

Notice of Meeting and Agenda

Communities, Housing & Planning Policy Board

Date	Time	Venue
Tuesday, 29 October 2019	13:00	Council Chambers (Renfrewshire), Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

KENNETH GRAHAM
Head of Corporate Governance

Membership

Councillor Bill Binks: Councillor Bill Brown: Councillor Stephen Burns: Councillor Andy Doig: Councillor Natalie Don: Councillor James MacLaren: Councillor Kenny MacLaren: Councillor Mags MacLaren: Councillor Colin McCulloch: Councillor Kevin Montgomery: Councillor Iain Nicolson: Councillor Emma Rodden: Councillor Jane Strang:

Councillor Marie McGurk (Convener): Councillor John McNaughtan (Depute Convener):

Members Development

Members of the Board are invited to attend a briefing on the Regulation of Social Housing: Annual Assurance Statement 2019, which is being held in Corporate Meeting Room 1 at 12 noon on 29 October, 2019.

Further Information

This is a meeting which is open to members of the public.

A copy of the agenda and reports for this meeting will be available for inspection prior to the meeting at the Customer Service Centre, Renfrewshire House, Cotton Street, Paisley and online

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

For further information, please either email

democratic-services@renfrewshire.gov.uk or telephone 0141 618 7112.

Members of the Press and Public

Members of the press and public wishing to attend the meeting should report to the customer service centre where they will be met and directed to the meeting.

Apologies

Apologies from members.

Declarations of Interest

Members are asked to declare an interest in any item(s) on the agenda and to provide a brief explanation of the nature of the interest.

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|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| 1 | Minute of Meeting of Police, Fire & Rescue Scrutiny Sub-Committee

Minute of meeting of Police, Fire & Rescue Scrutiny Sub-Committee. | 1 - 4 |
| 2 | Revenue Budget Monitoring Report

Joint report by Director of Finance & Resources, Director of Children's Services and Director of Communities, Housing & Planning Services. | 5 - 12 |
| 3 | Capital Budget Monitoring Report

Joint report by Directors of Finance & Resources and Communities, Housing & Planning Services. | 13 - 18 |
| 4 | Community Empowerment Fund

Report by Chief Executive. | 19 - 28 |
| 5 | Greenspaces Parks and Play Areas and Villages Investment Fund

Report by Director of Communities, Housing & Planning Services. | 29 - 36 |
| 6 | Service Improvement Plan 2019/22 Mid-Year Monitoring Report - Communities, Housing & Planning Services

Report by Director of Communities, Housing & Planning Services. | 37 - 84 |
| 7 | Service Improvement Plan 2019/22 Mid-Year Monitoring Report - Children's Services

Report by Director of Children's Services. | 85 - 118 |
| 8 | Regulation of Social Housing - Annual Assurance Statement

Report by Director of Communities, Housing & Planning Services. | 119 - 138 |

9	Annual Housing Performance Benchmarking Report 2018/19	139 - 146
	Report by Director of Communities, Housing & Planning Services.	
10	Housing Customer Engagement Annual Report 2018/19	147 - 162
	Report by Director of Communities, Housing & Planning Services.	
11	Social Housing Charter Performance 2019/20: Half Year Update	163 - 180
	Report by Director of Communities, Housing & Planning Services.	
12	Renfrewshire Local Housing Strategy 2016/21: Annual Update 2019	181 - 240
	Report by Director of Communities, Housing & Planning Services.	
13	Renfrewshire Strategic Housing Investment Plan 2020/25	241 - 272
	Report by Director of Communities, Housing & Planning Services.	
14	Renfrewshire Council's Scottish Secure Tenancy Agreement 2019	273 - 308
	Report by Director of Communities, Housing & Planning Services.	
15	Paisley West End Regeneration Update	309 - 314
	Report by Director of Communities, Housing & Planning Services.	
16	Tannahill Area, Ferguslie Park - Update	315 - 318
	Report by Director of Communities, Housing & Planning Services.	
17	Support for Veterans	319 - 322
	Report by Director of Communities, Housing & Planning Services.	
18	Department for Business, Energy and Industrial Strategy (BEIS) Whole House Retrofit Innovation Competition - Award of Funding	323 - 326
	Report by Director of Communities, Housing & Planning Services.	

19	Consultation: Influenza Pandemic Preparedness - Guidance for Health and Social Care Services in Scotland: Renfrewshire Response	327 - 332
	Report by Director of Communities, Housing & Planning Services.	
	Proposal of Application Notices	
	Proposal of Application Notices are included for members information only. Members should note that the Notices may subsequently come before them for determination as planning applications and as such should consider the guidance contained in the Scottish Government Guidance on the Role of Councillors in Pre-Application Procedures and the Councillors Code of Conduct.	
20	Proposal of Application Notices	333 - 344
	Reports by Director of Communities, Housing & Planning Services.	
	Planning Applications	
	Members must deal with planning applications in an objective manner to ensure that they cannot be challenged with accusations of bias or predetermination. Votes on planning applications must be seen to be impartial and not influenced by party political issues.	
21	Planning Applications	345 - 400
	Reports by Director of Communities, Housing & Planning Services.	

Minute of Meeting

Police and Fire & Rescue Scrutiny Sub-Committee

Date	Time	Venue
Tuesday, 20 August 2019	15:00	Corporate Meeting Room 1, Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

Present

Councillors McGurk, McNaughtan and Strang.

Chair

Councillor McGurk, Convener, presided.

In Attendance

M Crearie, Director of Communities, Housing & Planning Services; O Reid, Head of Communities & Public Protection and C Dalrymple, Communities and Regulatory Manager (both Communities, Housing and Planning Services); and K O'Neill, Assistant Democratic Services Officer (Finance & Resources).

Also In Attendance

A Murray, Chief Superintendent and D Falconer, Chief Inspector (both Police Scotland); and M Gallacher, Group Manager and F Grant, Station Manager (both Scottish Fire & Rescue Service).

Apologies

A Murray, Chief Superintendent and D Falconer, Chief Inspector (both Police Scotland); and M Gallacher, Group Manager and F Grant, Station Manager (both Scottish Fire & Rescue Service).

Declarations of Interest

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

1 Scottish Government Review of Strategic Police Priorities: Consultation

There was submitted a report by the Director of Communities, Housing & Planning Services relative to the consultation undertaken by the Scottish Government on the Review of Strategic Police Priorities.

The report stated that on 15 July 2019 the Scottish Government had published a nationwide consultation on the draft Strategic Police Priorities for Scotland, following a pre-consultation discussion with a range of organisations with direct interest in Policing in Scotland and included:- Scottish Police Authority, Police Scotland, Her Majesty's Inspector of Constabulary in Scotland, The Police Investigation and Review Commissioner, COSLA and representative from the Scottish Police Federation and Association of Scottish Police Superintendents.

The draft Strategic Police Priorities for Scotland had been informed by the pre-consultation exercise and focused on six themes:-

Crime and Security, Confidence, Partnerships, Sustainability, People and Evidence. The new priorities would be published following consultation in November 2019. It was proposed that the new priorities remain in place for six years and next be reviewed in 2025.

The Council's proposed response, a copy of which was appended to the report, welcomed the opportunity to review and respond to the Strategic Police Priorities Consultation.

DECIDED:

- (a) That the consultation on the Strategic Police Priorities for Scotland be noted;
- (b) That it be noted that the next review of priorities would take place in 2025; and
- (c) That the Council's draft response to the consultation, as detailed in Appendix 1 of the report, be approved.

2 Scottish Fire and Rescue Service Strategic Plan 2019-22: Public Consultation

There was submitted a report by the Director of Communities, Housing & Planning Services relative to the Scottish Fire and Rescue Strategic Plan 2019-22: Public Consultation.

The report intimated that the Scottish Fire and Rescue Service (SFRS) had launched its Strategic Plan 2019/22 which was based around four key outcomes: Prevention, Response, People and Public Value.

The response developed and submitted by Renfrewshire Council, prior to the deadline of 18 July 2019, was appended to the report for homologation.

DECIDED:

(a) That the Scottish Fire and Rescue Strategic Plan 2019/22: Public Consultation be noted; and

(b) That the action by the Director of Communities, Housing & Planning in submitting the Council's consultation response, as detailed in Appendix 1 to the report, be homologated.

3 Police Scotland Scrutiny Report

The report summarised the key performance indicators and provided statistics for the period 1 April - 30 June 2019, relating to the specific key objectives detailed in the Renfrewshire Local Policing Plan 2017/20, together with comparative data.

The report also provided, in an infographics format, local updates in relation to the Police Scotland priorities of violence and anti-social behaviour; acquisitive crime; public protection; major crime & terrorism and road safety & road crime.

DECIDED: That the information be noted.

4 Scottish Fire and Rescue Service Scrutiny Report

There was submitted a report, in an infographics format, by the Group Manager, Scottish Fire and Rescue Service (SFRS) relative to SFRS performance and activities in the Renfrewshire area during the reporting period 1 April - 30 June 2019.

The report had been developed to compliment key partnership activity embedded across Renfrewshire Community Plan and associated Delivery and Thematic plans.

The report also provided updates in relation to accidental dwelling fires and casualties, unintentional injury and harm, deliberate fire setting, non-domestic fire safety and unwanted fire alarm signals.

DECIDED: That the report be noted.

5 Local Issues

The Group Manager, Scottish Fire & Rescue Service thanked partners for their support in the organisation of the recent memorial service event held on 29 June 2019 to commemorate James Mair, a firefighter who had lost his life while attending a fire at Ferguslie Fireclay Works, Paisley. A stone memorial plinth was put in place near to where the firefighter had fallen. Members of Mr Mair's family, some of whom had travelled from America, had attended the ceremony and were thereafter invited to Tweedie Hall, Linwood where they met local elected members and members of Scottish Fire & Rescue Service. The event had been a great success and arrangements were being made for a souvenir of the event to be sent to the family of Mr Mair.

DECIDED: That the information provided be noted.



To: Communities, Housing and Planning Policy Board

On: 29 October 2019

Report by: Director of Finance and Resources, Director of Communities, Housing and Planning Services and Director of Children's Services

Heading: Revenue Budget Monitoring to 13th September 2019

1. Summary

1.1 Gross expenditure and income for all divisions of service is in line with budget resulting in a net underspend position for the services reporting to this Policy Board. The summary position, for each of the services has been detailed in the table below.

Division / Department	Current Reported Position	% variance	Previously Reported Position	% variance
HRA	Breakeven	-	N/A	-
Other Housing	Breakeven	-	N/A	-
Planning Services	Breakeven	-	N/A	-
Communities and Public Protection (excluding Regulatory Services)	Breakeven	-	£2,000 Underspent	0.1%
Criminal Justice	Breakeven	-	N/A	-
Total for all services	Breakeven	-	N/A	0.1%

2. **Recommendations**

- 2.1 Members are requested to note the budget position.

3. **Budget Adjustments**

- 3.1 Additional budget transfers have been processed to reflect changes in service responsibilities although these have had no impact on the Council's overall position. Supplementary budget increases have also been reflected in the annual budget in respect of the Tackling Poverty allocation to support Street Stuff and the Future Paisley budget.

4. **Housing Revenue Account**

Current Position:	Breakeven
<i>Previously Reported:</i>	<i>Breakeven</i>

- 4.1 The HRA is currently showing a net breakeven position.
- 4.2 The underspend within the HRA's transfer payments category is due to continued improvements in rent collection and void rent losses.
- 4.3 A corresponding overspend is being reported against loans charges to reflect the current policy of utilising any HRA underspends to repay debt. This approach allows the Council to prudently manage the HRA debt portfolio.
- 4.4 **Projected Year End Position**
The underspend within the HRA's transfer payments category is due to continued improvements in rent collection and void rent losses.

5. **Communities, Housing and Planning Services (excl Regulatory Services)**

Current Position:	Breakeven
<i>Previously Reported:</i>	<i>£2,000 underspent</i>

- 5.1 At this stage in the financial year the above services are currently showing a net breakeven position.

5.2 Projected Year End Position

It is projected that breakeven position will be reported at the year end for these services.

6. Criminal Justice

Current Position:	Breakeven
<i>Previously Reported:</i>	<i>Breakeven</i>

6.1 The Criminal Justice service is currently showing a net breakeven position.

6.2 Projected Year End Position

It is projected that a breakeven position will be achieved at the year end for this service area.

Implications of the Report

1. **Financial** – Net revenue expenditure will be managed and contained within available resources.
2. **HR & Organisational Development** - none
3. **Community Planning** – none
4. **Legal** - none
5. **Property/Assets** - none
6. **Information Technology** - none.
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and

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

- 8. **Health & Safety** – none
- 9. **Procurement** – none
- 10. **Risk** – none
- 11. **Privacy Impact** - none
- 12. **Cosla Policy Position** - none

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Lisa Dickie, Ext 7384

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2019/2020
1st April 2019 to 13 September 2019

POLICY BOARD : COMMUNITIES, HOUSING AND PLANNING SERVICES

ALL DIVISIONS OF SERVICE

Description (1)	Revised Annual Budget (2)	Revised Period Budget (3)	Revised Actual (4)	Budget Variance (5)		
	£000's	£000's	£000's	£000's	%	
Housing Revenue Account (HRA)	0	(10,582)	(10,582)	0	0.0%	breakeven
Other Housing	4,468	5,172	5,172	0	0.0%	breakeven
Planning Services	557	103	103	0	0.0%	breakeven
Communities and Public Protection (excluding Regulatory Services)	3,782	1,553	1,553	0	0.0%	breakeven
Criminal Justice	3,430	1,352	1,352	0	0.0%	breakeven
NET EXPENDITURE	12,237	(2,402)	(2,402)	0	0.0%	breakeven

Bottom Line Position to 13th September is breakeven

Anticipated Year End Budget Position is breakeven

£000's

0

0.0%

0

0.0%

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2018/2019
1st April 2019 to 13 September 2019

POLICY BOARD : COMMUNITIES, HOUSING AND PLANNING SERVICES

ALL DIVISIONS OF SERVICE

Description (1)	Revised Annual Budget (2)	Revised Period Budget (3)	Revised Actual (4)	Budget Variance (5)		
	£000's	£000's	£000's	£000's	%	
Employees	18,520	7,090	7,090	0	0.0%	breakeven
Premises Related	15,946	7,454	7,454	0	0.0%	breakeven
Supplies & Services	3,116	633	633	0	0.0%	breakeven
Transport Related	277	130	130	0	0.0%	breakeven
Support Services	3,856	18	18	0	0.0%	breakeven
Third Party Payments	386	298	298	0	0.0%	breakeven
Transfer Payments	69,480	26,965	26,553	412	1.5%	underspend
Depreciation and Impairment Losses	21,265	0	412	(412)	0.0%	breakeven
GROSS EXPENDITURE	132,846	42,588	42,588	0	0.0%	breakeven
Income	(120,609)	(44,990)	(44,990)	0	0.0%	breakeven
NET EXPENDITURE	12,237	(2,402)	(2,402)	0	0.0%	breakeven

	£000's	
Bottom Line Position to 13 September 2019 is breakeven	<u>0</u>	<u>0.0%</u>
Anticipated Year End Budget Position is breakeven	<u>0</u>	<u>0.0%</u>

RENFREWSHIRE COUNCIL
REVENUE BUDGET MONITORING STATEMENT 2019/2020
1st April 2019 to 13 September 2019

POLICY BOARD : COMMUNITIES, HOUSING AND PLANNING SERVICES

HOUSING REVENUE ACCOUNT (HRA)

Description (1)	Revised Annual Budget (2)	Revised Period Budget (3)	Revised Actual (4)	Budget Variance (5)		
	£000's	£000's	£000's	£000's	%	
Employee Costs	8,274	3,125	3,125	0	0.0%	breakeven
Premises Related	14,472	6,830	6,830	0	0.0%	breakeven
Supplies & Services	701	189	189	0	0.0%	breakeven
Transport Related	84	33	33	0	0.0%	breakeven
Support Services	2,425	14	14	0	0.0%	breakeven
Third Party Payments	0	0	0	0	0.0%	breakeven
Transfer Payments	3,937	1,384	972	412	29.8%	underspend
Depreciation and Impairment Losses	21,265	0	412	(412)	0.0%	breakeven
GROSS EXPENDITURE	51,158	11,575	11,575	0	0.0%	breakeven
Income	(51,158)	(22,157)	(22,157)	0	0.0%	breakeven
NET EXPENDITURE	0	(10,582)	(10,582)	0	0.0%	breakeven

	£000's	
Bottom Line Position to 13 September 2019 is breakeven	<u>0</u>	<u>0.0%</u>
Anticipated Year End Budget Position is breakeven	<u>0</u>	<u>0.0%</u>



To: COMMUNITIES, HOUSING & PLANNING POLICY BOARD

On: 29 OCTOBER 2019

Report by: Director of Finance and Resources & Director of Communities, Housing and Planning Services

Heading: Capital Budget Monitoring Report

1. Summary

- 1.1 Capital expenditure to 13th September 2019 totals £12.504m compared to anticipated expenditure of £12.497m for this time of year. This results in an overspend of £0.007m for those services reporting to this board, and is summarised in the table below:

Division	Current Reported Position	% Variance	Previously Reported Position	% Variance
Housing (HRA)	£0.006 m <i>o/spend</i>	0% <i>o/spend</i>	£0.003m <i>u/spend</i>	0% <i>o/spend</i>
Housing (PSHG)	£0.001m <i>u/spend</i>	0% <i>u/spend</i>	b/even	0% <i>b/even</i>
Development & Housing Services	£0.002m <i>o/spend</i>	0% <i>o/spend</i>	£0.002m <i>o/spend</i>	0% <i>o/spend</i>
Total	£0.007m <i>o/spend</i>	0% <i>o/spend</i>	£0.001m <i>u/spend</i>	0% <i>u/spend</i>

- 1.2 The expenditure total of £12.504m represents 40% of the resources available to fund the projects being reported to this board. Appendix 1 provides further information on the budget monitoring position of the projects within the remit of this board.

2. **Recommendations**

- 2.1 It is recommended that Members note this report.
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3. **Background**

- 3.1 This report has been prepared by the Director of Finance and Resources in conjunction with the Chief Executive and the Director of Communities, Housing & Planning.
- 3.2 This capital budget monitoring report details the performance of the Capital Programme to 13th September 2019 and is based on the Housing Capital Investment Plan and the Private Sector Housing Investment Programme approved by the board on 28th February 2019, adjusted for movements since its approval.
-

4. **Budget Changes**

- 4.1 Since the last report budget changes in 2019-20 totalling £1.936m have arisen which reflects the following:-

Budget brought forward from 2020/21 into 2019/20 (£2.650m);

- **HRA**
Improvement to Existing Properties (£1.650m) to reflect an increase in the scope of work to be carried out on Externals during 2019-20;

Other Assets (£1.000m) for the acquisition of property at Christie Street.

Budget carried forward from 2019/20 into 2020/21 (£0.737m);

- **Housing (PSHG)**
PSHG (£0.300m) for a revised forecast of the timings of the uptake from owners in Council House Schemes.
- **Development & Housing Services**
THI/CARS 2 (£0.437m) as a result of updated cash flow forecasts received in the expected timing of grant payments.

Budget increases in 2019-20 (£0.023m)

- **Development & Housing Services**
Local Green Area Networks (£0.023m) reflecting grant awarded for Semple Trail Heritage Project.

Implications of the Report

1. **Financial** – The programme will be continually monitored, in conjunction with other programmes, to ensure that the available resources are fully utilised and that approved limits are achieved.
2. **HR & Organisational Development** – none.
3. **Community Planning** –

Creating a sustainable Renfrewshire for all to enjoy – Capital investment in new and existing assets will ensure Renfrewshire is more energy efficient.
4. **Legal** – none.
5. **Property/Assets** – none.
6. **Information Technology** – none.
7. **Equality & Human Rights** – The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be.
8. **Health & Safety** – none.
9. **Procurement** – none.
10. **Risk** – none.
11. **Privacy Impact** – none.
12. **Climate Risk** – none.
13. **Cosla Policy Position** – none.

List of Background Papers

- (a). Non-Housing Capital Investment Programme 2019/20 to 2021/22 – Council, 28th February 2019.
- (b). Housing Revenue Account Budget and Rent Levels 2019/20 and Housing Capital Investment Plan 2019/20 to 2021/22 – Council, 28th February 2019.

The contact officers within the service are:

- Geoff Borland, Extension 4786
- Louise Feely, Extension 6049
- Ian MacKinnon, Extension 5842
- Fraser Carlin, Extension 7933

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Communities, Housing & Planning - Appendix 1

RENFREWSHIRE COUNCIL

CAPITAL INVESTMENT STRATEGY - NON-HOUSING SERVICES

BUDGET MONITORING REPORT

BOARD: COMMUNITIES, HOUSING & PLANNING

		Current Year								Full Programme - All years		
Project Title	Prior Expenditure to 31/03/2019* £000	Approved Programme @28/02/19 £000	Current Programme MR 6 £000	Year To Date Budget to 13-Sep-19 £000	Cash Spent to 13-Sep-19 £000	Variance to 13-Sep-19 £000	% Variance	Cash to be Spent by 31-Mar-20 £000	% Cash Spent	Total Programme to 31-Mar-22 £000	Total Cash Spent to 13-Sep-19 £000	Total Cash to be Spent to 31-Mar-22 £000
HOUSING(HRA)												
Improvements To Existing Properties	0	5,350	7,000	3,413	3,417	-4	0%	3,583	49%	21,450	3,417	18,033
Regeneration	3,545	825	825	60	61	-1	-2%	764	7%	6,675	3,606	3,069
Other Assets	0	1,770	2,770	1,915	1,917	-2	0%	853	69%	5,650	1,917	3,733
Non Property Expenditure	0	190	190	60	59	1	2%	131	31%	230	59	171
Council House New Build	5,755	17,106	17,106	6,285	6,284	1	0%	10,822	37%	58,624	12,039	46,585
Professional Fees	0	1,050	1,050	230	231	-1	0%	819	22%	3,300	231	3,069
Total Housing(HRA) Programme	9,300	26,291	28,941	11,963	11,969	-6	0%	16,972	41%	95,929	21,269	74,660
HOUSING(PSHG)												
Private Sector Housing Grant Programme	0	1,315	1,201	419	418	1	0%	783	35%	2,751	418	2,333
Total Housing(PSHG) Programme	0	1,315	1,201	419	418	1	0%	783	35%	2,751	418	2,333
DEVELOPMENT & HOUSING SERVICES(THI/LGAN)												
Townscape Heritage CARS 2	597	1,267	830	110	111	-1	-1%	719	13%	4,099	708	3,391
Local Green Area Networks Projects	0	75	98	5	6	-1	-28%	92	7%	233	6	227
Total Development & Housing(THI/LGAN)	597	1,342	928	115	117	-2	-2%	811	13%	4,332	714	3,618
TOTAL COMMUNITIES, HOUSING & PLANNING BOARD	9,897	28,948	31,070	12,497	12,504	-7	0%	18,566	40%	103,012	22,401	80,611

*Rolling programmes have a prior year year expenditure of £0 as the expenditure is not directly linked from one year to the next as a singular project.



To: Communities, Housing and Planning Board

On: 29th October 2019

Report by: Chief Executive

Heading: Community Empowerment Fund

1. Summary

- 1.1 The purpose of this report is to seek approval from the Communities, Housing and Planning Board for the award of grants in the seventh round of the Community Empowerment Fund.
- 1.2 The key objective of the fund is to support community organisations to acquire and develop community assets. The fund aims to support and develop community organisations, with a specific focus on assisting those organisations that wish to acquire and develop community assets.
- 1.3 Four new applications were received through this round and two applications previously deferred were considered. All applications were considered by the officer panel established following the launch of the fund, with panel recommendations set out in Section 2 and detailed in Appendix 1.
- 1.4 During the first year of its operation, the Community Empowerment Fund has received a wide range of applications. In some circumstances, assessment of these applications has indicated a potential requirement to update the guidance in place for applications,

in order to recognise the diverse nature of applications and projects in place in Renfrewshire now, and in the future. A review of the year 1 operation of the fund is now underway, and it is intended that updated guidance will be submitted to the Leadership Board for approval. Elected members are asked to note that several learning points have been identified from applications considered in this current round of CEF, at 2.1(d & e). These applications are being recommended for approval in principle, subject to updated fund guidance being approved by Leadership Board on 4 December 2019.

