Not available for Quarters		Not available for Quarters		Not available for Quarters		Not available for Quarters		Not available for Quarters		14,221	19,300	<p>This figure is a combination of the following: 234 young people taking part in Youth consultation 3,402 votes cast in Celebrating Renfrewshire Participatory Budgeting 6,484 votes cast in MSYP Elections at end of March 2019: Renfrewshire results published in April showed voter % turnout was the 3rd highest in Scotland, and with, was the 2nd highest local authority for number of votes recorded. On- line Engagement:</p> <ul style="list-style-type: none"> 3,231-page views to the Young Scot Renfrewshire portal; 870 page views in March 2020 to young.scot/coronavirus from people in our local area










Local Outcome Strategic Outcome 4: Creating a sustainable Renfrewshire for all to enjoy







Code	Performance Indicator	Frequency	Current Status	Short Term	Long Term	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20		2019/20		Explanation of performance
						Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
CR.PP.01	Air Quality - Annual average PM10 value across all continuous monitoring sites	Years				13.1	18	13.75	18	Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		14.3	18	Paisley Air Quality Management Area has had no exceedances for 5 years therefore Communities, Housing and Planning Services will review the data in 2020 with a view to possibly revoking or amending the AQMA.
CR.PP.01b	Air quality - average nitrogen dioxide value of monitoring sites, within AQMA(s) exceeding limits	Years				41.6	44	40.8	43	Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		41.1	42	Good performance, however, 1 failure located at Renfrew Cross within the Renfrew AQMA, related to traffic emissions.
CR.PP.03a	Food Hygiene Information Scheme - % of premises which currently achieve a Pass rating	Quarters				98%	97%	98%	97%	98%	95%	99%	95%	99%	95%	99%	95%	99%	95%	There were 1,287 premises within the Food Hygiene Information Scheme, of which 99% have a Pass or Pass with Eatsafe. This reflects a very high level of performance where food premises meet or exceed compliance standards at any given inspection. All premises are ultimately required to make the improvements necessary to achieve the Pass rating.
HPCHARTER 08	Percentage of council dwellings that are energy efficient	Years				100.0 %	100.0 %	99.8%	100.0 %	Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		98.4%	100.0 %	<p>The electric storage heaters in 85 Council properties in multi storey blocks, are now over 30 years old and no longer classified as energy efficient.</p> <p>The Council has a programme in place of upgrading those old heating systems with new energy efficient Quantum Storage Heaters, when the dwellings become void.</p>







Local Outcome Strategic Outcome 5: Working together to improve outcomes

Code	Performance Indicator	Frequency	Current Status	Short Term	Long Term	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20		2019/20		Explanation of performance
						Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
HPCHARTER 31	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	Quarters				4.90%	6.00%	5.76%	5.70%	5.70%	5.70%	5.95%	5.70%	6.57%	5.70%	5.7%	5.70%	5.7%	5.70%	The last year has seen an improvement in arrears performance with a small reduction in Gross rent arrears.
HPCHARTER 30	Rent collected as percentage of total rent due in the reporting year.	Quarters				100.1 %	95.0%	100.0 %	98.0%	97.3%	98.0%	98.3%	98.0%	98.5%	98.0%	99.5%	98.0%	99.5%	98.0%	Last year £45,533,300 of rent was collected from a total of £45,754,900 rent due.
HPCHARTER 35	Average length of time taken to re-let properties in the last year	Quarters				38 days	38 days	38 days	38 days	40 days	37 days	39 days	37 days	41 days	37 days	45 days	37 days	45 days	37 days	<p>What is going wrong or impacting on performance?</p> <p>The overall time taken to re-let properties has increased this year. This includes the time taken to carry out necessary repairs and re-let properties, which this year includes some long term empty properties being brought back into use. Although this is a positive outcome from a letting and community perspective, it does have a negative impact on the average days to re-let figure”.</p> <p>Has any corrective action already been undertaken?</p> <p>The sign up process has been reviewed to help reduce the number of days properties are considered empty and officers are continuing to work with colleagues from other local authorities to share good practice.</p>

Code	Performance Indicator	Frequency	Current Status	Short Term	Long Term	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20		2019/20		Explanation of performance
						Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
																				<p>When does the service expect to be back on track?</p> <p>Given the current situation with Covid 19 we will continue to monitor this PI and review on an on-going basis, however the main focus in the current climate remains tackling homelessness and assisting those in critical need.</p>
HPCHARTER 13	% of reactive repairs carried out in the last year completed right first time	Years				90.2%	92.0%	88.1%	93.0%	Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		82.6%	93%	The service completed over 25,000 repairs right first time from a total of over 31,000 repairs in 2019/20.
HPCMT07	% Overall Repairs Completed Within Target	Quarters				95.4%	91.5%	95.9%	94.4%	94%	94%	94.3%	94%	95%	94%	93.7%	94%	94.3%	94%	This PI has exceeded target
HPCHARTER 12	Average length of time taken to complete non-emergency repairs (days)	Quarters				7.1 days	15.0 days	6.9 days	15.0 days	6.8 days	15.0 days	7.5 days	15.0 days	8.0 days	15.0 days	8.5 days	15.0 days	7.8 days	15.0 days	There has been an increase in the length of time taken to complete non-emergency repairs over the year. Performance in this area is expected to improve with the introduction of portable devices that will speed up repairs processing.
HPCHARTER 34	% of rent loss due to voids	Quarters				1.31%	1.80%	1.40%	1.40%	1.53%	1.40%	1.52	1.40%	1.56	1.40%	1.52	1.40%	1.52%	1.40%	Performance in this indicator is linked to performance for the average days to let PI above
PT.DS.PPF.C MT01	Average Time for processing Planning Applications (Householder)	Quarters				7.6	Data only	6.9	8	6.1	8	5.9	8	6.3	8	6.2	8	6.1	8	<p>This indicator is verified by the Scottish Government bi-annually.</p> <p>The Quarter 3 and Quarter 4 figures along with the 2019-20 yearly figures were published by the Scottish Government on 21 July 2020.</p> <p>A new target has been set of 8 weeks (statutory target), previously reported as data only. Performance reporting for this indicator is consistent with Q3 at 6.3 weeks and Q4 at 6.2 weeks with</p>