- 1.5 The next deadline for applications to the Community Empowerment Fund is 5 November 2019.

2. **Recommendations**

- 2.1 It is recommended that the board approved the recommendations as detailed in Section 4 and Appendix 1, namely:
- a) To approve the award of £10,000 to the New Tannahill Centre
 - b) To approve the award of £3,800 to Renfrew Victoria Football Club
 - c) To approve the award of £6,500 to the Western Desert Recce Group
 - d) To approve in principle the award of £6,760 to the Paisley 2021 Community Trust, pending the decision of Leadership Board on 4 December 2019 clarifying the position of funding projects which would see commercial assets brought into community use
 - e) To approve an award of £50,000 to Active Communities, and to approve in principle a further £50,000 pending the decision of Leadership Board on 4 December 2019 clarifying the 'exceptional circumstances' criteria for awarding beyond the current £50,000 limit

3. **Background**

- 3.1 At its meeting on 2 March 2018, Council agreed to commit £1.5million (£0.5million in revenue and £1million in capital) to establish a Community Empowerment Fund that will be used to support community asset transfers, by providing up-front investment in the condition of assets prior to transfer. It should be noted that the £1.5million represents a one-off investment fund.

- 3.2 On 20th June 2018, Leadership Board agreed the key objectives and criteria of the fund, and agreed that applications to the Community Empowerment Fund be submitted to Communities, Housing and Planning Board for final approval.
- 3.3 The key objectives of the fund are to support and develop community organisations with a specific focus on assisting those organisations that wish to acquire and develop community assets in three ways:
- **Project:** Support the development of the Business Plan for an asset
 - **Organisation:** Develop the organisational capacity to manage and develop an asset
 - **Property:** Upfront investment in assets prior to or after transfer
- 3.4 The fund is comprised of £0.5million in revenue funding and £1million in capital funding. As such, it is anticipated that revenue funding will support applications to develop the project or organisation, and the capital funding will be used to support property costs.
- 3.5 It will be important applicants to the fund are able to demonstrate the following:
- Able to demonstrate positive impact for local communities
 - The community are involved in the design and delivery of the project
 - Good working relationships and partnership with others
 - The project is financially sustainable
 - Strategic fit with the fund objectives and criteria
 - Value for money and leverage of additional funding and/or resources
- 3.6 The award of funding from the Community Empowerment Fund does not commit the Council to a particular outcome as part of the Asset Transfer process, which will be subject to a separate decision making process through relevant governance arrangements.

4. **Summary of applications**

- 4.1 Four new applications were received by the deadline date of 3 September 2019 and two applications previously deferred were considered. The total value of requested grants through this round is £142,060.

4.2 A cross-service panel of officers review and assess the applications against the agreed objectives and criteria outlined at Section 3.2 and 3.3 of this report.

4.3 The officer recommendation is:

- To approve applications submitted by: New Tannahill Centre (£10,000), Active Communities (£50,000, with a further £50,000 in principle, subject to further discussions), Renfrew Victoria Youth Football Club (£3,800), Paisley 2021 Community Trust (£6,760 in principle, pending final decision by the Leadership Board) and Western Desert Recce Group (£6,500). The total value of applications recommended for approval in principle is £127,060.

Elected Members are asked to note:

- (a) that decisions regarding the development of and future capital works to the New Tannahill Centre will be made within the context of the Ferguslie Masterplan exercise taking place during winter 2019/20.
- (b) that an award of £50,000 be made to Active Communities is recommended. A further award of £50,000 is recommended in principle. This would be subject to discussions with Active Communities as part of the development of their Strategic Partnership Agreement and authority from revised guidance to be presented to the Leadership Board seeking to clarify exceptional circumstances for an award in excess of £50,000.
- (c) that an award in principle of £6,760 be made to Paisley 2021 Community Trust subject to authority from revised guidance to be presented to the Leadership Board, in particular seeking to clarify use of the Community Empowerment Fund in relation to commercial assets where it is intended to bring these into community use. The Approval Panel recognises merit in the project and that the project is in keeping with the spirit of the Fund, as specifically in this case it would bring a commercial asset into community use.
- (d) To defer the applications submitted by Renfrew YMCA SCIO pending decision by the group on their future plans.

4.4 A summary of the applications can be found at Appendix 1.

Implications of the Report

1. **Financial** - Council approved the allocation of £1.5million to establish the Community Empowerment Fund in March 2018.

2. **HR & Organisational Development** – Not applicable

3. **Community/Council Planning –**

The Renfrewshire Community Plan 2017-2027 states “There are new opportunities for communities to use, manage or take ownership of public sector assets and also to participate in the planning and delivery of services through the Community Empowerment Act. Over the last few years, there are over a dozen examples of community groups that have taken over public sector buildings or land in Renfrewshire, and more community groups are now thinking about assets and participation requests. As a partnership, we are committed to supporting this wherever we can.”

The Renfrewshire Council Plan also has a number of relevant priorities as part of the ‘Building strong, safe and resilient communities’ outcome. These include:

- Strengthening existing community networks and empowering local people to become more involved in their area and the services delivered there.
- Working with communities to support the regeneration of some of our most disadvantaged areas.
- Ensuring all towns and villages in Renfrewshire are better connected and able to participate in social, cultural or economic activities across the Renfrewshire area.

4. **Legal-** The establishment of this fund supports the delivery of a number of the Council’s obligations as part of the Community Empowerment Act 2015.

5. **Property/Assets** - The development of this fund will support Asset Transfer, and support the Council to meet its obligations as part of the

Community Empowerment Act.

6. **Information Technology** – None
 7. **Equality & Human Rights** - It is anticipated that the fund will have a positive impact on equality and human rights, and applications for the fund will be assessed to ensure they take relevant equalities implications into account.
 8. **Health & Safety** – None
 9. **Procurement** – None
 10. **Risk** – None
 11. **Privacy Impact** – None
 12. **Cosla Policy Position** – None
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List of Background Papers

- (a) Background Paper 1 – None
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Author: Annabelle Armstrong-Walter, Strategic Partnerships and Inequalities Manager, 0141 618 5968

Appendix 1: Community Empowerment Fund – Round Six – Recommendations for Communities, Housing and Planning Board

Applicant	Project description	Requested	Recommendation	Reason	Geographical Area
Renfrew YMCA SCIO	Seeking £9,480 funding to undertake a feasibility study from May 2019 to determine a community need and interest for the charity to undertake an asset transfer of one of Renfrew's community spaces. Currently they are interested in the McMaster Centre in Robertson Park, Renfrew. This phase of the project will allow for Renfrew YMCA together with The Community Enterprise to undertake a community consultation, evidence gathering, developing case studies, market research, ownership and management options, skills audits, outcome and financial modelling, development of a funding strategy, feasibility study and finally the development of a business plan. The findings will be used to inform and support next stages of asset transfer application.	£15,000	Defer	A decision is to be taken by Renfrew YMCA Board regarding whether this project will progress. It has been agreed with the organisation that this application will be considered at a future date if Renfrew YMCA decide to proceed with the project	Renfrew
New Tannahill Centre	Seeking £10,000 funding as a contribution towards the second stage of a feasibility study in relation to the proposed redevelopment of the Tannahill Centre , including the move from a long term lease to full ownership. This stage of the feasibility study will commission a design scheme/consultants to develop a plan to secure funding and apply for asset transfer.	£10,000	Award	The award will enable this phase of the work to progress. The future of the Tannahill Centre will be discussed in the context of the Ferguslie masterplan.	Paisley North, West and Central
Active Communities	Seeking £100,000 contribution to purchasing and renovating the old Police station in Johnstone to provide a base for Active Communities and other community groups. The asset would be open to the whole community. Activities provided would include low cost health and wellbeing, physical activity classes and training and employment opportunities. There will be a focus on prevention and early intervention which will	£100,000	Award £50,000 with a further £50,000 in principle subject to discussion.	The Community Empowerment Fund has an award limit of £50,000 for capital projects, but the guidance states that a greater award can be made in exceptional circumstances. On this basis, the public benefit of the project merits an initial award of £50,000. The Council is working to develop a Strategic Partnership Agreement (SPA) with Active	Johnstone & Linwood

Applicant	Project description	Requested	Recommendation	Reason	Geographical Area
	reduce inequalities by building the capacity of local communities to lead preventative action. A community Youth Health project will be developed providing youth activities, health information and peer led activities. The asset would also provide space for Kairos, a women's initiative developed in partnership with the Robertson Trust.			Communities. Within this context of the SPA, further discussion is required to assess the merit of the award of an additional £50,000.	
Renfrew Victoria Youth Football Club	Seeking £3,800 for architects plans for refurbishment of Kirklandneuk Pavilion. The project is to totally refurbish the pavilion into a facility that would be open to community groups. Upgraded changing rooms would allow inclusion of a girls and disabled people's section, in line with the Scottish Football Association's Grassroots Pathway. The refurbished facility would be integral to the growth of Renfrew Victoria by encouraging more children to join and start their football journey.	£3,800	Award	The award will enable this project to progress	Renfrew
The Paisley 2021 Community Trust	Seeking £6,760 for a High Street Cinema feasibility study. Paisley Community Trust (PCT) is focused on making the biggest impact possible in the town centre, with the development of a community cinema central to this. A location has been identified that has the potential to meet the requirements of the group. A feasibility study is required to document the suitability of a town centre building for conversion and use as a community cinema.	£6,760	Award in principle, subject to Leadership Board approval	Community Empowerment Fund guidance states that the purpose of the fund is to enable publicly-owned assets to be owned or managed by community groups. The premises identified by Paisley 2021 Community Trust is commercially owned rather than publicly owned. The Approval Panel recognises merit in the project and that the project is in keeping with the spirit of the Fund, as it would bring a commercial asset into community use, but the guidance does not allow for the grant to be awarded. If the Leadership Board approves changes to the guidance which would enable	Paisley North, West and Central

Applicant	Project description	Requested	Recommendation	Reason	Geographical Area
				bringing a commercial asset into public use to be considered, awarding the grant in principle would enable the project to progress.	
Western Desert Recce Group SCIO	Business Plan Development and community engagement regarding future use of Whitehaugh Barracks. The grant would be used to scope out Business Plan Development and carry out community engagement. The project includes: stakeholder and community engagement; market analysis; business planning; financial projections for three years and a potential funding plan. The group will work alongside Paisley Opera and form an association and/or partnership if necessary and investigate working with other groups.	£6,500	Award	The award will enable the group to progress its plans for Whitehaugh Barracks. The group is working together with Paisley Opera to explore a potential joint approach for this asset.	Paisley East



TO: COMMUNITIES, HOUSING AND PLANNING POLICY BOARD

ON: 29 OCTOBER 2019

REPORT BY: DIRECTOR OF COMMUNITIES, HOUSING AND PLANNING SERVICES

HEADING: GREENSPACES, PARKS & PLAY AREAS AND VILLAGES INVESTMENT FUND

1. Summary

- 1.1 This report updates the Communities, Housing and Planning Policy Board on progress made in supporting community projects using the Greenspaces, Parks & Play Areas and Villages Investment fund and seeks Board approval for the provision of grant funding for the project described in Section 3 of this report and set out in Appendix 1.
 - 1.2 The key objective in allocating funding is to work with and support community groups to identify and deliver improvement projects in their local communities, to improve their local greenspaces (including parks and play areas) and to strengthen the identity, heritage, uniqueness and integrity of village life. The Kilbarchan Improvement Projects application is the first being made under the Villages Investment fund criteria within the programme.
 - 1.3 The Council and partners have been working closely with many groups across Renfrewshire since the launch of the fund in October 2018, with several smaller applications now having been approved by the Director of Communities, Housing and Planning under delegated authority in order to enable smaller projects to develop and move forward quickly. Where these awards have not been previously reported to Board, they are included in Appendix 1 for information.
 - 1.4 In addition to the project contained within this Board report, several other projects are currently being developed by community groups and funding recommendations in relation to these projects will be brought to the Communities Housing and Planning Policy Board for information or approval as relevant at future meetings of the Board.
-

2. Recommendations

- 2.1 It is recommended that the Communities, Housing and Planning Policy Board:
- (i) notes the work currently being undertaken to support communities as they develop projects to be funded using the Greenspaces, Parks & Play Areas and Villages Investment Fund;
 - (ii) notes the award of grants to the value of £13,419 under delegated authority to different community groups as detailed in Appendix 1 of this report; and
 - (iii) agrees to fund the project as detailed in Section 3 of this report and Appendix 1, awarding grant funding totalling £22,000 to support Kilbarchan Improvements Project.
-

3. Summary of Applications

- 3.1 Renfrewshire Council has been working with a number of community groups since the launch of the funding in October 2018, and currently around 14 projects are actively being developed within communities across Renfrewshire, including the re-provision of a community facility in Bargarran, Erskine which was agreed by Council on 2 March 2018.
- 3.2 A cross-service panel of Officers has been established to review and assess the applications against the agreed objectives and criteria outlined in Section 4 of this report. For any grant award under £5000, the Director of Communities, Housing and Planning Services has delegated authority to approve grant applications in order to allow smaller scale projects to progress quickly within communities.
- 3.3 At the last policy board a total of £209,033 was provided to communities for the following projects:
- Howwood Community Council
 - Elderslie Community Council
 - Pals of the Privies
 - Stronger Communities Glenburn
 - Friends of Knockhill Park
- 3.4 Since the last Board meeting a total of £13,419 has been approved and disbursed under delegated authority for the following groups with full details set out in Appendix 1:
- Erskine Community Garden
 - The Darkwood Crew
 - West End Growing Grounds Association
 - Elderslie Community Council

- 3.5 In this round, one application has been assessed and currently meets the criteria for approval of grant funding and a summary of this application can be found at Appendix 1. This project is the first to be funded under the Villages Investment Fund criteria.
-

Applicant 1: Kilbarchan Improvements Project

Funding Requested: £22,000

Recommendation: Approve

- 3.6 Kilbarchan Improvements Project are 17 years into a 25-year lease from Renfrewshire Leisure occupying The Old Library in Kilbarchan. In this time the group has maintained and improved the interior of the building by painting and carpeting, and they have further installed a disabled toilet and a lift to facilitate visitors that require this to access all 3 floors. The group also secured funding in 2014 to have the ground floor windows replaced.
- 3.7 The Kilbarchan Improvements Project objectives are to advance social and recreational education for local residents. They seek to develop and strengthen their community through the arts, heritage, culture, science and environmental protection.
- 3.8 Volunteers work hard to facilitate and encourage activities for the village residents and those from surrounding areas. Around 5,000 visitors are received per annum for yoga, fitness, Thai Chi and Pilates classes, Spanish lessons, craft activities and a bridge club which are offered weekly. Monthly activities include amateur dramatics, a book group and MP's surgeries. Further ad hoc bands, comedians and a quarterly drug and alcohol group use the facility.
- 3.9 The Old Library in Kilbarchan is over 120 years old. Recent consultation presents evidence the facility is well used, by residents of Kilbarchan, Johnstone and the surrounding villages.
- 3.10 Should the funding be awarded, they will deliver the following essential repairs to the building helping secure its position as a heritage asset within the village:
- the roof pediment has moved over time and progression of the issue will render this section unsafe. This will be repaired.
 - Water ingress has caused timber decay requiring further investigation and repair and
 - Top floor windows showing signs of water ingress and require to be repaired.
- 3.11 On delivering the required repairs, the group are optimistic they will receive further Heritage funding to enable them to create a community garden in the courtyard area of the building and redecorate the upper lounge.

- 3.12 The group aspire to transform the upper lounge to offer tea dances, event receptions and birthday parties. A renovated garden area with picnic benches, will further increase this appeal.
- 3.13 The funding will be provided in stages as the development progresses.
- 3.14 A paper survey is currently being offered within the premises, this will also be posted on social media to maximise community interest to show community buy in.
- 3.15 Kilbarchan Improvement Project currently have an application in to the Heritage Lottery for £12,000. A decision is expected at the end of October 2019.
-

4 Background

- 4.1 At its meeting on 2 March 2018, Council agreed to commit £1.870 million (£1 million capital and £0.87 million revenue) to support a programme of investment in greenspaces, parks and play areas and villages.
- 4.2 On 19 September 2018, the Leadership Board agreed the key objectives of the fund to:
- Regenerate and make physical and environmental improvements to greenspaces, parks & play areas and villages across Renfrewshire;
 - Promote sustainable community use of greenspaces, parks and play areas and villages;
 - Increase levels of external funding being attracted into Renfrewshire to develop and use greenspaces, parks & play areas and villages;
 - Support communities to manage or deliver sustainable services in greenspaces, parks & play areas and villages in Renfrewshire;
 - Strengthen community capacity in Renfrewshire increasing regular participation in community events/activities; and
 - Encourage the development of new partnerships, community ownership of assets and asset transfer.
- 4.3 It was further agreed that applications for the ringfenced Villages Investment Fund should also strengthen the unique identity, heritage and integrity of village life.
- 4.4 Applicants to the fund need to be able to demonstrate:
- positive impact for local communities
 - community involvement in the design and delivery of the project
 - good working relationships and partnership with others
 - financial sustainability
 - strategic fit with the fund objectives and criteria
 - value for money and leverage of additional funding and/or resources

- 4.5 The Greenspaces, Parks & Play Areas and Villages Investment fund is closely aligned to other grant funding within the Council e.g. Community Empowerment Fund and close links are maintained to Officers administering these grants.
- 4.6 As with all Council grants, the Groups will require to comply with the terms and conditions applied. In particular Renfrewshire Council will monitor the spend to ensure it is used correctly and appropriately.
-

Implications of the Report

1. **Financial** – Council approved the allocation of £1.870 million to establish the Greenspaces, Parks & Play Parks and Villages Investment Fund in March 2018. Due to the capital works being undertaken, Officers are ensuring that there are minimal recurring revenue costs to Services in the coming years.
2. **HR & Organisational Development** – None
3. **Community Planning**

The Greenspaces, Parks & Play Parks and Village Investment Fund will be important to achieving and assisting the Community Plan by ensuring that Renfrewshire is thriving, well, fair and safe for residents, workers and visitors.
4. **Legal** – All legislative requirements will be taken cognisance of during this process wherever required e.g. health and safety requirements.
5. **Property/Assets** – There is the potential for property/assets to be included as part of this fund.
6. **Information Technology** – None
7. **Equality & Human Rights**

(a) It is anticipated that the fund will have a positive impact on equality and human rights, and applications for the fund will be assessed to ensure they take relevant equalities implications into account where required.
8. **Health & Safety** – Cognisance will be taken of health and safety requirements wherever required e.g. for play park equipment.
9. **Procurement** – There is potential for the Council to be procuring and installing equipment of behalf of a community group as part of this grant funding process.
10. **Risk** – Discussions with the Council Risk Manager are on-going to ensure that the risk to the Council, as part of this grant funding process, is minimised.
11. **Privacy Impact** – None

12. **CoSLA Policy Position** – Not applicable

13. **Climate Risk** – None

List of Background Papers

None

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Appendix 1

Applicant	Project Description	Requested	Recommendation	Reason	Geographical Area
1. Kilbarchan Improvements Project	<p>The Kilbarchan Improvement Project looks to carry out essential repair works to the Old Library in Kilbarchan.</p> <p>This would include:</p> <ul style="list-style-type: none"> Repairs to the roof pediment which has moved. Investigate and repair water ingress. Repair and replace top floor windows showing signs of water ingress and require to be repaired. 	£22,000	Approval by Communities, Housing and Planning Policy Board.	<p>The grant funding should be approved as it matches the award criteria.</p> <p>Funding would allow repairs to be carried out to the Old Library in Kilbarchan and allow them to continue to expand their offering to the local community.</p>	Kilbarchan
2. Erskine Community Garden	<p>Erskine Community Garden have already delivered a community garden enjoyed by surrounding residents.</p> <p>The group can evidence activity and have regular visitors and supporters of the project who will volunteer to assist on litterpicks and other activities.</p> <p>Phase II of the Community Garden will see the group plant fruit trees, install a labyrinth, raised beds and sensory area. They will further supply tools for younger visitors to the garden to allow them to become more involved.</p>	£4,800	Approved by Director under delegated authority	<p>The grant funding was approved as it matches the award criteria.</p> <p>Funding will allow the group to increase their visitors and appeal to younger and older residents.</p>	Erskine
3. The Darkwood Crew	<p>The group have evidenced their commitment to cleaning up their area and paid particular attention to the nearby Falcon Day Centre and Darkwood Residential Care Home by maintaining their grounds.</p> <p>A community Garden in this area will be of particular benefit to the elderly visitors and</p>	£4,810	Approved by Director under delegated authority	<p>The grant funding was approved as it matches the award criteria.</p> <p>Funding will offer an area for local people to meet and chat. Although not exclusively for elderly residents, consultation</p>	Ferguslie

Applicant	Project Description	Requested	Recommendation	Reason	Geographical Area
	<p>residents but will also offer a designated, peaceful place to sit and enjoy the outdoors.</p> <p>The group further hope to secure funding to improve the path networks in the area. Delivery of the Community Garden will support this project.</p>			<p>evidence shows the garden will appeal particularly to this demographic.</p> <p>Improving the path networks will improve access for individuals using walking aids.</p>	
4. West End Growing Grounds Association (WEGGA)	<p>WEGGA already have a well-established Community Garden popular with keen gardening enthusiasts.</p> <p>The funding awarded will facilitate the grounds maintenance of Sanctuary Gardens on Underwood Road, Paisley ensuring the attractive presentation of the area is sustainable.</p>	£2,609	Approved by Director under delegated authority	<p>The grant funding was approved as it matches the award criteria.</p> <p>Funding will allow WEGGA at Sanctuary Gardens to continue raising its appeal and member numbers.</p>	Paisley
5. Elderslie Community Council	<p>Elderslie Community Council advise dog fouling is often raised at their meetings as a negative issue affecting the village.</p> <p>The group are keen to support their community to reduce instances and are keen to be pro-active in this regard.</p> <p>Dog poo bag dispensers will be located in key areas across the village. Elderslie CC will absorb the on-going bag cost to ensure these are consistently stocked.</p>	£1,200	Approved by Director under delegated authority	<p>The grant funding was approved as it matches the award criteria.</p> <p>Elderslie community Council should be encouraged to support responsible dog ownership within their community.</p>	Elderslie



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

On: **29 October 2019**

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

Heading: **Communities, Housing and Planning Services - Service Improvement Plan 2019/20 to 2021/22: Mid-Year Monitoring Report**

1. SUMMARY

1.1 The Communities, Housing and Planning Services Improvement Plan 2019/20 to 2021/22 was approved by the Communities, Housing and Planning Policy Board in March 2018. The plan set out the priorities for the development of the service over a three year period and detailed the actions contributing to the priorities of both the Council and the Community Planning Partnership. It also highlighted the actions which will ensure continuous improvement across the service and performance indicators which ensure progress can be measured.

1.2 This report contains details of Communities, Housing and Planning Services' performance over the period 1 April 2019 to 30 September 2019. The main purpose of the report is to provide:

- Details of the key achievements of the service
- A progress update on implementing the action plan
- Details of how the work of the service contributes to the priorities set out in the Council Plan
- An assessment of performance in relation to the service scorecard of core performance indicators
- An overview of priorities for the service over the next six months

1.3.1 Over the past six months, our staff have helped deliver an wide range of projects and activities to support and improve outcomes for the residents, communities and businesses across Renfrewshire. Below are some of the key achievements during 2019/20 to date:

Cultural regeneration

- We continue to drive forward Paisley's far reach and grounding breaking cultural regeneration plans, moving forward from Bid Legacy to Future Paisley. The six step changes agreed by the Future Paisley Partnership Board continue to underpin the approach and demonstrates the collective commitment to harnessing the power of culture to lead as well as support positive social, economic and physical change. In March, the new research centre with the University of the West of Scotland (UWS), the Centre for Culture, Sport and Events (CCSE) was launched. The CCSE will establish itself as a centre of excellence for research and evaluation for a wide range of policy areas including cultural regeneration.
- Partnerships, developing networks and building cross sector alliances continue to be a focus. Projects include: developing an approach to the masterplan for the Ferguslie Park regeneration which places the creative potential and cultural assets of the area as a fundamental part of the future vision for the area; further developing the partnership between Glasgow School of Art and Castlehead High School, and working with National Theatre of Scotland and the social work and criminal justice teams to explore the potential of a long term partnership.
- The Culture, Art and Social Care Network is increasingly active, meets regularly and members are also operating to position the work within a national policy context. A core part of the approach is the GP Community Connectors that aims to work out how people can better access cultural services. Cultural Services are being encouraged to consider what can be offered to Community Connectors for cultural referral and to collectively create a database of local opportunities. The network is strategically allocating its funds to co-produced programmes between arts, health and voluntary sector delivering to the Future Paisley step changes.
- We have also continued to support the talented individuals and groups we have across Renfrewshire to develop new cultural projects through the Cultural Organisations Development Fund (CODF) and the Culture, Heritage and Events Fund (CHEF). This includes £94,732 awarded from the CHEF to 14 projects in September 2019 and the total amount awarded to our communities by these two funds stands at over £1.44 million.

Housing & Planning

- We are well on our way to deliver our ambitious commitment to build 1,000 affordable new homes for the people of Renfrewshire over the five years up to 2021. During the current year a total of 372 new affordable homes are due to be completed, including new council homes at Johnstone Castle, and Dargavel Village, Bishopton, and there are plans for 101 new council homes at Ferguslie Park.

- House completions in Renfrewshire at 783 are at the highest level in over 20 years which is down to good partnership working between various services in the Council as well as positive working relationships with Registered Social Landlords and other sectors within the house building industry.
- The Proposed Renfrewshire Local Development Plan was approved by the Communities, Housing and Planning Policy Board in March 2019. A 12-week consultation on the Proposed Plan ended on 10 June 2019 and 1,487 representations were submitted. A summary of the consultations received was presented to the Communities, Housing and Planning Policy Board in August 2019.
- The Local Development Plan provides the framework for development in Renfrewshire and the work of the planning team is crucial to the delivery of wider priorities including City Deal projects, such as the Advanced Manufacturing Innovation District, and the new Clyde Crossing and associated development in and around Renfrew. The Planning Team were awarded the RTPI UK Planning Excellence Award 2019 for Large Scale Development in recognition of the success of the Dargavel Village development.
- Our draft Strategic Housing Investment Plan has been developed after discussions with developing Housing Associations in Renfrewshire for the five-year period 2020/21 to 2024/25, and was approved for consultation at the August 2019 board. Consultation took place up to 21 September 2019 and following this, a finalised plan will be presented to this Policy Board for approval in October 2019, prior to submission to the Scottish Government.
- In partnership with four of our local Registered Social Landlords, on the 1st of May 2019 we implemented the new Common Housing Allocation Policy. The policy has been developed with a clear focus on meeting housing needs and introduces a common approach to how we allocate homes that are available to let.
- We have a strong track record in securing funding to improve housing standards across all tenures and help tackle Fuel Poverty. To date, we have managed over £14M of Scottish Government funding, which has led to improvement work to almost 6,000 homes throughout Renfrewshire. The allocation of £1,455,530 for 2019/20 will, as in previous years, support projects focussed on mixed tenure blocks to help social landlords in meeting the requirements of the Energy Efficiency Standard for Social Housing (EESH).
- Along with our partners, we presented our Rapid Rehousing Transition Plan to the Scottish Government which detailed how we will improve outcomes for homeless applicants in Renfrewshire. We have recently been allocated £186,000 from the Scottish Government for 2019/20.

Communities & Public Protection

- Phase 2 of the Renfrewshire Community Safety Hub has been completed with the Renfrewshire Wardens fully integrated into the Hub, and being based at the Hub, this has significantly improving partnership working. The Briefcam technology within the CCTV operations room is now completely operational to allow quicker analysis of CCTV footage.
- Street Stuff is now celebrating its 10th year. So far during 2019/20 we have seen 10,720 young people attend which includes 2,878 benefitting from provision of a healthy meal.
- Your Home, Your Street, Our Community campaign is striving to make Renfrewshire a safer, more attractive place to visit, live and work. This is a partnership approach led by Police Scotland, supported by Renfrewshire Council and other partners which tackles local issues that matter to residents. Four areas, Ferguslie, Gallowhill, Erskine and Shortroods have been visited so far with encouraging results showing a positive benefit for the community.
- Team Up 2 Clean Up– Community clean ups have increased by 474% and The Big Spring Clean in April 2019 saw more than 1,750 volunteers take part in 103 events across the area, with more than 1,850 bags of rubbish cleared from the streets. The recent Spotless September campaign saw every town and village in Renfrewshire challenged to host a clean-up in their area, whether that was a lone litter pick for example or every class in a school taking part.
- We also commissioned a short story, “The Clumps’ Big Mess” by award-winning author and former Renfrewshire pupil, Ross MacKenzie. This book was issued to all Renfrewshire primary and additional support needs school pupils - more than 14,000 children and the launch of this story had a media reach of over 4.5M hits.
- Community caddies were developed in April 2019 after many requests for equipment to allow communities to improve the appearance of their neighbourhoods beyond clean ups. The caddies include spades, forks and edgers for gardening work, pooper scoopers, signage to deter dog fouling and power tools.
- We continue to work with communities to enhance capacity building and resilience. We liaise closely with colleagues in the Chief Executive’s Service who are leading on the Community Empowerment Fund to ensure communities are consistently supported. Funding of over £200k has been provided 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 other groups to facilitate funding applications.

- Renfrewshire Youth Voice (RYV), supported through Youth Services have been central to the review of our Local Area Committees and on how local decision-making structures should welcome and sustain youth representation. RYV is working with the Council to engage in a participatory budgetary exercise to distribute a newly created £150,000 Local Youth Challenge fund in support of youth action projects.

2. RECOMMENDATIONS

2.1 The Communities, Housing and Planning Policy Board is asked to note:

- i. the content of this report;
- ii. the progress that has been made on service performance;
- iii. the progress made on actions and performance in the action plan;
- iv. that an out-turn report will be provided to this Board in Spring 2020; and
- v. that this report will also be provided to the Infrastructure, Land and Environment Policy Board for the elements covered within that Board's remit.

3. BACKGROUND

- 3.1 The Service Improvement Plan is a comprehensive statement of the outcomes the service aims to deliver and the actions it will take to achieve these. It fits within the wider planning framework of the Council by taking account of Community Planning themes and Council priorities. It enables elected members to have oversight of developments within the service and to consider and develop policy options which reflect customer need and resource availability.
- 3.2 The Service Improvement Plan also provides a mechanism by which elected members can evaluate the performance of the service. The appendix to the plan contains an action plan and performance indicators against which progress can be measured. This mid-year monitoring report provides an update on progress against the 2019-20 plan.
- 3.3 Many actions relate to longer term projects and therefore the progress indicates the progress made to date 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 and gives an explanation and update on progress over the first half of the year.
- 3.4 Service improvement plans are aligned to reflect the Council Plan's five priority themes:
- Priority 1: Reshaping our place, our economy and our future
 - Priority 2: Building strong, safe and resilient communities
 - Priority 3: Tackling inequality, ensuring opportunities for all
 - Priority 4: Creating a sustainable Renfrewshire for all to enjoy
 - Priority 5: Working together to improve outcomes

- 3.5 Section 5 of this report provides an overview of performance with actions to be taken to address areas where performance is below target. Further detail is provided in the action plan and performance scorecard which forms appendix 1.
- 3.6 An out-turn report will be brought before Board in mid-2020.

4. SERVICE UPDATE

- 4.1 Communities, Housing and Planning Services provides the planning, housing, community learning and development and community safety and public protection functions of the Council. This includes helping to deliver sustainable physical regeneration in Renfrewshire, managing the Council's stock of approximately 12,000 houses, providing housing advice and assistance to vulnerable people, and through our statutory enforcement role safeguarding public health, the protection of the environment, consumers, workers and local communities. The service also includes Community Learning and Development who work to build capacity in individuals, families, groups and communities. Communities, Housing and Planning Services is also responsible for overseeing the delivery of the Bid Legacy programme and contributing to the Council's new approach to community empowerment.
- 4.2 These services are delivered by approximately 450 employees employed on a full-time or part-time basis, with a gross expenditure budget of £18.5 million for general fund activities and just over £50 million budget for the Housing Revenue Account which is ring fenced for the provision of social housing.
- 4.3 On 18 September 2019 the Leadership Board approved the next phase of our ongoing change programme 'Right for Renfrewshire'. Work will now continue on reviewing groups of services that share similar processes and systems and contribute to shared outcomes to inform future designs. Right for Renfrewshire will deliver a leaner and more efficient organisation that is right for people and right for communities, where resource is focused on where it can make the biggest impact. It will also ensure communities are empowered to do more for themselves, provide greater collaboration with partners and give us the right culture to unlock and develop the skills and potential of our workforce.
- 4.4 The UK's exit from the European Union (Brexit) is also a consideration for the service, beyond the potential financial uncertainty, we also anticipate implications for a number of areas of our work which are governed by European legislative frameworks around our environmental, health, safety and technical policies and standards, for example, air quality, food regulation and product safety via Glasgow Airport. Work has been undertaken to ensure the Council will be as prepared as can be possible for Brexit when it occurs and Communities, Housing and Planning Services have been involved in these activities.

- 4.5 The people who work for Communities, Housing and Planning Services are responsible for the successful delivery of the aims and ambitions of the service and as such, employee involvement remains a priority. In terms of this Service Improvement Plan, we engaged with around half of our workforce to help shape its content. Our staff panel is now well established and comprises employees from each service area. Through their quarterly meetings Panel members are encouraged to highlight challenges and opportunities from their perspective as frontline staff. Within the last year each member of the Senior Management Team has attended a staff panel meeting, where they discussed their role and responsibilities and answered questions from the members.
- 4.6 Earlier in the summer, many of Communities, Housing and Planning Services staff took part in the Council's 'Our Values' staff survey and engagement sessions which were held in Paisley, Linwood and Johnstone. This important conversation engaged staff about their thoughts on working for Renfrewshire Council, defining our culture and identifying the values that are most important to the organisation. The next step is to translate these values into meaningful statements that will be shared across the Council.
- 4.7 Since the introduction of the Council's management development programmes, 33 members of staff in Communities, Housing and Planning Services have completed the ASPIRE course and 13 staff members have completed the Leaders of the Future course.
- 4.8 During the first quarter of 2019/20 the number of days lost per full time equivalent (FTE) employee within Communities, Housing and Planning Services due to sickness absence was 2.55. This figure was slightly higher than the overall Council target of 2.40, but was better than the average for the Council as a whole which was 2.97 days lost per FTE.

5 PROGRESS AGAINST SERVICE SCORECARD

5.1 Arrangements for performance reporting/monitoring/review

The service scorecard (attached as appendix 1) contains 36 indicators including the 5 CMT scorecard indicators for Communities, Housing and Planning. In terms of when data is available for these indicators, 12 are annual and 24 are quarterly. The scorecard is reported to the Communities, Housing and Planning Policy Board on a six-monthly basis, and within the service, to the SMT and 3rd Tier Managers on a quarterly basis to scrutinise performance.

5.2 Overview of performance (red/amber/green)

Of the 36 indicators, 2 are data only and have no target set. Of the indicators with targets, 25 are performing well, 5 require monitoring and 4 are below target.

5.3 Areas of strong performance

- 5.3.1 Private housing completions remain high with 783 private homes completed in 2018/19. Private sector completions have now reached a level that we have not seen in Renfrewshire in over 20 years. This is down to good partnership working between various services in the Council as well as positive working relationships across other sectors within the house building industry.
- 5.3.2 Air quality in Renfrewshire is closely monitored by the service and for the level of particulate matter which are 10 micro-meters or less in diameter (PM10) across Renfrewshire's 4 automatic monitoring sites it has shown a figure of 13.75 which is well within the nationally based target of 18. Paisley Air Quality Management Area (AQMA) has had no exceedances for 4 years therefore Communities, Housing and Planning Services will review the data in 2020 with a view to possibly revoking or amending the AQMA.
- 5.3.3 Renfrewshire Council's food hygiene information scheme continues to perform consistently well. At the end of the quarter there were 1,233 premises within the Food Hygiene Information Scheme, of which 98% have a Pass or Pass with Eatsafe. This is an excellent level of performance and represents the good working relationships between officers and business owners, with the team working proactively and adopting a risk-based approach to inspections.
- 5.3.4 The average length of time taken to complete a non-emergency repair (in days) has steadily improved from an already strong position of 7.1 days in 2017/18, to 6.9 days in 2018/19 to 6.8 days for the first quarter of this year. It represents consistent performance significantly within the target of 15 days.
- 5.3.5 Online engagements in local youth information platform – There has been exceptionally strong performance, driven by MSYP election turnout where the number of votes recorded in Renfrewshire was the second highest of all local authorities. In addition, background online engagement is 50% greater than other local authorities with comparable youth population. The recent Participatory Budgeting exercise will further strengthen our performance in this area.

5.4 Areas requiring improvement and/or review

- 5.4.1 *No. of opportunities for young people to achieve through accredited awards –* As reported last year, the service area has undergone significant change over the past year and a review of the delivery, focus and capacity of the service area has begun and is being implemented. The service performance is recovering as expected in 2019/20 and the figure for quarter 1 of 2019/20 of 433 shows the service is back on track to meet the annual target.

- 5.4.2 *Average time to relet properties in the last year* – Performance on this this indicator can appear to be adversely affected by letting properties that have been empty a long time. In quarter 1 there were 6 properties let that had been empty between 17 and 32 weeks. This has a negative impact on the average days to let but, positively, brings properties back into use. To put in context the effect such a low number of properties can have, if those 6 properties were removed from the overall numbers, the figure for Quarter 1 would stand at 37.2 days. The sign-up process has been reviewed to help reduce the number of days properties are considered empty and officers are working with colleagues from other local authorities to share good practice.
- 5.4.3 There are three indicators relating to Building Standards and all three are red for quarter 1 – *time to issue a building warrant or amendment to warrant from receipt of application; time to issue a first report; and time to issue a building warrant or amendment from receipt of satisfactory information*. As part of our performance scrutiny, the quarter 1 figure was examined further, particularly as this measure calculates the combined response times of both the local authority verifier and the agent/architect. Investigation has shown that within that average 85 days in Q1, building warrants spent on average 48 days with Building Standards and 37 days with agents/architects.

Performance is also affected by external factors – economic activity has been more buoyant in 2019, particularly in terms of house building, the realisation of City Deal and the Council's own capital investment projects. This has led to an increased number and complexity of building warrant applications being received since 1st April 2019. Three staff members with a combined experience of 40 years have left in the past 12 months and posts requiring experienced building standards officers have been very difficult to fill. To address this – adjustments have been made to the structure of the Building Standards service and job roles have been revised to attract staff and two assistant building standards surveyor posts have recently been filled. It is expected that this will assist an improvement in performance over the coming months, and performance will continue to be closely monitored.

5.5 Changes to measures or targets since last report

One target has been changed following review:

- **Number of incidents of anti-social behaviour reported to Renfrewshire Council Community Safety Service** - After carrying out a review of previous years, we have adjusted the quarterly targets to take in to account seasonal fluctuations and warden working patterns. We have calculated the new targets on the basis of Q1 tending to have more incidents of anti-social behaviour reported than the rest of the year. This is improving the quality of our ongoing monitoring, however the overall target for the year has not been adjusted.

- 5.6 Development work continues to ensure all the activity of the service is captured in the scorecard and best reflects our vision and purpose of the service. A refreshed scorecard will be presented in the new service improvement plan for 2020/21.

6. WHAT WE WILL DO OVER THE NEXT SIX MONTHS

- 6.1 Following the Council's declaration of a climate emergency, we will support the Cross-Party Working Group on Climate Change, including the preparation of a progress report for elected members by the end of the financial year. We already deliver a number of programmes to help improve the energy efficiency of Renfrewshire homes, such as those highlighted in sections 6.2, 6.3 and 6.4 below.
- 6.2 By the end of March 2020 we will have delivered the £1,455,530 worth of improvements in the Home Energy Efficiency Programme for Scotland: Area Based Schemes (HEEPS:ABS). The key objectives are to address fuel poverty, reduce carbon emissions and demonstrate an appropriate strategic fit and approach to improving energy efficiency. The funding will be used for a range of external wall insulation programmes across Renfrewshire.
- 6.3 The Council has recently secured funding of £1.8M from The Department for Business, Energy and Industrial Strategy, which is the subject of a separate agenda item. 75 council properties will benefit from a retrofit salutation which will greatly improve energy efficiency and significantly reduce heating bills for the tenants.
- 6.4 The Council recently appointed a contractor to provide sensor equipment within our domestic properties and provide a local network that will allow the council to communicate with these sensors. The equipment will monitor the internal environmental conditions, including temperature, humidity and Co2 in order to provide data that identifies potential issues and or damage within our housing stock and proposes when to take appropriate action.
- 6.5 As detailed in paragraph 4.3 above, all areas of Communities, Housing and Planning Services are in scope for the first tranche of the Right for Renfrewshire transformation programme, which is expected be completed in early 2020. We will be asking staff to help design future services based on their knowledge and experience.
- 6.6. It is anticipated that the Alcohol and Drugs commission will present its recommendations in early 2020 to Renfrewshire Community Planning Partnership. Communities, Housing and Planning Services will continue to support the work of the commission throughout this time.
- 6.7 Future Paisley continues to build on the collective ambition galvanised by the UK City of Culture bid. We continue to deliver the Future Paisley Action Plan including:
- Establishing Future Paisley as a new, visible identity that acts as an emblem for Paisley's ambitions.
 - Embarking on engagement programmes, hosting conversations across Paisley and Renfrewshire that build anticipation about current plans and inform future aspirations. This will include the development of a high profile town centre exhibition that positions Paisley's regeneration as nationally and internationally significant and that attracts visitors from near and far

- Developing a high-level evaluation framework for Future Paisley activity that demonstrates impact and reviews the step changes with the Centre for Culture, Sport & events, UWS and partners.
- Working to support the development of a community led vision for Ferguslie Park that brings the expertise and ideas of residents and communities to the fore and holistically and creatively considers the long-term potential of the area.
- Evaluating the impact of the Culture, Heritage and Events Fund and develop proposals for its future.
- Establishing Castlehead High School as a centre for creativity.
- Supporting the Culture, Arts and Social Care Network to embed culture across health and social care including social prescribing and art in hospitals.

- 6.8 The Proposed Local Development Plan is currently being prepared for submission to the Scottish Ministers for a detailed Examination of the Proposed Plan. Following the submission, the Ministers will appoint a Reporter to examine the Proposed Plan and the submitted representations. The Reporter will then make recommendations to the Council, which may or may not include modifications to the Proposed Plan. It is estimated that the Examination process could take 6-9 months.
- 6.9 The completion of 175 new council homes at Johnstone Castle and Dargavel village, and progressing the delivery of new affordable homes on vacant sites in Glenburn, Millarston and Ferguslie Park. The first tenants of the new Council housing in Johnstone Castle will receive their keys and move in to their new homes in December 2019.
- 6.10 It is expected that construction work will start on site in Spring 2020 of new council homes in the Tannahill area of Ferguslie Park. The housing mix (type and size) for the newbuild housing is based on an assessment of the needs of current tenants and residents who wish to remain in the area as well as future need and demand. Around 64 properties will be houses (terraced/ semi-detached/ bungalows) and 36 will be four-in-a-block own door flats.
- 6.11 Work is continuing on the West End Regeneration, and this is subject of a separate agenda item to this board. A revised masterplan will be consulted on over the period from October to March and a further progress report provided in Spring 2020.
- 6.12 Work continues to progress on the Orchard Street Housing Renewal Area in close partnership with Paisley Housing Association. Paisley Housing Association aim to start the housing acquisition process in early 2020.

- 6.13 Having secured funding for 2019/20 of £186,000 from the Scottish Government for our Rapid Rehousing Transition Plan. We are currently introducing several measures to improve the resettlement assistance provided to homeless applicants and 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. The funding will also allow the further development of the Shared Living Pilot Project for 16-25-year olds alongside a Third Sector organisation, to help prevent feelings of social isolation in young people. It aims to help decrease the amount of time spent in temporary accommodation.
- 6.14 We work with communities across Renfrewshire to ensure their specific needs are recognised and supported. We will continue to work with COSLA and members of the Gypsy/Traveller community to support the delivery of the Gypsy/ Traveller action plan.
- 6.15 Funding has been obtained from the Scottish Council for Voluntary Organisation's (SCVO) 'Investing in Success' in partnership with Renfrewshire Libraries and Engage Renfrewshire to purchase equipment for lending - in particular a set of tablets with internet access to loan out to housing support tenants who are experiencing homelessness and economic deprivation. This is due to launch in November 2019 and reports should be available in February 2020 on outcomes.
- 6.16 Work continues with partners regarding the provision of housing for people with particular needs, including exploring options for the reprovisioning of sheltered housing in Erskine in partnership with Bridgewater Housing Association and to provide a new Extra Care Housing development in Paisley. The Strategic Housing Investment Plan includes projects to provide amenity housing at Westerfield House, Paisley and the Council are building nine amenity flats as part of their development at Dargavel Village, Bishopton.
- 6.17 It is the intention to move on to Phase 3 of the Renfrewshire Community Safety Partnership hub. This will include reviewing and implementing outcomes from the Collaborative Leadership Programme led by Police Scotland and Scottish Fire and Rescue Service. Phase 3 will also include the Community Safety Hub expanding the public space CCTV network to include Paisley Town Hall, Paisley Museum (whilst under refurbishment) and Robertson Park. 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.
- 6.18 Work continues with the review of 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. It is anticipated that the restructure will be completed by January 2020. The review will now 'dovetail' with the Right for Renfrewshire programme (see 6.5 above).

- 6.19 The Civil Contingencies Team organise an annual programme of training and exercising events. These events have included training sessions for all of the directorate looking at strategic management. This was followed up by a table top exercise to validate the training. More recently another group of Council Incident Officers (CIO) have been trained in front line incident response with a specific focus on situational management. This will be followed by a live play exercise to allow the newly trained CIOs to test what they have learnt in a challenging but safe environment. The team will also be carrying out a Corporate Communications and an Events exercise during the next few months.
- 6.20 Continue to work with and empower communities through appropriate funding streams to build community capacity and support them in delivering their aspirations, including the Greenspaces, Play Parks and Villages Investment Fund, As part of the allocated funding, Officers will continue to devise business cases with communities to allow them to access funding and support to improve their local environment.
- 6.21 Continuing to work with communities and partners to build community capacity through the Team Up 2 Clean Up campaign across Renfrewshire. – The Team Up 2 Clean Up campaign will continue and expand to ensure it remains a key priority in 2019/20. Community Clean Ups will remain a focus, however, community capacity building will become more important as the programme progresses. In October 2019, the TU2CU team won the ‘Strong and sustainable communities’ award at the COSLA excellence awards 2019.
- 6.22 Leading the “Your Home, Your Street, Your Community” campaign, achieving outcomes in areas of need identified by the Renfrewshire Community Safety Partnership and working alongside Police Scotland. The Tasking and Deployment Coordinator – Analyst has undertaken a review of data and the next targeted area will be Paisley Town Centre. The partners launched a survey questionnaire on 11 September 2019 with the interventions taking place throughout October and November 2019. This is first Town Centre to be targeted rather than residential area therefore the questions and issues raised will be different.