Code	Performance Indicator	Frequency	Current Status	Short Term	Long Term	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20		2019/20		Explanation of performance
						Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
																				an overall yearly reporting figure of 6.1 weeks, well below the target set of 8 weeks and the Scottish Average of 7.3 weeks.
PT.DS.PPF.C MT.06	Application Approval Rate	Quarters				97.2%	N/A	97.7%	N/A	96.2%	N/A	99.4%	N/A	95.9%	N/A	97.5%	N/A	97.3%	N/A	<p>This indicator is verified by the Scottish Government bi-annually. The Quarter 3 and Quarter 4 figures along with the 2019-2020 yearly figures were published by the Scottish Government on 21 July 2020.</p> <p>Performance reporting for this indicator shows an overall yearly figure of 97.3% well above the Scottish average of 94.2%.</p>
PT.DS.PPF.C MT.07	Percentage of applications dealt with under delegated authority	Quarters				98.1%	N/A	97.5%	N/A	96.6%	N/A	98.3%	N/A	98.4%	N/A	99.2%	N/A	98.1%	N/A	<p>This indicator is verified by the Scottish Government bi-annually. The Quarter 3 and Quarter 4 figures along with the 2019-2020 yearly figures were published by the Scottish Government on 21 July 2020.</p> <p>Performance reporting for this indicator shows an overall yearly figure of 98.1% well above the Scottish average of 96.3%.</p>
DHS.BSTAN. 1a	Time to issue a building warrant or amendment to warrant from receipt of application (days)	Quarters				87.4	60.0	83.9	60.0	85.6	60.0	83.4	60.0	93.3	60.0	104.6	60.0	85.6	60.0	<p>At our midterm scrutiny meeting last year, the performance of the three building standards indicators was discussed. Since then, following discussions with the Director of Communities, Housing and Planning Services, a programme of performance management has been put in place to scrutinise performance and discuss any trends or issues. The wording of these indicators has been changed to make it clearer what they mean and what they are measuring.</p> <p>Within the team, 2 new appointments have been made and interviews have taken place for a further assistant level</p>

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						Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
																				post; it is hoped this appointment will result in further improvements. Performance will also be aided by an ICT investment funded from the Right for Renfrewshire project.
DHS.BSTAN.1b	Time to issue a first report (95% issued within 20 days)	Quarters				29.6	95.0	61.2	95.0	59.2	95.0	46.6	95.0	55.1	95.0	50.2	95.0	59.2	95.0	<p>At our midterm scrutiny meeting last year, the performance of the three building standards indicators was discussed. Since then, following discussions with the Director of Communities, Housing and Planning Services, a programme of performance management has been put in place to scrutinise performance and discuss any trends or issues. The wording of these indicators has been changed to make it clearer what they mean and what they are measuring.</p> <p>Within the team, 2 new appointments have been made and interviews have taken place for a further assistant level post; it is hoped this appointment will result in further improvements. Performance will also be aided by an ICT investment funded from the Right for Renfrewshire project.</p>
DHS.BSTAN.1c	Percentage of building warrants or amendments issued within 10 days of receipt of all satisfactory information	Quarters				48.1	90.0	61.2	90.0	53.0	90.0	49.0	90.0	62.8	90.0	57.6	90.0	53.0	90.0	<p>At our midterm scrutiny meeting last year, the performance of the three building standards indicators was discussed. Since then, following discussions with the Director of Communities, Housing and Planning Services, a programme of performance management has been put in place to scrutinise performance and discuss any trends or issues. The wording of these indicators has been changed to make it clearer what they mean and what they are measuring.</p> <p>Within the team, 2 new appointments have been made and interviews have taken place for a further assistant level</p>

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						Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
																				post; it is hoped this appointment will result in further improvements. Performance will also be aided by an ICT investment funded from the Right for Renfrewshire project.
DHS.COMP.FRONT%	Total Percentage of frontline (stage 1) complaints responded to within 5 days by CHAPS	Quarters				88.6%	95%	90.1%	95%	90.9%	95%	93.5%	95%	88.1%	95%	95%	95%	92%	95%	814 complaints received and 749 answered within timescale. Percentage answered within timescale increased again compared to previous years.
DHS.COMP.IV%	Total Percentage of investigation (stage 2) complaints responded to within 20 days by CHAPS	Quarters				85.7%	95%	82.4%	95%	100%	95%	100%	95%	89%	95%	100%	95%	96%	95%	25 complaints received and 24 answered within timescale.