Implications of the Report

- 1. **Financial** - The report highlights resourcing pressures arising from increasing demand for services and the current financial environment.
- 2. **HR & Organisational Development** - The Service Improvement Plan links closely with the Workforce Plan for Communities, Housing and Planning Services, ensuring that the workforce is in a strong position to deliver key priorities now and in the future.
- 3. **Community/ Council Planning** – the report details a range of activities which reflect local community planning themes.
- 4. **Legal** – none
- 5. **Property/Assets** – none

6. **Information Technology** – none
7. **Equality & Human Rights** - The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the result of the assessment will be published on the Council's website. The SIP also links with the Council's Equality Outcomes and Mainstreaming Equality Report and includes actions to ensure the Service contributes positively to reducing inequality.
8. **Health & Safety** – none
9. **Procurement** – none
10. **Risk** – The Service Improvement Plan links closely with Communities, Housing and Planning's Risk Register and key actions are shared across both plans.
11. **Privacy Impact** – none
12. **COSLA Policy Position** – none
13. **Climate Risk** – Section 6.1 highlights supporting the work of the Cross-Party Working Group on Climate Change as a key priority of the service

List of Background Papers: Communities, Housing and Planning Services, Service Improvement Plan 2019-22


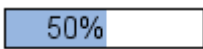

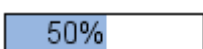
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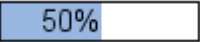

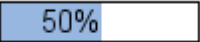

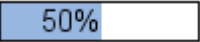
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Communities, Housing and Planning Service Improvement Plan – progress on actions and performance indicators

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
CHAPS19 - 1.02	Deliver the Economic Strategy within the current Local Development Plan (LDP)			The adopted Renfrewshire Local Development Plan (2014) continues to support sustainable and inclusive economic growth, aiming to strike a good balance between investment, a healthy and green environment along with delivering great places.	31-Mar-2022


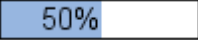


Action Code	Action	Status	Progress	Update	Due Date
				Through implementation of the Local Development Plan strategy and objectives, Planning continue to work as an integral part of the City Deal team assisting in delivering high quality developments in the Advanced Manufacturing Innovation District. Planning is also actively assisting in the delivery of key sites in other business and industrial areas in Renfrewshire such as The Phoenix and Hillington Business Park as well investment in and around Renfrewshire's centres and places.	
CHAPS19 – 1.03	Deliver the Centres Strategy within the current Local Development Plan (LDP)			<p>Planning continues to play an important role is assisting in delivering social, cultural, regenerative and economic benefits to communities through the hierarchy of centres in Renfrewshire, from town centres, strategic centres to village and local centres.</p> <p>The Renfrewshire Local Development Plan and associated Supplementary Guidance has provided a strong policy framework and guidance which assists in identifying to developers/investors the most important considerations early on in the process which shapes high quality development, good design and a positive outcome for Renfrewshire Centres.</p> <p>This approach is demonstrated through Planning's contribution to the implementation of the development of Paisley Learning and Cultural Hub, Paisley Town Hall along with new homes also being delivered in Renfrewshire's centres.</p>	31-Mar-2022
CHAPS19 – 1.04	Deliver the Infrastructure Strategy within the current Local Development Plan (LDP)			<p>The Renfrewshire Local Development Plan has been facilitating the joining of communities by infrastructure, development and investment in the right locations.</p> <p>Planning again continues to work alongside the City Deal team and all other stakeholders in implementing the new Clyde Crossing and associated development in and around Renfrew as part of the City Deal projects.</p> <p>The Local Development Plan also ensures that through a strong policy framework, that development is encouraged in areas where there is infrastructure capacity or that there are solutions to implementing infrastructure to support the right development in the right places.</p>	31-Mar-2022
CHAPS19 – 1.05	Develop and adopt new LDP 2			<p>Good progress continues to be made on the steps to adopting a new Renfrewshire Local Development Plan.</p> <p>The Proposed Renfrewshire Local Development Plan was agreed at the Communities, Housing and Planning Board in March 2019 and a 12-week consultation period was undertaken, during which time comments and representations from the public, key agencies and private organisations were sought.</p>	31-Mar-2022




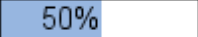
Action Code	Action	Status	Progress	Update	Due Date
				<p>Following the close of the consultation around 1500 representations were received with the majority of comments coming from Renfrewshire's communities, having their say in shaping their area.</p> <p>The outcome of the consultation was reported back to the Communities, Housing and Planning Board in August 2019.</p> <p>The Plan, along with the supporting documentation and all representations, will now be submitted to the Scottish Government who will identify an independent reporter to carry out an examination of the Plan with the Plan expected to be adopted early in 2020.</p>	


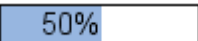

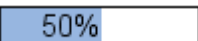
Performance Indicator	Current Status	Trend	2017/18		2018/19		Q1 2019/20		2019/20	Comments
			Value	Target	Value	Target	Value	Target	Target	
Amount of vacant and derelict land brought back in to use (hectares)			65	20	20.4	20	Not measured for Quarters		20	<p>The Vacant and Derelict Land Audit is undertaken annually - the 2018/19 audit saw 20.4 hectares brought back into use, and good progress continues to be made with over a 70% reduction in the level of vacant and derelict land in the last ten years</p> <p>The amount of vacant land that has been brought back into use in recent years has been strongly influenced by new housing development and over 85 hectares of vacant land has been brought back into use in the last two years and housing completions have reached their highest level in Renfrewshire in over 20 years.</p> <p>Actions within the Renfrewshire Vacant and Derelict Land Strategy are closely monitored by officers from Planning and Housing to monitor progress and to establish any requirement for updated or revised actions.</p> <p>Renfrewshire's Vacant and Derelict Land Strategy is currently being refreshed and will be reported to the Communities, Housing and Planning Policy Board next year.</p> <p>The Local Development Plan Proposed Plan includes a new policy which will support the temporary enhancement of vacant sites that are currently awaiting development. Officers will continue to work with partners to consider potential innovative delivery mechanisms that can bring stalled sites back into productive use.</p>




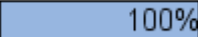

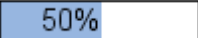
Strategic Outcome 2: Building strong, safe and resilient communities


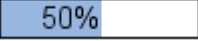

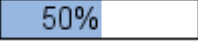
Action Code	Action	Status	Progress	Update	Due Date
CHAPS19 – 2.01	Implement revised Housing Asset Management Strategy		<div><div>50%</div></div>	We are on target for completion of the revised Housing Asset Management Strategy within the due date of March 2021. The Strategic Asset Management System (SAMS) outputs are currently being reviewed and these will contribute to the development of the revised strategy.	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		<div><div>50%</div></div>	<p>We submitted a draft Rapid Rehousing Transition Plan, which had been agreed with our partners, to the Scottish Government which detailed how we would improve the outcomes for homeless applicants between 2019 and 2024. We have been reviewing and revising this draft Plan following feedback from the Scottish Government.</p> <p>£186k was allocated from Scottish Government for 2019/20 and we are currently introducing several measures to improve the resettlement assistance provided to homeless applicants, as well as a Shared Living Initiative with a 3rd sector organisations which will develop flat-sharing as an option for those in housing need. Progress was reported to the CHAPS Policy Board in August 2019.</p> <p>The Renfrewshire Homelessness Partnership continue to meet quarterly to monitor and review 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.		<div><div>50%</div></div>	<p>Consultation of the Local Development Plan Proposed Plan ended 10th June 2019. The Proposed Plan provides a range and choice of housing sites to support the delivery of the Strategic Housing Investment Plan as well as meet housing need and demand across Renfrewshire</p> <p>During the period of the current LHS (2016-2021), a total of 312 affordable homes and 2028 private sector homes have been completed to date.</p> <p>Completions for 2018/19 are the highest in over 20 years which is down 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>2018/19 completions: 127 affordable and 783 private sector.</p> <p>A further 372 affordable homes are due to complete in 2019/20.</p>	31-Mar-2022


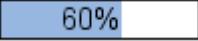
Action Code	Action	Status	Progress	Update	Due Date
				<p>Approximately 90% of completions in the last year has been on brownfield land.</p> <p>The refresh of the Strategic Housing Investment Plan was approved for consultation by the Communities, Housing and Planning Policy Board on 20 August 2019.</p> <p>Work has started on site to deliver 175 new Council homes at Johnstone Castle and Dargavel Village and work is progressing to deliver new affordable homes on vacant sites in Glenburn, Millarston and Ferguslie Park.</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>	
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 Developments in Johnstone Castle and Bishopton are progressing well and will see the first set of handovers in the coming months.</p> <p>101 new 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 develop area-based strategies for areas identified as low demand.</p> <p>CHAPS 20/08/19 approved an acquisition policy to allow a small number of acquisitions of properties that 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>The Service is contacting over 2,000 pre1919 tenement owners through its "Missing Shares" pilot scheme to assist and offer support to home owners of older tenement property who want to undertake essential repairs and maintenance of their property.</p> <p>During the last year fifteen applications for landlord registration were referred to the Regulatory Functions Board, for consideration. Referrals were made for various reasons, including complaints by tenants, criminal convictions and repairing standards issues.</p>	31-Mar-2022


Action Code	Action	Status	Progress	Update	Due Date
				<p>Of these applications, five were refused and one was withdrawn prior to the board meeting. In the same time period, four landlords have been removed from the register following a hearing, due to repairing standards issues.</p> <p>Work continues to progress the Orchard Street Housing Renewal Area in close partnership with Paisley Housing Association to engage with owners regarding the potential sale of their property or participation in the improvement scheme</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 during 2019/20.</p> <p>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>The funding will also allow the further development of the Shared Living Pilot Project for 16-25 year olds alongside a Third Sector organisation, to help prevent feelings of social isolation in young people. It aims to help decrease the amount of time spent in temporary accommodation.</p> <p>A range of advice and support services continues to be provided through the George Street Prevention Service to young people aged 16-25 years who have been homeless or threatened by homelessness.</p> <p>Following the delivery of the Refugee Resettlement Programme, 28 Syrian families are being provided with ongoing support to integrate into the wider Renfrewshire community and access employment opportunities.</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.			<p>Work continues with partners regarding the provision of housing for people with particular needs, including exploring options for the reprovisioning of sheltered housing in Erskine in partnership with Bridgewater Housing Association and to provide a new Extra Care Housing development in Paisley.</p> <p>The Strategic Housing Investment Plan includes projects to provide amenity housing at Westerfield House, Paisley and the Council are building 9 amenity flats as part of their development at Dargavel Village, Bishopton.</p>	31-Mar-2022







Action Code	Action	Status	Progress	Update	Due Date
				<p>Digital participation classes are offered across Renfrewshire Council's sheltered and amenity housing developments, housing support services and homeless complexes to help participants learn digital skills.</p> <p>The Renfrewshire Local Development Plan Proposed Plan includes a policy which supports the identification of new Gypsy /Travellers and Travelling Show People sites, whether transit or permanent, should a need be established.</p> <p>Work continues with our regional local authority colleagues to identify cross boundary considerations and to establish whether a new site is required within Renfrewshire.</p>	
CHAPS19 – 2.08	Deliver the Places Strategy within the current Local Development Plan (LDP)			<p>Dargavel Village is a development where policies and strategies are central to delivering the vision of the place.</p> <p>The project has been led by Planning from an early stage in partnership with a range of stakeholders. The success of Dargavel Village demonstrates how a clear framework and detailed guidance set out in the Local Development Plan can be central to the implementation of successful places.</p> <p>The impact of the redevelopment of the site has been transformational, returning over 200 hectares of vacant brownfield land back into use, taking pressure off Renfrewshire's Green Belt, with a plan-led system through the Local Development Plan which controls where development should and should not occur.</p>	31-Mar-2022
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>Funding of over £200k has been provided 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.</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.</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>In this year to date, consultations and input has been delivered on:</p> <ul style="list-style-type: none"> • Control of Dogs • Human Trafficking • Cyber Crime • Pandemic Influenza • EU withdrawal <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>	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 programme has completed the work in Shortroods with positive results across every survey question. Feedback from local residents and Elected Members has also been positive. An exit plan has been developed to ensure continued support, where possible to the community.</p> <p>The Tasking and Deployment Coordinator – Analyst has undertaken a review of data and the next targeted area will be Paisley Town Centre. The partners launched the survey questionnaire on 11 September 2019</p>	31-Mar-2022



Action Code	Action	Status	Progress	Update	Due Date
				with the interventions taking place throughout October and November 2019. This is first Town Centre to be targeted rather than residential area therefore the questions and issues raised will be different.	
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> <ul style="list-style-type: none"> • Renfrewshire Council • Police Scotland • Scottish Fire and Rescue Service • Scottish Ambulance Service • Scottish Prison Service • West College Scotland • University of the West of Scotland • Good Shepherd • Kibble • Spark of Genius <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.</p> <p>The Group will look at both Counter Terrorism and 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> <ul style="list-style-type: none"> • Renfrewshire Council • Police Scotland • Scottish Fire and Rescue Service 	31-Mar-2022

Action Code	Action	Status	Progress	Update	Due Date
				<ul style="list-style-type: none"> • Scottish Ambulance Service • Scottish Prison Service • West College Scotland • University of the West of Scotland • Good Shepherd • Kibble • Spark of Genius <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.</p> <p>The Group will look at both Counter Terrorism and Serious and Organised Crime.</p>	
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>It is anticipated that the restructure will be completed by January 2020.</p>	31-Mar-2022


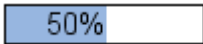

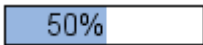
Performance Indicator	Current Status	Trend	2017/18		2018/19		Q1 2019/20		2019/20	Comments
			Value	Target	Value	Target	Value	Target	Target	
Number of incidents of anti-social behaviour reported to Renfrewshire Council Community Safety Service			1,939	1,750	1,711	1,800	525	540	1,800	After carrying out a review of previous years, we have adjusted the quarterly targets to take in to account seasonal fluctuations and warden working patterns. We have calculated the new targets on the basis of Q1 tending to have more incidents of anti-social behaviour reported than the rest of the year.



Performance Indicator	Current Status	Trend	2017/18		2018/19		Q1 2019/20		2019/20	Comments
			Value	Target	Value	Target	Value	Target	Target	
Percentage of adults who agree that Renfrewshire is a safe place to live.			84.6%	84%	Not available	85%	Not measured for Quarters		85%	<p>This is an annual indicator from the Council's Public Services Panel survey. This is a snapshot survey which takes place once a year. In the most recent survey there were 839 respondents (43% response rate).</p> <p>The percentage of adults who agree that Renfrewshire is a safe place to live has increased from 82% in 2016/17 to 84.6% in 2017/18 meeting the annual target of 84%.</p> <p>Over the last five years performance for this indicator has fluctuated but overall performance has improved for this indicator since 2014/15.</p>
% of adults who agree with the statement "I am satisfied with my neighbourhood as a place to live".			83.5%	87%	Not available	88%	Not measured for Quarters		88%	<p>As with above, this is an annual indicator from the Council's Public Services Panel survey.</p> <p>The percentage of adults who agree with the statement "I am satisfied with my neighbourhood as a place to live" has increased from 81% in 2016/17 to 83.5% in 2017/18 but was below the target of 87%.</p> <p>Over the last five years performance for this indicator has also fluctuated but overall performance has improved since 2014/15.</p> <p>Within Housing Services, a biennial tenants survey is conducted using telephone interviews by a research consultancy. Over 1,300 council tenants participated in the 2018 survey. They were also asked this question - 91% of tenants said they were very satisfied or satisfied compared to 7% who were very dissatisfied or dissatisfied. This is a marginal increase compared to 2015 when 88% stated that they were satisfied with their neighbourhood as a place to live.</p>
Number of complaints regarding youth disorder			358	740	284	740	132	185	650	<p>The figure for quarter 1 can be attributed in part to a small number of high-tariff repeat locations, and an increase in the number of reported off-road/quad biking incidents. These areas have been targeted for</p>


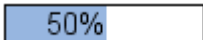

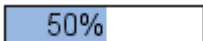

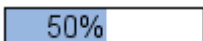
Performance Indicator	Current Status	Trend	2017/18		2018/19		Q1 2019/20		2019/20	Comments
			Value	Target	Value	Target	Value	Target	Target	
										intensive Youth Team interventions including leaflet drops which in turn may also have contributed to the increase in reported incidents.
% of Council housing stock which meets the Scottish Housing Quality Standard			93.51 %	100%	94.49 %	100%	Not measured for Quarters		100%	Last year the service brought a further 128 properties up to SHQS. At the end of 2018/19, 11,341 of the Council's stock of 12,002 properties met the SHQS. The Council has 661 properties in abeyance where the current tenant has refused internal works/ 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.
Average time from household presenting themselves as homeless to completion of duty (number of weeks)			23.78	23	23.97	23	24.92	24	24	We continue to be considerably below the Scottish average of 36 weeks. 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. The proposed increase in lets from all housing providers will also have a positive impact.
Affordable housing completions			77	144	127	127	Not measured for Quarters		413	<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 2019, 312 new affordable homes were completed in the first three years of the five-year programme (108 in 2016/17, 77 in 2017/18 and 127 in 2018/19). Five sites across Renfrewshire are currently under construction, providing over 370 completed units by the end of 2019/20. This will be further complimented by another two sites that are due to start on site in the</p>


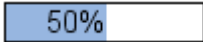
Performance Indicator	Current Status	Trend	2017/18		2018/19		Q1 2019/20		2019/20	Comments
			Value	Target	Value	Target	Value	Target	Target	
										near future, providing 43 new affordable homes. This takes the anticipated affordable housing completions to over 400 for 2019/20. In addition, preliminary work has commenced on several other sites which are expected to complete in 2020/21, providing approximately 300 new affordable homes.
Private housing completions			601	500	783	500	Not measured for Quarters		500	Private completions remain high with 783 private homes completed in the last year. Private sector completions have now reached a level that we have not seen in Renfrewshire in over 20 years.


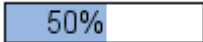


Strategic Outcome 3: Tackling inequality, ensuring opportunities for all

Action Code	Action	Status	Progress	Update	Due Date
CHAPS19 – 3.01	Monitor the impact of our Refugee resettlement programme			<p>33 families (132 people) have now been resettled into Renfrewshire communities, and the Resettlement Team continue to work closely with a number of housing providers across Renfrewshire.</p> <p>Families have settled in a wide range of properties and are generally integrating well with their local communities. Accessing suitable employment continues to be a challenge, and there is close working with Invest – currently looking to develop a pilot project similar to the one in Dundee. This will include an 8 week programme of intense English learning, focussing on assisting those looking to gain employment, the confidence and skills required to successfully apply for jobs which meet their individual skillset.</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>Officers are contributing to the development of a new Housing Options Toolkit to strengthen the Housing Options Approach.</p> <p>The Council and several local RSL's have implemented the new Common Housing Allocation Policy from 1st May 2019.</p> <p>Officers continue to attend meetings at local and national level to share/inform current and future challenges relating to Universal Credit.</p> <p>Initial discussions have commenced on the benefits achievable from a Common Housing Register with local and National Registered Social Landlords who operate in Renfrewshire.</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		<div><div>50%</div></div>	<p>Housing Support Services Classes were completed at The Russell Institute for service users referred from the Housing Support team.</p> <p>Digital support sessions now advertised at temporary accommodation units for homeless with the aim of group training sessions taking place in the second half of 2019.</p> <p>Funding has been obtained from SCVO's 'Investing in Success' in partnership with Renfrewshire Libraries and Engage Renfrewshire to purchase equipment for lending - in particular a set of tablets with internet access to loan out to housing support tenants who are experiencing homelessness and economic deprivation. This is due to launch in November 2019 and reports should be available in February 2020 on outcomes.</p> <p>Sheltered Housing complexes have digital training ongoing (both 1-1's and group classes) and most recently, the Springbank Complex is trialling a new WIFI connection that has been provided in its lounge, and tenants have been making good use of this resource.</p> <p>From July 2019 there is a drive to offer classes to Tenants and Residents Associations across Renfrewshire, following successful classes with the Tenants Scrutiny Panel in the Spring. Open days and classes are based at Maxwellton Court and Rowan Court, taking in the surrounding high rise blocks. Further digital classes are planned at Provost Close and the flats at Glenburn.</p>	31-Mar-2020
CHAPS19 – 3.04	Deliver the Street Stuff programme including activities and meals		<div><div>50%</div></div>	<p>The Street Stuff programme continues to deliver in communities across Renfrewshire six days a week.</p> <p>A successful summer programme was undertaken with over 3,700 attendances during the 7-week period.</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







Action Code	Action	Status	Progress	Update	Due Date
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			<p>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.</p>	31-Mar-2021
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 planned the "Celebrating Youth" programme during the Youth Voice Residential which focusses on the 2019 theme of "Participation": • Support for young people to attend youth voice groups and events through the Scottish Attainment Challenge and Young Scot partnership project; including smart travel and rewards and discounts • Youth Voice Residential involving young people from youth voice groups, young carers, volunteers to plan year programme and events • Participation Roadshow running over the summer school holidays to community venues across Renfrewshire: Youth-led "Escape Rooms events focussing on problem-solving and team working, Young Scot information, Youth Voice and Participation workshop, promotion of the Celebrating Youth 	31-Mar-2021







Action Code	Action	Status	Progress	Update	Due Date
				<p>Participatory Budgeting programme .</p> <ul style="list-style-type: none"> • Planning and organising an issue-based Climate Change event for encouraging youth action on environmental issues. • Outdoor Learning Programmes during holidays for young people to get outdoors; identifying focus of future community based environmental projects and after school clubs. • Youth Events Panel continue beyond Year of Young People, to work with RC Events Team to engage young people in cultural events; the Spree, Youth Arts Festival, Halloween Festival, etc. • Community youth clubs participating in workshops with artists to participate in the Halloween parade and aerial displays. • Planning for Positive About Youth Awards, 9th year celebration of youth achievement; nominations open with venue, media company and event management progressing. • Digital Academy due to start involving young people in creating content for Young Scot portal/council website; covering youth activity. 	
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 support Youth Voice Residential, focussing on “Celebrating Youth”, PSHE review in Renfrewshire, RYV development, leadership skills. • Partnership working with Schools and Education Scotland to involve young people in the Renfrewshire PSHE review; Presentation to Head teachers to gain support for the recruitment, training of peer led workshops between Aug-Nov on youth consultation on the future delivery of PSHE offer in Schools. • 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 	31-Mar-2021

Action Code	Action	Status	Progress	Update	Due Date
				<p>council.</p> <ul style="list-style-type: none"> Working with Community planning partners to increase youth representation on LAP's. MSYPs attending first national sitting to decide national campaign; will be planning a series of democracy days/events/surgeries for dialogue with young people. Autumn/winter programme of youth voice workshops to be delivered to community-based youth provision with RYV. Youth Services carrying out local area profiles and youth input to Youth Action Plans to help inform future targets, and leading into Youth Assembly Thematic working. Working towards LGBT+ charter and 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			<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 	31-Mar-2021

Action Code	Action	Status	Progress	Update	Due Date
	new SIP			<p>in accredited and non-accredited awards and recognised as reaching positive outcomes</p> <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>	



Performance Indicator	Current Status	Trend	2017/18		2018/19		Q1 2019/20		2019/20	Comments
			Value	Target	Value	Target	Value	Target	Target	
Number of recorded attendances at Street Stuff activities			31,278	32,000	27,767	25,000	6,179	6,250	25,000	Activities continue to be deployed to ASB and deprived areas as part of the Tackling Poverty Commission via analytical data and linking in with Families First. Despite being slightly below the quarterly target, we are on track to meet our annual target.
No. of opportunities for young people to achieve through accredited awards			1,193	1,130	899	1,130	433	282	1,130	<p>This service area has undergone significant change over the past year and there was an impact on capacity to deliver to the same level as previously during 2018/19.</p> <p>A review of the delivery, focus and capacity of the service area has begun and the service performance is now back on track in 2019/20.</p>



Performance Indicator	Current Status	Trend	2017/18		2018/19		Q1 2019/20		2019/20	Comments
			Value	Target	Value	Target	Value	Target	Target	
										<p>The opportunities for recognising achievement through accredited and non-accredited awards come through Youth Services offer: Family Learning Programmes, Community based Clubs, Holiday programmes, Outdoor learning activities, 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>
Number of adults participating in Adult Learning and Literacy courses within our local communities			New Indicator				459	400	1,200	This is a new indicator and we expect to meet our target for 2019/20.
Number of learners in accredited and non-accredited digital learning and work clubs			New Indicator				80	50	200	This is a new indicator and we expect to meet, possibly exceed, the 200 target set by end of March 2020
Number of young people taking part in Youth Voice events			New Indicator				72	70	350	This is a new indicator. This figure will increase over the year with planned events including: Summer Participation Roadshow in July-Aug, PB youth event and voting in September, "Participation" workshops in community youth clubs and the Renfrewshire Youth Work Network meeting in October, the PSHE peer led review across all secondary schools, Positive About Youth Awards in November and the Youth Assembly in January 2020.





Performance Indicator	Current Status	Trend	2017/18		2018/19		Q1 2019/20		2019/20	Comments
			Value	Target	Value	Target	Value	Target	Target	
Number of young people in receipt of Young Scot National Entitlement Card			New Indicator				16,042	16,647 (+/-3%)	16,647 (+/-3%)	<p>This figure is reported from our annual PI Report from Young Scot (April 2018-March 2019). This figure is our starting figure for the year and will likely increase by 1,100 following the P7 Bulk process which took place in May 2019.</p> <p>The target represents 55% of the estimated 11-25-year olds population in Renfrewshire; 27% of cardholders are from SIMD Quintile 1.</p> <p>The figure for Quarter 1 represents 53% of the estimated 11-25-year olds population in Renfrewshire</p>
Number of Young Scot reward users			New Indicator				4,072	4,162 (+/-3%)	4,162 (+/-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>
Number of online engagements in local youth information platform			New Indicator				12,903	4,825	19,300	<p>This figure is a combination of the following:</p> <p>MSYP Elections at end of March 2019: Renfrewshire results published in April showed voter % turnout was the 3rd highest in Scotland, and with 6,484 votes cast, was the 2nd highest local authority for number of votes recorded.</p> <p>On- line Engagement: 6,419-page views to the Young Scot Renfrewshire portal; this is</p>





Performance Indicator	Current Status	Trend	2017/18		2018/19		Q1 2019/20		2019/20	Comments
			Value	Target	Value	Target	Value	Target	Target	
										50% more than any other Local Authority with comparable youth population.

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)		<div><div>50%</div></div>	<p>The policies, strategy and objectives set out in the Renfrewshire Local Development Plan recognises the importance of Renfrewshire's rich built heritage and varied natural environment as a key resource for local communities.</p> <p>The framework in the Local Development Plan has influenced strategies at the regional as well as the local level, including the Glasgow and the Clyde Valley Green Network Partnership Blueprint which covers the Renfrewshire area as well as surrounding local authority areas. The Blueprint provides a connected access and habitat network which identifies opportunities for future enhancements. This Blueprint was influenced by the spatial strategy as well as outcomes from the Renfrewshire Local Development Plan.</p>	31-Mar-2022
CHAPS19 – 4.02	We will deliver key outcome 4 from the Local Housing Strategy (LHS) - Homes are Energy Efficient and Fuel Poverty is minimised.		<div><div>50%</div></div>	<p>Renfrewshire Council secured a funding award of £1.455M from the Scottish Government's Home Energy Efficiency Initiative for Scotland: Area Based Schemes (HEEPS:ABS) programme on the 7th June 2019. These funds will be used for external wall insulation projects across Renfrewshire including Whitehaugh, Blackstoun Oval, Gallowhill, Bridge of Weir, Howood, Kilbarchan and Inchinnan.</p> <p>Following a series of pilot projects, photovoltaic [PV] panels and mechanical ventilation in now being provided as standard within new build Council homes.</p> <p>Also, fully owned council flatted blocks, terraced or semi-detached properties that are part of the improvement programme will have a photovoltaic array installed.</p> <p>Work continues on the development of an Energy Efficiency Standard for Renfrewshire which will support the reduction of Fuel Poverty.</p>	31-Mar-2022




Action Code	Action	Status	Progress	Update	Due Date
CHAPS19 – 4.03	Deliver the Team Up to Clean Up campaign throughout Renfrewshire, involving local communities		<div><div>50%</div></div>	<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
CHAPS19 – 4.04	Ensure that the Council's integrated enforcement policy is adhered to, ensuring businesses and communities are treated fairly and consistently		<div><div>50%</div></div>	<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


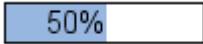



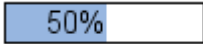
Performance Indicator	Current Status	Trend	2017/18		2018/19		Q1 2019/20		2019/20	Comments
			Value	Target	Value	Target	Value	Target		
Air Quality - Annual average PM10 value across all continuous monitoring sites			13.1	18	13.75	18	Not measured for Quarters		18	Paisley Air Quality Management Area has had no exceedances for 4 years therefore Communities, Housing and Planning Services will review the data in 2020 with a view to possibly revoking or amending the AQMA.
Air quality - average nitrogen dioxide value of monitoring sites, within AQMA(s) exceeding limits			41.6	44	40.8	43	Not measured for Quarters		42	Good performance, however, 1 failure located at Renfrew Cross within the Renfrew AQMA, related to traffic emissions.







Performance Indicator	Current Status	Trend	2017/18		2018/19		Q1 2019/20		2019/20	Comments
			Value	Target	Value	Target	Value	Target	Target	
Food Hygiene Information Scheme - % of premises which currently achieve a Pass rating			98%	97%	98%	97%	98%	95% (+/- 3%)	95% (+/- 3%)	At the end of the quarter there were 1,233 premises within the Food Hygiene Information Scheme, of which 98% 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.
Percentage of council dwellings that are energy efficient			100.0 %	100.0 %	99.8%	100.0 %	Not measured for Quarters		100.0%	23 Council properties did not meet the appropriate NHER or SAP rating at the end of March 2019. It is projected to be 100% next year.











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.		<div><div>50%</div></div>	Following a review of our submission on the Annual Return on the Charter, work is progressing to identify areas for improvement on the reasons tenancy offers are refused and the average days to complete adaptations to ensure performance levels increase in these fields going forward.	31-Mar-2021
CHAPS19 – 5.02	We will use the Planning Performance Framework (PPF) process to drive improvements in the planning services we provide.		<div><div>100%</div></div>	<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).		<div><div>50%</div></div>	<p>In relation to the good work undertaken through Development Management, there has been significant progress in achieving targets set by the Scottish Government in relation to added value in the Planning System.</p> <p>The percentage of applications subject to pre-application advice has increased from 31% to 38%. The planning application approval rate has increased from 97.2% to 97.7%. All developments apart from Major Developments were decided timeously and well within the targets set by the Scottish Government.</p> <p>The reason why there was an increase in the timescales for</p>	31-Mar-2020





Action Code	Action	Status	Progress	Update	Due Date
				determining Major Developments was due to the complexity of the applications given that two of these were applications related to national infrastructure for the City Deal projects. Getting these applications right with all details considered was more important than the speed in which these applications were determined.	
CHAPS19 – 5.04	Implement Communities, Housing and Planning Services' workforce plan		<div><div>50%</div></div>	<p>The Community Safety Review is nearing 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 deployed to engage with our workforce including our staff magazine, staff panel the annual tour by the director to staff across all locations and regular workshops.</p> <p>Actions arising from the first CHAPS staff conference are being progressed, including an upcoming networking event for all CHAPS Staff based on the 4th floor of Renfrewshire House.</p>	31-Mar-2020
CHAPS19 – 5.05	Develop and implement a programme of self-assessment		On Hold	<p>A new Council self-assessment model has been developed and was approved by the Corporate Management Team in 2018. 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.</p>	31-Mar-2022
CHAPS19 – 5.06	Improve Tenant Participation by delivering the Customer Engagement Action Plan 2018/19.		<div><div>50%</div></div>	<p>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 inform the development of the new customer engagement strategy. The digital inclusion officer has also been working with Council tenants to deliver a training programme to</p>	31-Mar-2020

Action Code	Action	Status	Progress	Update	Due Date
				assist tenant groups to get online and encourage capacity building and networking opportunities	
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 ensure that any best practice and learning from any exercises and events etc is also incorporated.	31-Mar-2022
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. This document has been reviewed and updated and a validation Call cascade exercise took place in September.	31-Mar-2022
CHAPS19 – 5.09	Ensure Council Officers with incident response duties are suitably trained to carry out this role			<p>The Civil Contingencies Team organise an annual programme of training and exercising events. These events have included training sessions for all of the directorate looking at strategic management. This was followed up by a table top exercise to validate the training. More recently another group of Council Incident Officers (CIO) have been trained in front line incident response with a specific focus on situational management. This will be followed by a live play exercise to allow the newly trained CIOs to test what they have learnt in a challenging but safe environment.</p> <p>The team will also be carrying out a Corporate Communications and an Events exercise during the next few months.</p>	31-Mar-2022

Performance Indicator	Current Status	Trend	2017/18		2018/19		Q1 2019/20		2019/20	Comments
			Value	Target	Value	Target	Value	Target	Target	
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.			4.90%	6.00%	5.76%	5.70%	5.70%	5.70%	5.70%	Rent arrears have reduced from the previous quarter and are on target.
Rent collected as percentage of total rent due in the reporting year.			100.1 %	95.0%	100.0 %	98.0%	97.3%	98.0%	98.0%	By the end of Q1 there were an extra 1,200 customers in receipt of UC compared to the same time last year. Historically, the figure collected reported in quarter 1 is lower than the year end figure.
Average length of time taken to re-let properties in the last year			38 days	38 days	38 days	38 days	40 days	37 days	37 days	<p>What is going wrong or impacting on performance?</p> <p>Performance on this indicator can appear to be adversely affected by letting properties that have been empty a long time. In Quarter 1, 6 properties were let that had been empty between 17 and 32 weeks. This has a negative impact on the average days to let but, positively, brings properties back into use. To put in context the effect such a low number of properties can have, if those 6 properties were removed from the overall numbers, the figure for Quarter 1 would stand at 37.2 days.</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 working with colleagues from other local authorities to share good practice.</p>

Performance Indicator	Current Status	Trend	2017/18		2018/19		Q1 2019/20		2019/20	Comments
			Value	Target	Value	Target	Value	Target	Target	
										<p>When does the service expect to be back on track?</p> <p>Lets and voids performance are monitored monthly to track performance.</p>
% of reactive repairs carried out in the last year completed right first time			90.2%	92.0%	88.1%	93.0%	Not measured for Quarters		93.0%	Just under 33,000 reactive repairs were completed 'right first time' last year. Although down from the previous year it remains that almost 9 out of 10 repairs are completed on the first visit.
% Overall Repairs Completed Within Target			95.43 %	91.5%	95.92 %	94.42 %	95.33 %	94%	94%	Performance remains better than target.
Average length of time taken to complete non emergency repairs (days)			7.1 days	15.0 days	6.9 days	15.0 days	6.8 days	15.0 days	15.0 days	Performance remains better than target.
% of rent loss due to voids			1.31%	1.80%	1.40%	1.40%	1.53%	1.40 %	1.40%	Performance in this indicator is linked to performance for the average days to let PI above.
Average Time for processing Planning Applications (Householder) - weeks			7.6	Data only	6.9	8	7*	8	8	<p>*The Scottish Government have taken a decision to now publish these statistics bi-annually. We will submit our first half year's data at the end of October 2018, and expect the final figures to be published by the Scottish Government in January 2019, according to the provisional timetable. The figure of 7 weeks for quarter 1 therefore, is still subject to validation by the Scottish Government.</p>

Performance Indicator	Current Status	Trend	2017/18		2018/19		Q1 2019/20		2019/20	Comments
			Value	Target	Value	Target	Value	Target	Target	
Application Approval Rate			97.2%	Data only	97.7%	Data only	95%*	Data only	Data only	*The Scottish Government have taken a decision to now publish these statistics bi-annually. We will submit our first half year's data at the end of October 2019, and expect the final figures to be published by the Scottish Government in January 2020, according to the provisional timetable. The figure of 95% for quarter 1 therefore, is still subject to validation by the Scottish Government.
Percentage of applications dealt with under delegated authority			98.1%	Data only	97.5%	Data only	96.6%*	Data only	Data only	*The Scottish Government have taken a decision to now publish these statistics bi-annually. We will submit our first half year's data at the end of October 2018, and expect the final figures to be published by the Scottish Government in January 2019, according to the provisional timetable. The figure of 96.6% for quarter 1 therefore, is still subject to validation by the Scottish Government.
Time to issue a building warrant or amendment to warrant from receipt of application (days)			87.4 days	60.0 days	83.9 days	60.0 days	85.6 days	60.0 days	60.0 days	What is going wrong or impacting on performance? As part of our performance scrutiny, the quarter 1 figure was examined further, particularly as this measure calculates the combined response times of both the local authority verifier and the agent/architect. Investigation has shown that within that average 85 days in Q1, building warrants spent on average 48 days with Building Standards and 37 days with agents/architects. Has any corrective action already been undertaken? At our midterm scrutiny meeting last year, the
Time to issue a first report (95% issued within 20 days)			29.6%	95.0%	61.2%	95.0%	59.2%	95.0 %	95.0%	
Percentage of building warrants or amendments issued within 10 days of receipt of all satisfactory information			48.1%	90.0%	61.2%	90.0%	53.0%	90.0 %	90.0%	

Performance Indicator	Current Status	Trend	2017/18		2018/19		Q1 2019/20		2019/20	Comments
			Value	Target	Value	Target	Value	Target	Target	
										<p>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>When does the service expect to be back on track?</p> <p>Within the team, 2 new appointments have been made and a further graduate level post will be advertised shortly; it is hoped these appointments will result in further improvements. We hope the performance will also be aided by an ICT investment funded from existing Communities, Housing and Planning Services budgets.</p>
Total Percentage of frontline (stage 1) complaints responded to within 5 days by DHS			88.6%	95%	90.1%	95%	91%	95%	95%	176 received and 160 answered within timescale.
Total Percentage of investigation (stage 2) complaints responded to within 20 days by DHS			85.7%	95%	82.4%	95%	100%	95%	95%	4 received and 4 answered within timescale.



To: Communities, Housing and Planning Policy Board

On: 29 October 2019

Report by: Director of Children's Services

**Heading: Children's Services Service Improvement Plan 2019/22:
Mid-Year Monitoring Report**

1. Summary

- 1.1 The Children's Services Service Improvement Plan 2019-22 was approved by the Communities, Housing and Planning Policy Board in May 2019. The plan sets out the priorities for the development of the service over a three year period and details the actions which will contribute to the priorities of both the Council and the Community Planning Partnership. It also sets out the actions which will ensure continuous improvement across the service and the performance indicators which ensure the impact can be measured. Actions and indicators reflect the five priority themes of the Council Plan.
- 1.2 This report contains details of Children's Services performance over the period 1 April 2019 to 30 September 2019. The main purpose of the report is to provide:
 - details of the key achievements of the service over the period;
 - a progress update on implementing the action plan linked to the 2019-22 Service Improvement Plan;
 - an assessment of performance in relation to the service scorecard of core performance indicators; and
 - an overview of priorities for the service over the next six months.
- 1.3 Over the past six months, the service has made good progress in delivering positive outcomes for children and young people. The list below details some of these achievements.
 - There have been very positive outcomes for early years centres, schools, children's houses and throughcare services who have been inspected by either the Care Inspectorate or Education Scotland.

- The roll-out of 1140 hours of early learning and childcare continues, with 62 early years establishments now offering the additional hours to around 1500 children. At the same time, the ambitious infrastructure programme is on target to deliver refurbishments and new-builds.
- There is continuing evidence of the very strong quality improvement framework in place which allows the service to understand all our establishments and thereafter ensure the appropriate supports and challenges are in place. This is reflected in external evaluations.
- Another very positive set of National Qualification results demonstrated the progress of our schools and more importantly our young people. We continue to demonstrate our aspiration of raising attainment for all and at the same time continuing to close the poverty-related attainment gap.
- Increasing numbers of children and young people are achieving expected levels in literacy and numeracy in the Broad General Education and the rate of improvement is more marked in our most disadvantaged communities, which also contributes to the narrowing of the poverty-related attainment gap.
- We are continuing sector-leading partnership approaches with the University of Strathclyde and Stanford University in the research and pedagogical approaches to teaching literacy and numeracy.
- The service is strengthening our co-production approach by awarding small grants to 12 voluntary organisations as part of our Early Action System Change programme. They will help progress work in relation to the mental health and wellbeing of children and young people, and coercive control in adolescent relationships.
- We have undertaken a review of good practice in relation to Family Group Decision Making and have secured funding to have two managers trained in practice, which will contribute to our early intervention approach to supporting families.
- Through our innovative programme of professional development for existing staff and sustained focus on teacher and early years recruitment, all vacancies were filled for the start of the new term.
- Engagement with families remains a priority with examples including the launch of a Parental Engagement Strategy and the introduction of an intensive family support service for vulnerable families. This work further supports our focus on family learning.
- We have a continued focus on the health and wellbeing of children and young people with activities such as creating mentally healthy schools and the review of Personal and Social Education (PSE). This is allowing us to understand need and be able to work in a proactive way to support children and young people.

2. Recommendations

2.1 The Communities, Housing and Planning Policy Board is asked to note:

- the content of this report;
- the progress that has been made on service performance;

- the progress made on actions and performance in the action plan;
 - that an out-turn report will be provided to this board in Spring 2020; and
 - that this mid-year report will be provided to the Education and Children's Services Policy Board for the elements covered within that Board's remit.
-

3. Background

- 3.1 The service improvement plan is a comprehensive statement of the outcomes the service aims to achieve, and the actions it will take to achieve these. It fits within the wider planning framework of the Council by taking account of Community Planning themes and Council priorities. It enables elected members to have oversight of developments within the service and to consider and develop policy options which reflect customer need and resource availability.
- 3.2 The service improvement plan also provides a mechanism by which elected members can evaluate the performance of the service. The appendices to the plan contain an action plan and performance indicators against which progress can be measured. This mid-year monitoring report provides an update on progress against the 2019-22 plan.
- 3.3 Section 4 of this report provides a service update, aligned to Council Plan priorities, over the period April to September 2019. It highlights areas of significant progress and details of action to be taken to address any areas where performance has not reached target. Further detail is provided in the action plan and performance scorecard included as Appendices 1, 2a and 2b.
- 3.4 An outturn report detailing full-year performance will be brought before this board in spring 2020.
-

4. Service Update

- 4.1 Elected members will be aware from previous reports that the service is actively working to address a range of demand and financial pressures. For Children's Services, these include high numbers of children requiring care and protection due to the significant issue of parental alcohol or substance misuse and increasing school rolls in some catchment areas. In addition, the service is preparing for the expansion of the free early years entitlement from 600 hours to 1140 hours by 2020. Criminal justice social work services have experienced several years of growing demand as the use of community sentences has expanded. The service is contributing to the "Right for Renfrewshire" transformation programme and is the lead for the Early Intervention and Prevention element of Right for Renfrewshire and will contribute to other projects which impact on Children's Services.
- 4.2 Children's Services is committed to delivering high-quality services. In addition to internal self-evaluation activity, social work services and educational establishments are subject to considerable, robust, external scrutiny from the Care Inspectorate and Education Scotland.

Reports on every school inspection are provided to this Policy Board, as are reports on any social work service which receives a grading of Weak or Unsatisfactory. A summary paper of inspection outcomes for registered social work services is provided to this Board. The service also contributes to multi-agency self-evaluation work, most recently to a self-evaluation undertaken by Renfrewshire Child Protection Committee.

- 4.3 Whilst Children's Services works in collaboration with other services to ensure the delivery of all Council Plan priorities, it does not currently have any actions or performance indicators under Outcome 4: Creating a sustainable Renfrewshire for all to enjoy. More detail on the progress against planned actions and performance in relation to key indicators are given in Appendix 1 to this report.

5. Actions which have been reviewed or delayed

- 5.1 All actions are progressing in line with planned timescales.

6. Performance Indicators

- 6.1 Children's Services reports against 36 indicators in the Service Improvement Plan. There are 13 indicators relating to attainment and updated information for these will not become available until later in 2019/20. There are 8 indicators not currently meeting their target.
- 6.2 The service continues to demonstrate strong performance in relation to educational attainment, including narrowing the poverty-related attainment gap. There has been an increase in the uptake of early-years places not only for 3 and 4 year olds, but for those 2 year olds entitled to a place.
- 6.3 Criminal Justice Social Work continues to perform well in relation to new clients, with targets for first appointments, inductions and first work placements all being met.
- 6.4 The number of unpaid work orders completed within the required timescale has fallen behind target, with 19 orders completed after the due date. Performance is behind target in relation to new service users being seen by a supervising officer within the first 7 days of their order. The complexity of people being sentenced and the challenges in ensuring they are appropriately supported in completing the order successfully is a factor in performance. Criminal Justice Social Work staff make every effort to address these challenges and also to ensure orders are completed even if outwith the timescale.
- 6.5 Two home supervision visits took place outwith the 15 day target in quarter 1, meaning performance was 86% against a target of 100%. Social work make every effort to meet this deadline and late visits this quarter related to a non-engaging family and a service issue which has been remedied. Both visits have taken place.

This indicator is to some extent dependent on families complying with statutory orders. Work is underway within Children & Families Social Work to look at performance against this measure, which is rarely at 100%.

- 6.6 For 2019/20, the service set an ambitious target stating that no care leavers should experience homelessness. This is a very challenging target which was not met this quarter; 4 care experienced young people aged between 18 and 25 had a period of homelessness in the last six months. The Throughcare Team continue to work closely with colleagues from Communities, Housing and Planning to address this.
 - 6.7 Indicators relating to satisfaction with schools all have a target of 100%, and performance below this level does not necessarily reflect a high level of dissatisfaction with local schools. Data for these indicators is collected by other agencies and is based on a very small sample size. The recent attainment inspection included very positive feedback from parents.
 - 6.8 A small number of complaints and Freedom of Information requests were not dealt with in the required timescale. There were 8 late FOI requests; these were complex requests requiring information from a number of sources. The service is working with Information Governance to discuss how performance can be improved in relation to FOI requests.
-

7. Priorities over the next six months

- 7.1 The service has a number of priorities for the next six months and beyond. Significant detail is described within a range of planning documents including the Renfrewshire Children's Services Partnership Plan and the Education Improvement Plan. The following is a summary of key priorities.
- 7.2 Children's Services will support the council's transformation programme "Right for Renfrewshire" by leading on the Early Intervention and Prevention workstream and contributing to other projects which impact on Children's Services.
- 7.3 Developing the young workforce remains a priority for Children's Services and for Renfrewshire. The service will work with partners to build on the progress made with a focus on growth areas in the local economy (construction, manufacturing, and early learning and childcare). The successful programme of offering vocational college courses and foundational apprenticeships in schools will continue and there will be more opportunities for students in the senior phase to access work experience and mentoring. The service hopes to increase collaboration between education, training providers and employers.

- 7.4 Children's Services will work with colleagues to progress the work under Challenge 6 in Renfrewshire's Economic Strategy, which is to bring local education and skills provision closer to the needs of the economy. A skills action plan will be developed to support 'skills for work' in the curriculum. This will focus on the softer skills employers require from a potential workforce (such as positive work ethic, teamwork and resilience).
- 7.5 The service is progressing plans for the expansion of Early Years' provision to 1140 hours by 2020, with 1140 hours already being delivered in 62 establishments. This expansion will continue over the next six months with more establishments operating over a longer day/year; refurbishment of existing premises; continuing with plans for new builds; and ongoing recruitment work to ensure sufficient staff to deliver the new model.
- 7.6 The Presumption Against Short Sentences (relating to custodial sentences) was extended from 6 months to 12 months in July 2019. The change was announced well in advance of implementation which allowed Criminal Justice Social Work to prepare for it within existing resources. The decision to divert to a community sentence rather than custody remains with the courts and implementation is at too early a stage to determine the impact on the service.
- 7.7 A partnership project with the Dartington Service Design Lab and Snook Design Agency is underway to create a new quality assurance framework and feedback tool which is meaningful for young people and those who support them. A co-production approach has been adopted, with practitioners and young people working together on designing an evaluation framework which is focused on what is important to young people and allows the impact to be measured.
- 7.8 The service will continue to focus on raising attainment for all children, whilst closing the poverty related attainment gap through the work of the Attainment Challenge, Pupil Equity Fund, and the Care Experienced Fund, as well as everyday service provision. The service is continuing sector-leading partnership approaches with the University of Strathclyde and Stanford University in the research and pedagogical approaches to teaching literacy and numeracy.
- 7.8 The review of Additional Support Needs is progressing and will continue to be a priority for the service. Engagement sessions have taken place with parents and staff and sessions with young people are planned. A communications strategy for sharing the findings with parents, staff and young people is being developed.
- 7.9 Preparatory work for the implementation of a new case management system for social work will continue. Children and Families Social Work will roll out new case recording guidance and new six-monthly case summaries which are innovative in Scotland.
- 7.10 A new Parental Engagement Strategy has been launched and this will now be implemented in schools. This will include opportunities for parents to be more involved in helping schools set priorities and will promote an ethos of family learning and positive relationships between families and schools.

Implications of the Report






1. **Financial** – The report highlights resourcing pressures arising from increasing demand for services and the current financial environment.
2. **HR & Organisational Development** - none
3. **Community Planning** – the report details a range of activities which reflect local community planning themes.
4. **Legal** - none
5. **Property/Assets** – none
6. **Information Technology** – none
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – none
9. **Procurement** – the report details the activities being undertaken to promote more efficient and effective commissioning and procurement
10. **Risk** – Risks related to the delivery and management of services are regularly monitored and included in the Children's Services Risk Register.
11. **Privacy Impact** – none
12. **COSLA Policy Position** – none
13. **Climate Risk** - none

List of Background Papers: None


LF/LG
9 October 2019


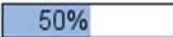
Author: Lisa Fingland, Service Planning & Policy Development Manager
Tel: 0141 618 6812; email Lisa.Fingland@renfrewshire.gov.uk


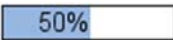

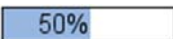
Children's Services SIP 2019-2022 Actions

Action Status	
	Cancelled
	Overdue; Neglected
	Unassigned; Check Progress
	Not Started; In Progress; Assigned
	Completed

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


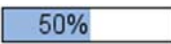

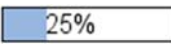
Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
	CS.SIP.19.01a	Develop high quality learning and teaching that leads to improved levels of attainment and achievement in all of our establishments.	Staff are skilled and knowledgeable and able to effectively support children and young people in their learning and development.	31-Mar-2021	<div><div>50%</div></div>	Provisional data from the Achievement of a CfE Level return indicate that increases in attainment in literacy and numeracy have been maintained or surpassed. The percentage of learners in primary stages achieving expected level for their stage in literacy has been maintained at 76%, an increase of 3 percentage points since 2016-17. In numeracy, the percentage of learners achieving the expected level for their stage has increased to 84%. In S3,	Head of Early Years and Broad General Education



Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
						<p>the percentage of learners achieving 3rd level or above has increased to 94% in both literacy and numeracy. The attainment gap between pupils living in most deprived areas and those living in the least deprived areas has continued to decrease across most measures. The attainment gap between primary pupils living in SIMD quintile 1 and SIMD quintile 5 has reduced by 5 percentage points in literacy and 2 percentage points in numeracy since 2016-17. These reductions are due to increased attainment of pupils living in most deprived areas.</p> <p>Within the senior phase, the positive trend in the percentage of school leavers achieving SCQF level 5 in literacy and numeracy has been maintained. The attainment gap in the percentage of school leavers achieving SCQF level 5 in literacy and numeracy has continued to decrease. The attainment gap between school leavers living in the 20% most and 20% least deprived areas has continued to decrease in literacy and numeracy. The gap in the percentage of leavers achieving SCQF level 5 has reduced by 19 percentage points in literacy and 7 percentage points in numeracy since 2013.</p>	
	CS.SIP.19.01b	Improve employability skills and support all of our young people to enter positive destinations and sustained post-school destinations.	Equipping children and young people with the skills needed in the workplace improves opportunities and life chances for all.	30-Jun-2020		Following a review of actions taken by all secondary schools, a number of actions are being taken forward to ensure all young people are supported into positive and sustained destinations. Working with SDS, access to the data hub is ensuring	Head of Schools; Education Manager (Senior Phase)



Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
						that each school has the most up to date and accurate information in order to inform decision making.	
	CS.SIP.19.01c	Increase the role of arts and creativity in the school curriculum from early years through to the senior phase.	Children and young people benefit from increased participation in cultural activity.	31-Mar-2020		A Creative Learning Showcase was held in May 2019 with contributions from Paisley schools. Whole class delivery and family initiatives are becoming embedded as part of the Music Service programme of work	Head of Early Years and Broad General Education
	CS.SIP.19.01d	Continue to develop partnership links and collaborative arrangements with the Further Education sector, employers and commerce in line with the Commission for Developing Scotland's Young Workforce Report.	A range of programmes delivered through these partnerships enable school leavers to secure a positive post-school destination.	31-Mar-2020		A range of vocational programmes offered by West College Scotland continue to offer opportunities for young people to develop the skills and knowledge required to prepare them for the world of work. The model of joint delivery of a some vocational programmes between school and college has been very successful and has impacted positively on retention rates and successful accreditation. There has been a significant increase in the number of young people applying for Foundation Apprenticeships for session 2019-20 (83 completed applications to date) with the shorter model proving a popular option. Representation from Children's Services on the Renfrewshire Community Benefits Forum has significantly increased awareness of the opportunities which are available to young people in terms of work experience, mentoring and potential employment post school, and schools are now benefitting from these. The delivery of an SQA course in early learning and childcare is being piloted with an external provider across 2 schools with plans to expand this provision. In addition, schools are	Education Manager (Senior Phase)

Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
						<p>more actively pursuing links with businesses and employers within their own localities.</p> <p>Work done this session between schools, local authority personnel and wider partners in terms of processes to support young people into post school positive and sustained destinations, should see an improvement in this area.</p>	


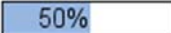





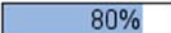
Priority Strategic Priority 2: Building strong, safe and resilient communities


Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
	CS.SIP.19.02a	Embed a consistent approach to supporting children and families affected by domestic violence informed by a strength-based model of intervention.	Children experiencing domestic violence are supported to be safe.	31-Mar-2020		<p>The gender based violence strategy group continues to support staff on the front line to identify children affected by domestic violence and offering supports such as the CEDAR approach.</p> <p>All staff in children's social work are using a common language based on a strengths based approach to ensure that children are safe and supported.</p>	Head of Child Care and Criminal Justice
	CS.SIP.19.02b	Implement recommendations flowing from the national reviews of child protection and the care system.	Child protection practice is further enhanced and strengthened in line with recommendations.	31-Mar-2020		<p>The overarching national guidance on child protection has not yet been released but elements of national guidance are being released periodically and we are responding to this. Policies and procedures to be reviewed have been mapped and we are updating accordingly in line with the government's continuous improvement programme.</p> <p>We are continuing to improve culture, ethos and practice by quality assuring</p>	Child Protection Adviser


Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
						our practice against the lessons learned from National and Local Initial Case Reviews (ICRs) and Significant Case Reviews (SCRs), identifying existing good practice and highlighting areas for development. Operational guidance on the Inverclyde & Renfrewshire Vulnerable Young Person (VYP) Procedure has been developed in conjunction with Inverclyde and Renfrewshire Children's Services, Greater Glasgow NHS, Barnardo's Safer Choices and K Division Public Protection Unit, Police Scotland. Our guidance on Initial Referral Discussions, written in partnership with East Renfrewshire and Inverclyde Councils, has been approved.	
	CS.SIP.19.02c	Use the Early Action System Change funding to co-design and develop new approaches in 2 areas – the mental health of children and young people, and coercive control in adolescent relationships.	Children and young people benefit from positive support at an early stage, and from clear messages about safe, healthy relationships.	31-Mar-2022	<div><div>44%</div></div>	The project has awarded small grants to 12 voluntary organisations to work with young people and their families to gain a better understanding of the priority challenges and drivers of existing service provision. A learning event was held on the 31st of July to present all the findings from the voluntary organisations. In October we will be launching two grants, totalling £153,000 to be awarded to the voluntary sector to further co-design and rigorously test services to address the two priority issues.	Quality Assurance and Practice Development Manager
	CS.SIP.19.02d	Extend the whole-school Nurturing Relationships Strategy (RNRA) in schools across Renfrewshire.	All staff in participating schools have an understanding of attachment theory and nurturing practices to help children develop socially and emotionally.	31-Mar-2020	<div><div>87%</div></div>	87% of schools are engaged in RNRA. 77% of participating schools (N = 57) have received whole school training, established a core team and are implementing an action plan. 7% of participating schools are at the final stage of implementation.	Principal Educational Psychologist




Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
	CS.SIP.19.02e	Undertake evaluation of family support provision within social work services, and consider options for the provision of Family Group Decision Making.	Early intervention supports families to make positive changes which improve relationships and may prevent compulsory measures.	31-Mar-2020	<div><div>33%</div></div>	A review of family support provision highlights some good practice but also gaps in our current practice and capacity to deliver family support. Non Violence Resistance has been identified as a tool to support some of our most vulnerable families. Implementation of the approach in partnership with colleagues in Education began in September 2019. Our strategic partnership with Barnardo's provides opportunities for the development and delivery of additional family support resources. We have visited FGDM services in Edinburgh City and Glasgow City Councils and identified best practice which we would wish to emulate. Funding secured for two senior managers to undertake accredited FGDM training in October which will form a proposal for the development of a new FGDM service in Renfrewshire.	Quality Assurance and Practice Development Manager
	CS.SIP.19.02f	We will respond to the planned presumption against short sentences.	Extend the opportunities for people with convictions to engage with community-based services to address their offending behaviour.	31-Mar-2020	<div><div>100%</div></div>	The Presumption Against short sentences of 12 months came into force on the 4 July 2019. Supervision and appropriate interventions will be provided to all individuals made subject to community sentences in place of a custodial sentence, within available resource.	Criminal Justice Service Manager

Priority Strategic Priority 3: Tackling inequality, ensuring opportunities for all

Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
	CS.SIP.19.03a	Expand the provision of early learning and childcare to 1140 hours.	Children are given the best start and are supported to reach their full potential.	31-Mar-2021		During school session 2018/19 around 600 children accessed 1140 hours of high quality early learning and childcare. Approximately 1,500 1140 places have been approved for this current school session. This is being provided across 31 LA and 31 Provider establishments.	Head of Early Years and Broad General Education
	CS.SIP.19.03b	Ensure Renfrewshire is a 'Child Friendly' place where children are nurtured and thrive.	All children in Renfrewshire have the best possible start in life.	31-Mar-2022		Work is ongoing in the Renfrewshire Children's Services Partnership to build a common approach based on trauma responsive and trauma reducing behaviours to support children and families. This approach builds on the work being carried out in schools to support children's emotional development and create a nurturing Renfrewshire.	Head of Child Care and Criminal Justice
	CS.SIP.19.03c	Deliver on the Attainment Challenge workstreams.	All children in Renfrewshire have the best possible start in life.	31-Mar-2020		In May, the Deputy First Minister, visited the authority to recognise the progress made in relation to closing the poverty-related attainment gap. This led to a number of authorities visiting the authority to share learning and practice during this period. As part of the numeracy work, a group of 19 Head Teachers, Class Teachers and Central Team staff participated in the professional learning visits to Stanford University in California. Following this, 172 children participated in an immersive experience of creative and flexible mathematics camps which was hosted over two weeks.	Director of Children's Services
	CS.SIP.19.03d	Review support for young carers, identifying opportunities to improve life chances.	Young carers have time away from their responsibilities and are supported to make time for themselves.	31-Mar-2022		More than 150 Young Carer Statements now completed. Several new activities are now available via the Carers' Centre including walking	Quality Assurance and Practice Development Manager


Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
						<p>and swimming groups. YCS are informing changes in groupwork and social activities offered by the Centre. Young carers' uptake of offers is increasing.</p> <p>A summer activities programme was put in place and another for the October school holidays. A new partnership plan, supported by the contracts and commissioning team, is in place to support the carers' Centre to improve its responsiveness to young carers' needs.</p>	
	CS.SIP.19.03e	Reduce inequalities and deliver improved health and wellbeing outcomes for children and young people	Children and young people have increased resilience and are supported in social and emotional development.	31-Mar-2021	<div><div>50%</div></div>	<p>The Health and Wellbeing Development Officer leads on a wide range of HWB activities including:</p> <ul style="list-style-type: none"> •Promoting Positive Mental Health in collaboration with EPS to provide a model for schools that includes NHSGGC Healthy Minds framework for early intervention and aligns with the recommendations from the Mental Health Strategy 2017-27. •Providing establishments with a mental health resource and supplementary toolkit to ensure that all staff working with CYP receive the same high-quality professional learning experience by December 2019. This will support the ambition that all children and young people (CYP) receive the right help at the right time. •In partnership with the Chooselife co-ordinator, sessions in 'understanding self-harm' and 'understanding suicide', along with suicide prevention courses like safeTALK and ASIST have been well-attended and highly evaluated. 	Education Manager (Health and Wellbeing)


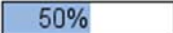

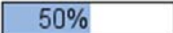




Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
						<ul style="list-style-type: none"> •In line with Scottish Government's commitment to LGBT Inclusive Education, we have provided training for secondary staff and will provide LGBT awareness raising training for primary establishments and professional learning on tackling homophobic, bi-phobic and transphobic bullying. 5 secondary schools and 3 primary schools currently pursuing LGBT Charter award. •Almost all primary establishments are formally teaching social and emotional literacy using programmes, for example Promoting Alternative Thinking Strategies (PATHS), Emotion Works, and Bounce Back. •Progressive and coherent substance misuse planners aligned to the national CfE benchmarks, have been developed, in partnership with GGC Health colleagues. These are being trialled in schools and will be evaluated and amended as appropriate. •Counselling services remain in all secondary schools provided by Lifelink. Place2Be counselling services are present in targeted primary and secondary schools. •In response to the national Personal and Social Education Review we are consulting with young people in Renfrewshire to develop a 'Framework for Personal and Social Education in Renfrewshire' 	
	CS.SIP.19.03f	Develop processes to support service users affected by the EU Settlement Scheme once the UK withdraws from the European Union.	Vulnerable service users who are EU nationals are supported to retain their right to live, work and access public services in the UK and are not	31-Mar-2020	<div><div>100%</div></div>	Process in place and shared with staff on supporting children affected by the EU Settlement Scheme. EU nationals have been identified and information is being shared with the	Head of Child Care and Criminal Justice


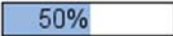
Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
			disproportionately affected by the UK's withdrawal from the EU.			children and their families by the allocated social worker.	
	CS.SIP.19.03g	Implement a refreshed Parental Engagement Strategy.	Stronger relationships will exist between the school and the home, leading to more successful learning partnerships.	31-Mar-2020	<div><div>50%</div></div>	A new Parental Engagement Strategy has been produced and was formally launched in October 2019. It was developed by a working group which included parent representatives. The strategy will be implemented in all Renfrewshire schools.	Education Manager (Assessment, Teaching and Learning)
	CS.SIP.19.03h	Support inclusion of vulnerable pupils including those with additional support needs.	Attainment and achievement are increased through access to relevant opportunities and enhanced pathways to success.	31-Mar-2021	<div><div>50%</div></div>	The Education Support and Resource Group has continued to meet on a sectoral basis. Locality Inclusion Support Network (LISN) pilots which offer peer support for particularly challenging circumstances have been positively evaluated and will be rolled out during session 2019-20. These developments have led to more empowerment of headteachers and more transparent decision making. There has been a reduction in the number of external education day placements required for Renfrewshire pupils. Improvements in engagement with pupil support co-ordinators in pre-5 and primary have been made through locality meetings. A review of key processes to improve support for children who are looked after has been completed. Good progress is being made with the ASN review and extensive consultation with stakeholders has been carried out between January and June 2019. Peer support is being rolled out across all clusters.	Head of Schools
	CS.SIP.19.03i	Refine processes to support further improvement in	Opportunities to engage with families at an early stage are maximised.	31-Mar-2020	<div><div>50%</div></div>	This indicator is closely monitored by senior managers. Any vacant critical front line posts are fast-tracked	Children's Services Manager


Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
		performance in relation to home supervision visits.				through the initial recruitment stages to minimise delays.	

Priority Strategic Priority 5: Working together to improve outcomes

Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
	CS.SIP.19.04a	Support and strengthen the professional capacity of staff through leadership and professional development.	Staff at all levels recognise their individual responsibility to facilitate improved outcomes for children and young people.	31-Mar-2020	<div><div>50%</div></div>	<p>All Depute Head Teachers (DHTs) and early years deputies have now been afforded the opportunity to participate in the Drummond International 'Step Back' Workshops allowing them time and space to reflect on their leadership approaches, develop skills in the co-coaching approach and strengthen relationships with colleagues from across sectors and the authority.</p> <p>One DHT recently completed the PgCert 'Into Headship' at Strathclyde University and six staff will undertake the qualification in the 2019/20 session.</p> <p>The Aspiring Principal Teacher (PT) programme, delivered by promoted staff from across Renfrewshire, has completed for both primary and secondary sectors. Primary evaluations indicated that 93% of participants feel more prepared to take on the role of PT and 100% feel more knowledgeable about effective leadership and what the role involves. Secondary evaluations indicated that 100% of those who responded feel more confident in their knowledge of effective leadership and what the role</p>	Head of Schools

Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
						involves. 86% feel more likely to apply for future PT posts as a result of the training. 9 fully funded West Partnership applications for Post Graduate Certificates at Glasgow University have been approved for teachers across both primary, secondary and ASN sectors. Studies commenced in September 2019.	
	CS.SIP.19.04b	Implement the service's workforce plan.	Staff at all levels recognise their individual responsibility to facilitate improved outcomes for children and young people.	31-Mar-2020		Very good progress is being made to address the actions identified in the services workforce plan. A particular focus on leadership development and improving skills of managers ensures individuals recognise their own responsibilities.	Head of Schools
	CS.SIP.19.04c	Through Community Justice Renfrewshire take forward national and local priorities, including housing for prison leavers, improved mental health and employability for persons with convictions.	By addressing some of the factors which lead to offending behaviour, the rate of re-offending can be reduced. People with convictions can be supported to make positive changes.	31-Mar-2021		All are being progressed as local community justice priorities. Just Learning is continuing to ensure that individuals with conviction have access to employment services that take account of the specific barriers that they face due to convictions; and work is ongoing to address the housing needs and ensure appropriate knowledge of and pathways into mental health services.	Criminal Justice Service Manager
	CS.SIP.19.04d	Produce a refreshed school estate management plan.	Schools are modern environments with facilities that allow more opportunity for activities and innovative learning and support a more positive experience of learning.	31-Aug-2019		The refreshed School Estate Management Plan was approved by the Education and Children's Services Policy Board in May 2019.	Education Manager (Resources)
	CS.SIP.19.04e	Progress opportunities for greater integration and joint working within Children's Services	Outcomes for children and young people are improved by child-centred, joined-up working.	31-Mar-2020		As part of the care experienced children and young people, a commitment has been made by the authority to support the Aberlour Attain mentoring service to ensure	Director of Children's Services

Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
						<p>better outcomes for vulnerable children and young people.</p> <p>A collaborative event was hosted in June for Head Teachers, Central Staff and Poverty Leads from across the authority to share practice and challenges associated with PEF.</p> <p>A short-life working group has revised the Children's Services parental engagement strategy to ensure outcomes for children and young people are improved by joined up working inclusive of parents / carers.</p>	
	CS.SIP.19.04f	Managing the use of Attainment Challenge, Pupil Equity Fund, and Care-Experienced Fund to maximise the benefits from additional funding.	Additional funding is deployed effectively to support Children's Services in delivering the priorities of the Council.	31-Mar-2021		<p>All workstreams associated with the Attainment Challenge fund are making 'excellent progress' in relation to closing the poverty-related attainment gap. The additional funding and activity related to the Attainment Challenge continues to be proportionately managed across our families of schools.</p> <p>During this period, plans have been further implemented in relation to the care experienced children and young people fund including the establishment of an intensive family support service to support vulnerable children and families. A mentoring support service is now operational with 23 children and young people being referred into the service.</p> <p>In March, Head Teachers submitted PEF plans for 19-20 spend. Plans have been scrutinised for procurement and staffing related issues to ensure the fund is managed effectively.</p>	Head of Schools

Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
	CS.SIP.19.04g	Support and challenge staff in more effective use of data to understand children's needs and drive further improvements.	Staff are comfortable using data to support their understanding of local needs and use this to inform service delivery and support improvement.	31-Mar-2021	<div><div>50%</div></div>	<p>There continues to be a high level of engagement with the data analysis workstream across all establishments. Support in this quarter has been focused on secondary staff in PT Data Literacy role. This support has allowed these staff to develop robust evaluations of their work and develop next steps.</p> <p>All schools continue to be supported and challenged through quality improvement visits where data trends are discussed, and next steps identified.</p>	Director of Children's Services

Appendix 2a

Children's Services 2019-2022 Performance Scorecard













Indicators measured against Academic Years


















PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

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

Code	Short Name	Status	Short Term Trend	Long Term Trend	2017/18	2018/19	Current Value	Current Target	Latest Note
					Value	Value			
CHS/ATT/01a	% of Leavers attaining literacy SCQF Level 4				96%	Not available	96%	96%	The percentage of leavers in Renfrewshire achieving literacy and SCQF level 4 or above has remained relatively constant over the past 5 years at 96%. These figures are in line with our virtual comparator. Figures for 2018/19 will be available from March 2020.
CHS/ATT/01b	% of Leavers attaining numeracy SCQF Level 4				92%	Not available	92%	92.5%	The performance of Renfrewshire school leavers in numeracy at SCQF level 4 or above has remained consistent over the past 3 years at 92%. This is

Code	Short Name	Status	Short Term Trend	Long Term Trend	2017/18	2018/19	Current Value	Current Target	Latest Note
					Value	Value			
									marginally below the virtual comparator which is 93%. Over 5 years, the percentage achieving SCQF level 4 numeracy or above has increased by 6 percentage points. Figures for 2018/19 will be available from March 2020.
CHS/ATT/01c	% of Leavers attaining literacy SCQF Level 5				87%	Not available	87%	82.5%	Attainment of school leavers in literacy at SCQF level 5 or above has increased by 2 percentage points in 2017/18. This increase has brought Renfrewshire marginally ahead of its virtual comparator. Over 5 years, Renfrewshire has increased the percentage of leavers achieving literacy at SCQF Level 5 by 12 percentage points. Figures for 2018/19 will be available from March 2020.
CHS/ATT/01d	% of Leavers attaining numeracy SCQF Level 5				76%	Not available	76%	71.5%	The percentage of school leavers achieving SCQF level 5 or above in numeracy is unchanged at 76%. Renfrewshire remains above the virtual comparator, which in 2017/18 was 74%. Over 5 years, the percentage achieving level 5 numeracy or above has increased by 10 percentage points. Figures for 2018/19 will be available from March 2020.
CHS/ATT/12	Average Complementary Tariff (S4)				304	311	311	Not applicable	
CHS/ATT/13	Average Complementary Tariff (S5)				563	546	546	Not applicable	

Priority Strategic Priority 3: Tackling inequality, ensuring opportunities for all									
Code	Short Name	Status	Short Term Trend	Long Term Trend	2017/18	2018/19	Current Value	Current Target	Latest Note
					Value	Value			
CHS/ATT/07	Percentage gap in average total tariff score of school leavers resident in SIMD 30% most deprived and those				40%	Not available	40%	36%	The size of the gap between pupils living in most and least deprived areas has increased marginally in the 2017/18 leavers cohort. This is due to particularly strong attainment of pupils living in the

	from the 70% least SIMD deprived Renfrewshire areas.								least deprived areas in the 2017/18 leavers cohort. Figures for 2018/19 will be available from March 2020.
CHS/ATT/08	Average Total Tariff Score of Looked After Children (school leavers)				203	Not available	203	249	The average total tariff of school leavers that are looked after decreased in 2017/18 to 203. Due to the small number of looked after pupils in each leavers cohort there is considerable variation in the average tariff from year to year. However, the trend over 5 years has seen a gradual decrease in the total average tariff. Figures for 2018/19 will be available from March 2020.
CHS/ATT/09	Gap between the Average Total Tariff Score of Looked After Children (school leavers) and that of the total Renfrewshire leavers cohort				79%	Not available	79%	72.5%	The percentage gap between the average total tariff between looked after school leavers and the general cohort increased in 2017/18 to 79%. This was due to a decrease in the average total tariff of looked after pupils and an increase in the average total tariff of the general cohort. The number of looked after pupils in each leaver's cohort is small therefore a high degree of variation is expected in these figures year on year. Figures for 2018/19 will be available from March 2020.
CHS/ATT/14	Percentage Point Gap in % Pupils Achieving Expected Level for their stage in Literacy between pupils living in 30% Most Deprived areas and those living in 70% Least Deprived Areas (SIMD)				11	Not available	11	12	The percentage point gap between the attainment in literacy of pupils living in the most and least deprived areas has continued to decrease. The reduction in the gap has occurred due to attainment of pupils living in SIMD deciles 1 to 3 increasing at a higher rate than pupils living in SIMD deciles 4 to 10. As such it represents a genuine decrease in the size of the attainment gap. Figures for 2018/19 will be available in December 2019.
CHS/ATT/15	Percentage Point Gap in % Pupils Achieving Expected Level for their stage in Numeracy between pupils living in 30% Most Deprived areas and those living in 70% Least Deprived Areas (SIMD)				10	Not available	10	11	The percentage point gap between the attainment in numeracy of pupils living in the most and least deprived areas has continued to decrease. The reduction in the gap has occurred due to attainment of pupils living in SIMD deciles 1 to 3 increasing at a higher rate than pupils living in SIMD deciles 4 to 10. As such it represents a genuine decrease in the size of the attainment gap. Figures for 2018/19 will be available in December 2019.

CHS/ATT/16	Percentage Point Gap in % Pupils Achieving Expected Level for their stage in Literacy between pupils entitled to Free School Meals and pupils not entitled				17	Not available	17	20	The percentage point gap between the attainment in literacy of pupils entitled to free meals and those not entitled has continued to decrease. The reduction in the gap has occurred due to attainment of pupils entitled to free meals increasing at a higher rate than pupils that are not entitled. As such it represents a genuine decrease in the size of the attainment gap. Figures for 2018/19 will be available in December 2019.
CHS/ATT/17	Percentage Point Gap in % Pupils Achieving Expected Level for their stage in Numeracy between pupils entitled to Free School Meals and pupils not entitled				16	Not available	16	16	The percentage point gap between the attainment in numeracy of pupils entitled to free meals and those not entitled has continued to decrease. The reduction in the gap has occurred due to attainment of pupils entitled to free meals increasing at a higher rate than pupils that are not entitled. As such it represents a genuine decrease in the size of the attainment gap. Figures for 2018/19 will be available in December 2019.
CHS/SCH/07	% of children attending school (Primary)				95%	94.9%	94.9%	94.9%	Renfrewshire continues to maintain a high level of attendance in the primary sector. National comparator data for attendance is compiled biennially and will next be published in December 2019. Previous performance has been in line with or above the national average.
CHS/SCH/08	% of children attending school (Secondary)				90.3%	90.3%	90.3%	90.3%	Attendance levels in secondary schools has been consistent for several years and has been above the national average. National data on attendance is compiled biennially and will next be published in December 2019.
CHS/SCH/09	% of young people choosing to stay onto S5 after January (as % of S4 roll at September previous year)				94%	92%	92%	88%	The percentage of pupils staying on to 5th year remains above target. There has been a slight decrease in the stay-on rate. Figures for post-school destinations for the 2018/19 leavers is not yet available but local information suggests an increase in the number of young people moving on to apprenticeships after school, which may account for this shift.
CHS/SCH/10	% of young people choosing to stay onto S6 (as % of S4 roll at September two years before)				70.4%	69.7%	69.7%	66%	The percentage of pupils staying on to 6th year is relatively stable, and the long-term trend shows a steady rise in the stay-on rate. Renfrewshire has

									above average stay-on rates and has been improving with regard to the number of school leavers in positive post-school destinations, suggesting that pupils in the senior phase are pursuing a number of options.
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CS 2019-2022 Financial Year Scorecard









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







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







Code	Short Name	Status	Short Term Trend	Long Term Trend	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Current Value	Current Target	Latest Note
					Value	Value	Value	Value	Value			
CHS/PD/01	% of School leavers in a positive destination				Not measured for Quarters				Not measured	93.1%	95%	The percentage of 2017/18 leavers entering a positive destination is consistent with previous years at 93.1%. This represents a gradual increasing trend over 3 years. Renfrewshire

Code	Short Name	Status	Short Term Trend	Long Term Trend	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Current Value	Current Target	Latest Note
					Value	Value	Value	Value	Value			
									for Quarters			remains behind national and the virtual comparator in this measure. The majority of school leavers went into higher education. The figure this year was 43%, above the national average of 41%. A further 25% of leavers went to further education and 22% went into employment.
















Priority Strategic Priority 2: Building strong, safe and resilient communities










Code	Short Name	Status	Short Term Trend	Long Term Trend	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Current Value	Current Target	Latest Note
					Value	Value	Value	Value	Value			
CHS/CJ/CPO/02	% of NEW unpaid work orders/requirement complete by the required date				83%	71%	73%	71%	63%	63%	72%	Performance has reduced this quarter and has not met target set. All attempts are made to complete orders within the timescale. Hours imposed have increased by 100% since 2011/12 and timescales for completion have reduced significantly. Where timescales cannot be met due to service user issues (such as ill health), or service capacity, then extensions are sought from the court to enable completion of orders, however they are not always actioned. During this period staff sickness has impacted upon capacity. Of those not completing in time this relates to 19 cases, 10% of these individuals were sentenced to a custodial sentence during their order. 47% completed within 4 weeks of the required date.
CHS/CJ/CPO/01	The percentage of NEW clients subject to a new				78%	74%	83%	78%	74%	74%	85%	Performance does not meet the target set, despite focus on this area. Appointments are

Code	Short Name	Status	Short Term Trend	Long Term Trend	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Current Value	Current Target	Latest Note
					Value	Value	Value	Value	Value			
	supervision order seen by a supervising officer within 1 week											arranged at the point of the court assessment and are included within the court report. They are set for within 7 working days unless there are unusual circumstances e.g. client in custody, employment circumstances. Attendance is then dependent upon service user compliance; of the 19 people not seen within target 47% failed to attend and 5% were in custody.
CHS/CJ/CPO/04	Percentage of NEW unpaid work clients seen within 1 working day of the order				69%	70%	72%	68%	71%	71%	70%	Performance continues to exceed the increased target set reflecting a new system and focus on this initial engagement. All attempts are made to engage with those individuals where CJSWRs are undertaken and thus the service is aware of the possibility of an order. Growing numbers of individuals have no assessment prior to their court appearance and are thus unaware of reporting timescales, approx. 62% in this time period. Also 52% of those who were not seen within 1 day were sentenced at another court, thus resulting in delays as our court service cannot attempt to engage with them.
CHS/CJ/CPO/05	Percentage of NEW unpaid work clients receiving an induction within 5 working days of the order				70%	72%	76%	73%	73%	73%	75%	Performance is below the increased target set. Processes ensure that new unpaid work service users, that we are aware of, are scheduled to meet their supervising officers within 24 hours of court and receive their initial induction that day. They then attend for a more in depth health and safety induction within 5 working days of court. 44% of those not meeting the target failed to attend appointments. Increasing numbers of service users receive orders without court reports being undertaken, thus meeting the range of required deadlines is dependent upon the timescales of orders from court and the ability to engage with the individual as early as













Code	Short Name	Status	Short Term Trend	Long Term Trend	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Current Value	Current Target	Latest Note
					Value	Value	Value	Value	Value			
												possible. In this period 26% of orders were imposed at an external court, thus the opportunity for early engagement and meeting all targets is limited.
CHS/CJ/CPO/06	Percentage of NEW unpaid work clients beginning work placement within 7 working days of the order				63%	70%	69%	73%	69%	69%	50%	Performance continues to exceed target set. All attempts are made to engage with individuals and ensure that they commence work which is safe for the community, themselves and staff supervising them. A new and more intensive health and safety induction process has been created, which is the first day that the individual is attending work. These occur twice weekly to ensure that service users attend within 7 days. Where orders are imposed without social work reports, and there are delays with information being passed to Renfrewshire, delays can occur in initial contact which then impact upon the range of initial contacts. This is also reliant upon client compliance with failure to attend relating to 42% of orders during this period.
CHS/CPR/01	Percentage of children registered in this period who have previously been on the Child Protection Register				36%	16%	22%	24%	34%	34%	Not applicable	The percentage of children registered this quarter who have been previously placed on the Child Protection Register has increased from 24% in Q4 of 2018/19 to 34% in Q1 of 2019/20. In Q4 of 18/19, there were 49 children placed on the Child Protection Register, of which 12 children from 6 families had previously been registered. In Q1 of 19/20, there were 29 children placed on the Child Protection Register, of which 10 children from 7 families had previously been registered. In effect there was an increase of 1 family re-registered in Q1 of 19/20 when compared to the number of families re-registered in Q4 of 2018/19.

Priority Strategic Priority 3: Tackling inequality, ensuring opportunities for all

Code	Short Name	Status	Short Term Trend	Long Term Trend	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Current Value	Current Target	Latest Note
					Value	Value	Value	Value	Value			
CHS/EY/02	% of entitled 2 year olds accessing 600 hours of early learning and childcare				47%	60%	55%	62%	70%	70%	60%	The increase is due to the March intake of 2 year olds.
CHS/LGBF/01	Percentage of Looked After Children cared for in the community				92%	92%	92%	92%	92%	92%	89.9%	The percentage of looked after children cared for in the community has remained stable at 92% in Q1 of 2019/20. Please note, this indicator is also reported annually and the figure for the annual figure is derived from the Local Government Benchmarking Framework indicator CHN9 'Balance of care for 'looked after children': % of children being looked after in the community'. The last data published for this indicator is for 17/18 and the 18/19 data is not expected to be published until March 2020 at the earliest. The percentage of looked after children cared for in the community in Renfrewshire in 2017/18 was 93% and above the Scotland average of 90%.
CHS/EY/01	% of 3 and 4 year olds accessing 600 hours of early learning and childcare				97%	75%	87%	93%	94%	94%	96.4%	The figure is higher than Q4 as children join throughout the year. Of the children that are entitled to an Early Learning and Childcare place 100% who applied were offered a place.
CHS/LAC/01	The percentage of children made subject to a supervision order that were seen by a supervising officer within 15 days				100%	82%	84%	80%	86%	86%	100%	There were 14 new home supervision requirements in Q1 of 2019/20 and the first visit was carried out within 15 days for 12 of these cases. Of the 2 visits not completed on time, 1 was due to a service issue which has been addressed and the other was due to the family not making themselves available.
CHS/LAC/02	Percentage of accommodated Looked After Children placed with families				80%	80%	80%	81%	81%	81%	83%	The percentage of children looked after and accommodated with families has remained at 81% in Q1 of 2019/20 and continues to be below the target of 83%. We will always aim to

Code	Short Name	Status	Short Term Trend	Long Term Trend	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Current Value	Current Target	Latest Note
					Value	Value	Value	Value	Value			
												place children within families where it is appropriate to do so. There will be reasons why a small number of children cannot be safely placed with a family and must be placed in an another setting. This is always discussed with the Children Services Manager or Head of Service and is not a decision that is taken lightly.
CHS/LAC/CL/01	Percentage of care leavers participating in employment, training or education				47%	53%	49%	51%	51%	51%	51%	The target has been increased for 2019/20 and performance continues to meet this target. This reflects the focus the Throughcare team has on supporting care leavers into employment and education.
CHS/LAC/CL/02	Percentage of care leavers who have had a period of homelessness in the last 6 months				7%	3%	2%	1%	3%	1%	0%	There has been a slight increase in this figure from 1% to 3%. This remains a relatively low figure and equates to four young people aged between 18 and 25. There are continued efforts to improve tenancy sustainment and avoid homelessness.
RCPC/01	Number of children on the Child Protection Register at quarter end date				91	95	99	91	77	77	Not applicable	There were 77 children on the Child Protection Register as at the reporting period end date in Q1 of 2019/20, compared to 91 children as at the reporting end period date in Q4 of 2018/19. During Q1, there were 29 children newly registered and 43 children de-registered.

Priority Strategic Priority 5: Working together to improve outcomes

Code	Short Name	Status	Short Term Trend	Long Term Trend	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Current Value	Current Target	Latest Note
					Value	Value	Value	Value	Value			
CHS/CORP/01	% of complaints responded to within timescales agreed with customers				95%	87%	88%	96%	96%	96%	100%	112 complaints were received by Children's Services in Q1 of 2019/20. 108 complaints were in relation to education services, with 91 of these being dealt with by schools at frontline resolution stage. 4 complaints were in relation to social work services.
CHS/CORP/03	% of FOI requests completed within timescale by Children's Services				96%	92%	98%	99%	88%	88%	100%	In quarter 1 of 2019/20 the service responded to 88% of Freedom of Information requests within the timescale. This equates to 8 late responses to the 67 requests dealt with in the quarter. These 8 were more complex requests that required information from a range of sources.
CHS/SCH/04	Percentage of parents satisfied with establishments Education Scotland Survey				Not measured for Quarters				Not measured for Quarters	85%	100%	Figures for this indicator are taken from parental responses to surveys sent out by inspectors. As such, they relate to a proportion of parents in a small number of schools. Schools included in 2018/19 are St Andrew's Academy, Renfrew High, St Fergus' Primary, St Catherine's Primary, Paisley Grammar and St Anthony's Primary. During 2018/19, 37 parents responding from these 6 schools (which have a combined role in excess of 3,500 pupils) indicated that they were not satisfied.
CHS/SCH/05	Percentage of pupils satisfied with establishments Education Scotland Survey				Not measured for Quarters				Not measured for Quarters	82.4%	100%	Figures for this indicator are taken from pupil responses to surveys sent out by inspectors; in this case, it is the proportion responding positively to the statement "I enjoy learning at my school". As such, they relate to a proportion of parents in a small number of schools. Schools included in 2018/19 are St Andrew's Academy, Renfrew High, St Fergus' Primary, St Catherine's Primary and St Anthony's Primary. This measure does not take into account other statements which cover the broader aspects of school life, such as

Code	Short Name	Status	Short Term Trend	Long Term Trend	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20	Current Value	Current Target	Latest Note
					Value	Value	Value	Value	Value			
												pastoral care, extracurricular activities, and the relationships between pupils and staff.



To: Communities, Housing and Planning Policy Board

On: 29 October 2019

Report by: Director of Communities, Housing and Planning

Heading: Regulation of Social Housing: Annual Assurance Statement 2019

1. Summary

- 1.1 The Council is required to submit its first Annual Assurance Statement to the Scottish Housing Regulator by 31 October 2019. This is a new requirement which was included in the Scottish Housing Regulator's Framework for the Regulation of Social Housing in Scotland, published in February 2019.
- 1.2 The Regulator's Framework sets out the requirements for all local authorities and Registered Social Landlords (RSLs). Appendix 2 lists these requirements and provides evidence to demonstrate Renfrewshire Council's compliance.
- 1.3 The proposed Annual Assurance Statement 2019 for Renfrewshire Council is attached at Appendix 1 for approval.
-

2. Recommendations

- 2.1 It is recommended that the Policy Board:
- (i) approves Renfrewshire Council's Annual Assurance Statement 2019 for submission to the Scottish Housing Regulator (Appendix 1); and
 - (ii) notes the Regulatory Requirements and evidence of Renfrewshire Council's compliance as set out in Appendix 2.
-

3. Background

3.1 Members were advised on 29 May 2019 of the new Framework for the Regulation of Social Housing and the requirement to prepare an Annual Assurance Statement.

3.2 The regulatory requirements for all social landlords include:

- Meeting duties, obligations and responsibilities placed on landlords by legislation and through statutory guidance;
- Achieving the standards and outcomes in the Scottish Social Housing Charter;
- Duties to help people who are homeless, including a statutory duty to prevent and alleviate homelessness;
- Duties relating to the safety of tenants' homes and promoting equality and human rights;
- Meeting the requirements and adhering to relevant guidance from other regulatory bodies.

3.3 The Scottish Housing Regulator lists the regulatory requirements for local authorities under five headings in Chapter 3 of the Regulatory Framework:

- Assurance and Notification;
- Scottish Social Housing Charter Performance;
- Tenants and Service Users Redress;
- Whistleblowing;
- Equality and Human Rights.

3.4 Appendix 2 lists each of the requirements and shows how Renfrewshire Council meets these requirements.

3.5 Arrangements are already in place to report regularly to the Policy Board on a range of matters relevant to the above requirements. This includes tenant and resident engagement, service improvement planning, service performance and associated financial and risk management. Where appropriate, these reports address areas for improvement as well as highlighting areas where the service is performing well. The annual cycle of reports is detailed in the table below.

Table 1: Annual Cycle of Reports

Subject	Month
Housing Revenue Account Budget and Rent Levels (report to Council)	February
Private Sector Grant Investment Programme	March
3-year Service Improvement Plan	March
Service Improvement Plan (overview of performance in the previous year)	May
Annual Return on the Charter (and management information on allocations, repairs, homelessness and rent collection)	August
Service Improvement Plan Mid-Year Monitoring	October
Charter Half Year Update (and management information on allocations, repairs, homelessness and rent collection)	October
Annual Housing Performance Benchmarking	October
Annual Customer Engagement report	October
Budget reports (including Housing Revenue Account)	Each cycle

3.6 As part of the preparatory work for the first Annual Assurance Statement, a self-assessment exercise was undertaken to see if the Council is achieving the 15 standards and outcomes in the Social Housing Charter. This showed that while all requirements are being met, there are several areas for improvement:

- **Equalities:** Work will be undertaken to improve the collection of data relating to equalities in order to ensure that the Council fully understands the needs of tenants and other customers.
- **Participation:** The Council has well-established arrangements for tenant participation, customer engagement and tenant scrutiny. While tenants report high levels of satisfaction with opportunities for participation, the customer engagement strategy needs to be reviewed and updated to ensure that the Council is taking full account of the views of existing and new tenants and is making the best use of new technologies in a rapidly changing environment.
- **Quality of Housing and Repairs, Maintenance and Improvements:** The repairs service performs well across most areas of the service. In three cases out of over 11,000 properties, the gas safety certificate was not issued by the anniversary date in 2018/19. Procedures continue to be reviewed in order to achieve and maintain 100% performance on this issue.

94.5% of the Council's housing stock meets the Scottish Housing Quality Standard (SHQS). This is similar to the average compliance rate for local authorities and RSLs across Scotland. Taking account of abeyances and exclusions, the Council is 100% compliant, with most of the abeyances resulting from refusal by tenants to allow access for works to be carried out. A programme is in place to target these properties and carry out necessary works and to maintain properties at the SHQS through a planned programme of improvement works. Just under three-quarters (74%) of the Council's housing stock currently meets the EESSH 2020 standard. The rate of compliance with EESSH will increase considerably over the next year through planned improvement works. It is estimated that by the 2020 target date, over 90% of the Council's stock will be compliant or will be reported as temporarily exempt due to technical or excessive cost reasons

- **Tenancy Sustainment:** While overall rates of tenancy sustainment have remained steady in Renfrewshire and are similar to other local authorities, work is in progress to better understand the reasons for the lower rate of tenancy sustainment among new tenants who were previously homeless and to develop responses to address this.
- **Value for money:** While the average time to re-let properties improved over the last four years and remained steady in 2018/19, work is continuing to identify opportunities to further improve performance in this area and to reduce void rent loss.

4. Changes to the Annual Assurance Statement during the year

- 4.1 The Council must notify the Scottish Housing Regulator of any material changes to the Annual Assurance Statement during the year. Any such changes would be reported to the Policy Board.

Implications of the Report

1. **Financial** – None.
2. **HR & Organisational Development** – None
3. **Community Planning:**
Empowering our Communities – improving and maintaining neighbourhoods and homes
Safer and Stronger – increasing tenant satisfaction with neighbourhoods and communities
4. **Legal** – None
5. **Property/Assets** – None

6. **Information Technology** - None
 7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report as it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
 8. **Health and Safety** - None
 9. **Procurement** – None
 10. **Risk** – None
 11. **Privacy Impact** – None
 12. **Cosla Policy Position** – None
 13. **Climate Risk** – n/a
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List of Background Papers

- I. Report to Communities, Housing and Planning Policy Board on 15 January 2019, 'Regulation of Social Housing- Response to Consultation by The Scottish Housing Regulator'.
- II. Report to Communities, Housing and Planning Policy Board on 29 May 2019, Regulation of Social Housing in Scotland.
- III. Report to Communities, Housing and Planning Policy Board on 20 August 2019, Scottish Social Housing Charter: Annual Return 2018/19.
- IV. Report to Communities, Housing and Planning Policy Board on 29 October 2019, Scottish Social Housing Charter Half yearly report 2019/20.
- V. Report to Communities, Housing and Planning Policy Board on 29 October 2019, Annual Housing Performance Benchmarking Report 2018/2019.

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

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



Renfrewshire Council Assurance Statement 2019

Renfrewshire Council complies with the regulatory requirements set out in Chapter 3 of the Regulatory Framework.

We achieve the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services.

The Council's Communities, Housing and Planning Policy Board regularly receives reports which provide information and evidence to support assurance.

The Annual Assurance Statement 2019 was considered and approved by the Communities, Housing and Planning Policy Board on 29 October 2019.

Signed

Councillor Marie McGurk
Convener of the Communities Housing and Planning Policy Board

Date: _____

Checklist of Regulatory Requirements/Standards

1. Assurance and Notification

Ref	Requirement	Evidence	Compliance
AN1	Prepare an Annual Assurance Statement in accordance with SHR published guidance, submit it to the SHR between April and the end of October each year, and make it available to tenants and other service users.	<p>CHAPS Board Report 29 October 2019 – Regulation of Social Housing Assurance Statement</p> <p>People's News Article and Council Website</p> <p>CHAPS Board Report 15 January 2019 – Response to Consultation by SHR on ARC Return.</p>	<p>A separate briefing session was held for Members of the Policy Board on the Annual Assurance Statement prior to the October 2019 meeting of the Policy Board.</p> <p>The Policy Board has been advised in previous reports of the changes to the Regulatory Framework implemented in 2019.</p> <p>Officers have undertaken an extensive self-assessment and information gathering exercise to ensure that we have sufficient evidence to provide assurance to the Policy Board of compliance with the regulatory requirements.</p> <p>We have taken account of the SHR's guidance on Annual Assurance Statements when preparing this report. Reference has also been made to the toolkit prepared for the Scottish Federation of Housing Associations (SFHA) in conjunction with the Scottish Housing Regulator (SHR), the Glasgow and West of Scotland Forum of Housing Associations (GWSF) and the Association of Local Authority Chief Housing Officers (ALACHO).</p>

Ref	Requirement	Evidence	Compliance
			<p>No areas of material non-compliance have been identified.</p> <p>Some areas for improvement have been identified and these are detailed within this report and in other reports to the Policy Board.</p> <p>The first Annual Assurance Statement has been prepared for consideration and approval by the Policy Board on 29 October 2019 prior to submission to the SHR.</p> <p>The contents of the Annual Assurance Statement were discussed with the Tenants Scrutiny Panel and will be published on the Council's website.</p>
AN2	Notify the SHR during the year of any material changes to the assurance in the Council's Assurance Statement.	CHAPS Board Report 29 October 2019 – Regulation of Social Housing Assurance Statement	<p>If there are any material changes to the Council's Assurance Statement during 2019/20, this will be reported to the Policy Board and the SHR will be notified.</p> <p>Procedures are in place to monitor ongoing compliance and any changes will be communicated to relevant stakeholders as well as the SHR.</p>

Ref	Requirement	Evidence	Compliance
AN3	Have assurance and evidence that the Council is meeting all its legal obligations associated with housing and homelessness services, equality and human rights, and tenant and resident safety.	<p>Assurance and Evidence Includes:</p> <p>Council and Housing Strategies, Plans, Policies and Procedures.</p> <p>Performance and Benchmarking Reports</p> <p>Tenants Satisfaction Surveys</p> <p>Consultation on Policy changes and rent setting.</p> <p>Other Regulatory body reports.</p> <p>People's News – Annual Return on the Charter Tenant Supplement.</p> <p>Tenant Newsletters and Information</p> <p>Corporate Health and Safety Policies and Procedures</p> <p>Internal Audit Statement of Compliance.</p> <p>Compliance Certificates – e.g. Gas Safety</p> <p>Secure Tenancy Agreement</p> <p>Rapid Rehousing Transition Plan</p>	<p>An extensive self-assessment exercise has been carried out to ensure that the Council is meeting all legal obligations associated with housing and homelessness services, equality and human rights, and tenant and resident safety.</p> <p>The Council is compliant with this requirement. However, work to improve the collection of data and achieve a better understanding of the needs and requirements for all equalities groups will be carried out to improve the Council's information base and to inform future policy development and service delivery.</p> <p>If any significant shortfalls are identified during 2019/20, this will be reported to the Policy Board and the SHR.</p> <p>The service monitors performance monthly/quarterly/6 monthly and annually and reports findings to board bi-annually.</p> <p>If any legal issues are identified when new policies or procedures are being developed, officers seek advice from the Council's Legal Services team. Any relevant issues are highlighted for Elected Members in reports to the Policy Board.</p>

Ref	Requirement	Evidence	Compliance
			<p>The Council's newly implemented Common Housing Allocation Policy has been developed in line with current legislation and good practice and is operated on a housing needs basis.</p> <p>The housing allocation process is monitored, and targets and outcomes are reported to the Policy Board annually.</p> <p>We have identified an increase in the number of offers of housing which are refused. Work is in progress to review the reasons for refusal and inform future improvement action.</p>
AN4	<p>Notify the SHR of any tenant and resident safety matters which have been reported to or are being investigated by the Health and Safety Executive, or reports from regulatory or statutory authorities, or insurance providers, relating to safety concerns.</p>	<p>Corporate Health and Safety Policies and Procedures</p>	<p>Any reportable HSE incidents are logged in H&S Database and investigated in accordance with the Council's Corporate H&S Policies and Procedures. Outcomes of investigations are notified directly to the Council by the HSE and copied to the Director and Head of Service.</p> <p>There were no cases reported to HSE during 2018/19 relating to the safety of our tenants. However HSE were advised of one case regarding a void property in 2018/19</p>

Ref	Requirement	Evidence	Compliance
AN5	Make the Council's Engagement Plan easily available and accessible to tenants and service users, including online.	<p>Council website which includes link to Regulator website</p> <p>People's News</p> <p>CHAPS Board Report 29 October 2019 – Regulation of Social Housing Assurance Statement</p>	The Council's Engagement Plan is published on the Council's website and will be promoted in People's News.

2. Scottish Social Housing Charter Performance

Ref	Requirement	Evidence	Compliance
CH1	Submit an Annual Return on the Charter (ARC) to the SHR each year in accordance with published guidance.	<p>Scottish Social Housing Charter: Annual Return 2018/19 CHAPS Board Report, 20/08/19</p> <p>CHAPS Board report, 30/10/18, Annual Housing Benchmarking Performance Report 2017/18</p> <p>CHAPS Board report, 29/10/19, Scottish Social Housing Charter Half yearly report 2018/19</p> <p>Agenda, Presentation and Minute of Joint Tenant Representative Groups Meeting on 17 July 2019</p>	<p>The Annual Return on the Charter was submitted to the Scottish Housing Regulator in May 2019. Prior to submission internal checks are undertaken and a sample data check is independently verified by the Scottish Housing Network.</p> <p>Charter performance is reported bi-annually to the CHAPS board along with an annual report on performance benchmarking.</p>

Ref	Requirement	Evidence	Compliance
CH2	<p>Involve tenants, and where relevant other service users, in the preparation and scrutiny of performance information. This must include:</p> <ul style="list-style-type: none"> • Agreeing the approach with tenants • Ensuring that it is effective and meaningful – that the chosen approach gives tenants a real and demonstrable say in the assessment of performance • Publicising the approach to tenants • Ensuring that it can be verified and be able to show that the agreed approach to involving tenants has happened • Involve other service users in an appropriate way, having asked and had regard to their needs and wishes. 	<p>Agenda, Presentation and Minute of Joint Tenant Representative Groups Meeting on 17 July 2019</p> <p>CHAPS Board report, 30/10/18, Housing Customer Engagement Annual Report 2017/18</p> <p>CHAPS Board report, August 2010, Housing Customer Engagement Strategy</p> <p>CHAPS Board Report, 21/08/18 Tenant Satisfaction Survey 2017/18</p> <p>Tenant Scrutiny Panel Reports</p> <p>Quality Circle Reports</p> <p>Neighbourhood Forum budget monitoring Sheet</p> <p>2019/2020 Rent Consultation and CHAPs Board report on rent increase, 28 February 2019.</p> <p>Renfrewshire Common Housing Allocation Policy Consultation – Board Report CHAPS 15 January 2019.</p> <p>Service Improvement Plan 2019-2020 – 2023-2024</p>	<p>Tenant representatives receive presentations on the Annual Charter Return and the Council's performance in comparison to other social housing providers.</p> <p>In July 2019, officers met with members of various tenant groups to review how well the Council has performed against the indicators set out in the Charter.</p> <p>The Council is compliant with the requirements set out in the Regulatory Framework with respect to tenant and service user involvement. However, a revised Customer Engagement Strategy is being prepared which will take account of good practice, tenants' views and make full use of new technology in a rapidly changing environment to enhance the opportunities for tenant participation.</p> <p>Tenants are consulted on how performance information is presented, what indicators should be highlighted and how performance is benchmarked.</p> <p>Our last Tenants' Satisfaction Survey noted that 88% of Council tenants said they were satisfied with the opportunities to participate in decision-making processes.</p>

Ref	Requirement	Evidence	Compliance
		<p>Council Wide Forums</p> <p>Tenant & Residents Meetings (4 public incl AGM plus Adhoc Mtgs)</p> <p>Repairs Development Group</p>	<p>The Council has a range of methods to involve Tenants in monitoring our performance including the Council Wide Forum, Scrutiny Panel, Quality Circles and the Repairs Development Group. The service will work with these groups to review customer feedback and inform future improvements.</p> <p>Annual updates to the Policy Board on the Customer Engagement Strategy show how the Council reports to tenants on service performance.</p> <p>These discussions are documented in the papers for meetings of the tenant representative groups.</p> <p>There are a range of opportunities for both individuals and groups to participate, such as: surveys, meetings with Tenants and Residents Associations, the Council Wide Forum, Neighbourhood Forums, Quality Circles, the Repairs Development Group and the Tenant Scrutiny Panel</p>

Ref	Requirement	Evidence	Compliance
CH3	Report performance in achieving or progressing towards the Charter outcomes and standards to its tenants and other service users (no later than October each year). The format of performance reporting must be agreed with tenants, ensuring that it is accessible for tenants and other service users, with plain and jargon-free language.	Agenda, Presentation and Minute of Joint Tenant Representative Groups Meeting on 17 July 2019 People's News – Annual Return on the Charter Tenant Supplement Council website	Each year tenants are consulted on how the performance information should be presented, what indicators should be highlighted and how performance is benchmarked. The Tenant Report is published and distributed to tenants and made available in Customer Service Centres, other Council locations such as Libraries and on the Council's website by the end of October each year.
CH4	When reporting performance to tenants and other service users, this must: <ul style="list-style-type: none"> • Include providing them with an assessment of performance in delivering each of the Charter outcomes and standards which are relevant to the Council • Include relevant comparisons – these should include comparisons with previous years, with other landlords and with national performance. 	Scottish Social Housing Charter: Annual Return 2018/19 CHAPS Board Report, 20/08/19 CHAPS Board Report, 21/08/18 Tenant Satisfaction Survey 2017/18 Self-Assessment Exercise Service Improvement Plan 2019-2020 – 2023-2024 People's News – Annual Return on the Charter Tenant Supplement. CHAPS Board report, 30/10/18, Annual Housing Benchmarking Performance Report 2017/18	Tenant feedback is used to develop the publication of our Annual Report to Tenants which includes current performance against previous years and benchmarking against Scottish averages. The Report to Tenants provides a balanced appraisal of performance and highlights areas that can be improved. A full self-assessment exercise was undertaken as part of the preparation for the Annual Assurance Statement. This also included a self-assessment exercise with the Tenants Scrutiny Panel against the Charter outcomes.

Ref	Requirement	Evidence	Compliance
	<ul style="list-style-type: none"> Set out how and when the Council intends to address areas for improvement Give tenants and other service users a way to feed back their views on the style and form of the reporting 	<p>CHAPS Board report, 29/10/19, Scottish Social Housing Charter Half yearly report 2018/19</p> <p>Agenda, Presentation and Minute of Joint Tenant Representative Groups Meeting on 17 July 2019</p> <p>Council website</p> <p>Self-Assessment Exercise</p>	<p>Charter information presented to tenant groups includes performance information, comparisons with previous years' data and other social landlords.</p> <p>The annual report to the Policy Board on the Charter Return advises Members of areas that require improvement.</p> <p>The three-year Service Improvement Plan provides details of service review and development.</p> <p>The Peoples News provides opportunities for tenants to "Tell us what you think" inviting comments on the format and content of the newsletter. The content and design of the newsletter is also discussed regularly with tenant groups.</p>
CH5	Make the report on performance easily available to tenants, including online.	<p>People's News – Annual Return on the Charter Tenant Supplement.</p> <p>Council website</p>	<p>The Annual report to tenants is published in the Peoples News and distributed to all tenants. The report is also published on the Council website and made available in Customer Service Centres and other Council locations such as Libraries.</p>

3. Tenants and Service Users Redress

Ref	Requirement	Evidence	Compliance
TS1	Make information on reporting significant performance failures, including the SHR's leaflet, available to tenants.	<p>Council website which includes link to Regulator website</p> <p>SHR Significant Failures Leaflet available in Customer Service Centres.</p> <p>Council website</p>	Information for tenants on reporting significant performance failures, including the SHR's leaflet is available from the Customer Service Centres. A link to the SHR's website is also publicised on the Council's website.
TS2	Provide tenants and other service users with the information they need to exercise their right to complain and seek redress and respond to tenants within the timescales outlined in the Council's service standards, in accordance with guidance from the Scottish Public Services Ombudsman (SPSO).	<p>Complaints Handling Procedures:</p> <p>Customer Guide</p> <p>Complaints Form</p> <p>People's News</p> <p>Council's website</p> <p>Scottish Social Housing Charter: Annual Return 2018/19 CHAPS Board Report, 20/08/19</p> <p>CHAPS Board report, 30/10/18, Annual Housing Benchmarking Performance Report 2017/18</p>	<p>Information on how to complain is publicised widely, including on line and in tenant newsletters.</p> <p>The Council adheres to the SPSO guidance in relation to timescales.</p> <p>The Council monitors complaints handling, and this is reported to the Scottish Housing Regulator through the Annual Return on the Charter.</p> <p>Quarterly meetings to gain further insight into complaints and how we can improve services have been arranged.</p> <p>Complaints performance information is covered in our Report to Tenants, including benchmarking comparison against Scottish averages.</p>

Ref	Requirement	Evidence	Compliance
TS3	Ensure the Council has effective arrangements to learn from complaints and from other tenant and service user feedback, in accordance with SPSO guidance.	<p>Corporate Complaints Handling Procedure</p> <p>Laggan Complaints Management System</p> <p>SPSO – Link on Council website</p> <p>Sheltered Housing Newsletters</p> <p>Service Improvement Plan2019-2020 - 2023-2024</p>	<p>Further investigation has taken place on the number and type of complaints received, to identify any themes that require addressing.</p> <p>Recently the focus for this has been to learn from complaints regarding the repairs service. Quarterly officer meetings to gain insight into these complaints have been arranged.</p> <p>The Sheltered Housing Service newsletter includes a “you said we did” section which highlights to customers the action that has been taken following feedback received.</p>

4. Whistleblowing

Ref	Requirement	Evidence	Compliance
WB1	Have effective arrangements and a policy for whistleblowing by staff and elected members which the Council makes easily available and which it promotes.	<p>Staff Code of Conduct</p> <p>Council Intranet site</p>	The Council’s Staff Code of Conduct includes information on Whistleblowing. This is available for staff on the Councils intranet.

5. Equality and Human Rights

Ref	Requirement	Evidence	Compliance
EH1	Have assurance and evidence that the Council considers equality and human rights issues properly when making all of its decisions, in the design and review of internal and external policies, and in its day-to-day service delivery.	<p>Council Guide for Assessing Equality and Human Rights Impacts</p> <p>Leadership Board Report 1 May 2019 - Progress Report on Equality Outcomes and Mainstreaming Equality 2019</p> <p>Language Line translation service & Alternative formats are available on request.</p> <p>Loop hearing system in Customer Service Centres</p> <p>Common Housing Allocation Policy</p> <p>Common Housing Allocation Policy Equalities Impact Assessment.</p> <p>Tenants Satisfaction Survey 2017/18</p> <p>Service Improvement Plan 2019-2020 – 2023-2024</p>	<p>All matters being reported to Board are reviewed for any equality and/or human rights implications.</p> <p>Corporately the Council monitors Equality Outcomes and reports on this annually.</p> <p>All policy changes are subject to Equality Impact Assessments and approved by the relevant Board. e.g. the recently approved Common Housing Allocation Policy.</p> <p>Our performance in promoting equalities is reported to the Leadership Board annually. There is also a statement in the Service Improvement plan annually on performance relating to equalities.</p>
EH2	To comply with these duties, landlords must collect data relating to each of the protected characteristics for their existing tenants, new tenants, people on waiting lists, governing body	<p>Scottish Social Housing Charter: Annual Return 2018/19 CHAPS Board Report, 20/08/19</p> <p>Service Improvement Plan 2019-2020 – 2023-2024</p>	<p>We understand that further guidance is being issued in relation to this indicator, however, currently we ask all applicants at housing options interviews for information in relation to protected characteristics.</p>

Ref	Requirement	Evidence	Compliance
	<p>members and staff. Local authorities must also collect data on protected characteristics for people who apply to them as homeless. Landlords who provide Gypsy/ Traveller sites must also collect data on protected characteristics for these service users.</p>	<p>CHAPS Board Report 30/10/18, Digital Support for Council Tenants.</p> <p>Final ARC Submission 18/19 – May 2019</p> <p>Unauthorised Encampments Procedures (Gypsy/ Travellers)</p>	<p>The Council collects protected characteristic information from tenants (where the tenant has chosen to provide this information), waiting list applicants and new tenants. Data from each protected characteristic has previously been reported to the Scottish Housing Regulator as part of the Annual Return on the Charter (ARC) submission and reported to the CHAPS Board annually.</p> <p>There are currently no Gypsy/Traveller sites in Renfrewshire, however arrangements are in place to engage with Gypsy/Travellers who temporarily stay in Renfrewshire to inform our assessment of future needs.</p>



To: Communities, Housing & Planning Policy Board

On: 29 October 2019

Report by: Director of Communities, Housing & Planning Services

Heading: Annual Housing Performance Benchmarking Report 2018/2019

1. Summary

- 1.1 This report provides information on the Council's performance in 2018/19 on key Social Housing Charter indicators compared to other local authorities and Registered Social Landlords (RSLs).
 - 1.2 A separate report to this meeting of the Policy Board provides a Half Year Update (2019/20) on performance against the Scottish Social Housing Charter indicators.
-

2. Recommendations

- 2.1 It is recommended that the Policy Board:
 - (i) notes the Council's performance in 2018/19 on key Housing Charter indicators compared to other local authorities and Registered Social Landlords (RSLs).
-

3. Background

- 3.1 The Scottish Social Housing Charter enables each social housing provider to compare its performance against all social landlords in Scotland. The Annual Charter Return consists of 37 performance indicators and 32 contextual indicators and is submitted to the Scottish Housing Regulator (SHR) at the end of May each year. A report on Renfrewshire Council's performance against the Charter in 2018/19 was presented to the Policy Board in August 2019.

- 3.2 The Scottish Housing Regulator publishes a short report on every social landlord in August each year. It also publishes full details of social landlords' Charter Returns on its website. This report draws on that data. It also draws on benchmarking data from Scotland's Housing Network (SHN) which allows comparison with a peer group of 26 local authorities and Glasgow Housing Association (GHA). For many indicators, this SHN peer group is a more relevant comparison, given that the SHR's Scotland-wide average includes every RSL in Scotland regardless of size and location.
- 3.3 As reported to the Policy Board in August, Renfrewshire Council's 2018/19 Charter Return demonstrates strong ongoing improvement across most areas of the housing service. Benchmarking is designed to assist with service improvement planning through comparison with other organisations. Key benchmarking results are summarised below. This highlights where Renfrewshire Council performs well compared to other social landlords as well as several areas where there is scope for further improvement.
- 3.4 A full list of the Charter performance indicators for 2018/19 along with the Scottish average and the SHN group average is provided at 4.8 of this report.

4. Benchmarking Analysis 2018/19

4.1 Tenant Satisfaction

Renfrewshire Council collects this information from a Tenant Satisfaction Survey which is carried out every two years by external consultants. The current survey was carried out in March 2018 and the results were presented to the Policy Board in August 2018. Appendix 1 shows that overall satisfaction rates in Renfrewshire have been stable or improving over the last five years.

- **88.0%** of Renfrewshire Council tenants were satisfied with the overall service provided by the Council compared with the SHN group average of 85.7% and the Scottish average of 90.1%.

4.2 Customer and Landlord Relationship

- **87.8%** of Renfrewshire Council tenants said they were satisfied with 'opportunities to participate' compared to the Scottish average of 86.5% and the SHN group average of 80.4%.

- In 2018/19, **89.6%** of all 1st stage complaints were responded to in full within SPSO timescales. This is a slight increase in performance from last year and is better than both the SHN average (83.8%) and the Scottish average (86.9%). **85.7%** of all 2nd stage complaints were responded to in full within Renfrewshire which is also above the SNH group average of (79.8%) and the Scottish average (83.8%).

4.3 Housing Quality and Maintenance

- **94.5%** of Renfrewshire Council's housing met the SHQS standard which is similar to the SHN group average (94.9%) and the Scottish average (94.1%). After applying allowable exclusions and abeyances, the Council is 100% compliant with SHQS. Most of the abeyances are the result of refusal by the current tenant to allow internal works to be carried out. The Council has an ongoing programme to target these properties and carry out the necessary work with agreement of current tenants or when properties become void in the future.
- **93.3%** of tenants were satisfied with the standard of their home when moving in. This is significantly higher than the 2017/18 figure of 88.6%, it is also higher than both the SHN average and the Scottish average and the (83.2% and 90.8% respectively).
- Renfrewshire Council's average time to complete emergency repairs remains at **5.1 hours**. Although this is a marked improvement in performance compared to 2016/17 (6.9 hours) it is still higher than the SHN group average of 4.1 hours and the Scottish average of 3.6 hours. A new mobile platform is planned which should support improvements both in the overall efficiency of service delivery and accuracy in recording completion times.
- The average time to complete non-emergency repairs was **6.9 days**. This is better than the SHN group average of 7.5 and similar to the Scottish average of 6.6 days.
- **88.1%** of non-emergency repairs were completed 'right first time' which is lower than the SHN average of 92.8% and the Scottish average of 92.5%. There has been a dip in performance in relation to joinery work and builder work repairs not being completed within the target timescale. Work is ongoing with our in-house contractor to ensure that the appropriate level of resource is in place and that work is prioritised effectively to minimise the volume of repairs not completed within target.
- **99.8%** of repairs appointments were kept which is above both the SHN group average of 96.3% and the Scottish average of 95.6%.

- **92.5%** of tenants who had repairs carried out were satisfied with the repairs service. While this is lower than last year (98,3%), it is above both the SHN group average of 90.6% and the Scottish average of 91.7%.

4.4 Estate Management, Anti-social Behaviour, Neighbourhood Nuisance, Tenant Disputes

- The Council's rate of refusal of tenancy offers has increased again, to **46.5%** in 2018/19. This is above both the SHN group average (39.9%) and the Scottish average (36.3%). Work is underway to better understand the reasons for the increased refusal rate in 2018/19 and to develop improvement actions. This includes consideration of data processes as well as customer feedback.
- **96%** of anti-social behaviour cases were resolved within locally agreed targets of 21 days. This was well above the SHN group average (87.4%) and the Scottish average (87.9%).

4.5 Housing Options/Access to Housing

- With **9.7%** of lettable houses becoming vacant during the year, Renfrewshire Council's turnover rate remains above the SHN average (8.4%) the Scottish average (8.6%). This partly reflects Renfrewshire's Council stock profile and higher level of turnover in areas of low demand.
- It took an average of **38 days** to re-let properties during 2018/19. While this remains the same as 2017/18, it is slightly higher than both the SHN group average and the Scottish average (34 days and 32 days respectively). Work is ongoing to learn from good practice elsewhere and identify opportunities to make further improvement in this area.
- The average time to complete approved medical adaptations in 2018/19 was **57 days** which is higher than last year (34 days) and above both the SHN group average (37.6 days) and the Scottish average (49.4 days). Several factors have been identified which contributed to the increase in timescales for completing adaptations. Some of these factors were outwith the control of the service but, where possible, action is being taken to address the issues identified with a view to improving performance in 2019/20.
- The Council's tenancy sustainment figures saw performance stabilise this year with **88.4%** of all new tenancies sustained for more than a year. The overall rate of tenancy sustainment is slightly below the Scottish average (88.8%) and the SHN group average (89.1%).

- The rate of tenancy sustainment for new tenants who were formerly homeless (**82.1%**) remains below the SHN average (87.3%) and the Scottish average (87.9%) and is a slight decrease from the previous year (84.6%) in Renfrewshire. Further analysis shows that there is a higher rate of 'negative' tenancy terminations in Renfrewshire, primarily through abandonments but also evictions. There are also more repeat homeless applications in Renfrewshire. Proposals to increase the rate of sustainment for people who were previously homeless are being considered by the Council and the wider Renfrewshire Homelessness Partnership, in line with the Rapid Rehousing Transition Plan for Renfrewshire.

4.6 Homelessness

- There were **848** homeless applications in Renfrewshire in 2018/19. Renfrewshire compares well with the local authority average in terms of assessments carried out within 4 weeks (**96.5%** compared to a Scottish Average of 89.1%) and time to close cases (**24 weeks** in Renfrewshire compared to 35 weeks across Scotland). However, the rate of repeat homelessness remains higher in Renfrewshire (7.1%) than the Scottish average (5.8%).
- Satisfaction with temporary accommodation has improved on last year (**92.1%** compared with 89.0% in 2017/18) and is higher than the Scottish and National average (both 88.5%).

4.7 Good Value Rents & Service Charges

- The amount of rent collected as a proportion of the total rent due in the reporting year was **100.0%**, this is above the SHN group average of 98.7% and the Scottish average of 99.1%.
- The gross value of rent arrears as a percentage of rent due increased in 2018/19 to **5.8%** (from 4.9%). However, this figure includes former tenant arrears and the increase can be attributed to greater activity in the recovery of former tenant arears before being written off. Performance on gross rent arrears is similar to the Scottish average of 5.7% and substantially better than the SHN group average of 6.9%.
- At **1.4%**, the proportion of rent lost through empty properties is still above both the national and SHN group average of 0.9% respectively. Minimising void periods and reducing rent loss remains a key priority for the housing service, this will be achieved through regeneration activity and local initiatives to tackle low demand and let empty properties as quickly as possible.

4.8 Housing Charter Indicators

Indicator		Renfrewshire						SHN(1)	SHR(2)
		14/15	15/16	16/17	17/18	18/19	Cf with SHN	18/19	18/19
1	% satisfied with the overall service provided	82.0%	82.2%	82.2%	88.0%	88.0%	✓	85.7%	90.1%
3	% satisfied with keeping tenants informed	79.2%	79.5%	79.5%	82.2%	82.2%	↓	85.5%	91.6%
4&5	% of all 1 st stage complaints within SPSO timescales	100.0%	93.3%	100.0%	87.4%	89.6%	✓	83.8%	86.9%
4&5	% of all 2 nd stage complaints within SPSO timescales	100.0%	44.0%	100.0%	100.0%	85.7%	✓	79.8%	83.8%
6	% satisfied with opportunities to participate	69.0%	84.2%	84.2%	87.8%	87.8%	✓	80.4%	86.5%
7	% meeting the SHQS % stock	84.6%	85.9%	91.4%	93.5%	94.5%	=	94.9%	94.1%
8	% At or above NHER	97.4%	98.5%	98.0%	100.0%	99.8%	✓	97.7%	97.9%
9	% Satisfied with standard of home when moving in	83.4%	92.3%	89.5%	88.6%	93.3%	✓	83.2%	90.8%
10	% Satisfied with quality of home	81.6%	82.2%	82.2%	83.9%	83.9%	↓	85.1%	88.1%
11	Average length of time taken to complete emergency repairs (hours)	5.8	5.5	6.9	5.1	5.1	↓	4.1	3.6
12	Average length of time taken to complete non-emergency repairs (days)	8.5	8.4	7.4	7.1	6.9	✓	7.5	6.6
13	% of non-emergency repairs completed right first time	87.5%	90.8%	94.8%	90.2%	88.1%	↓	92.8%	92.5%
14	% of repairs appointments kept	98.9%	99.1%	99.0%	98.9%	99.8%	✓	96.3%	95.6%
15	Gas safety record renewed by anniversary date	100.0%	99.5%	99.9%	99.9%	99.9%	=	99.9%	99.9%
16	% Satisfaction with repairs service	94.7%	96.6%	91.4%	98.3%	92.5%	✓	90.6%	91.7%
17	% Satisfaction with management of neighbourhood	81.2%	82.5%	82.5%	83.2%	83.2%	=	83.6%	87.8%
18	% of tenancy offers refused	59.6%	46.1%	39.7%	37.7%	46.5%	↓	39.9%	36.3%
19	Anti-Social Behaviour cases resolved within locally agreed targets	91.6%	92.9%	96.4%	95.0%	96.0%	✓	87.4%	87.9%
20	% of new tenancies sustained - Overall	87.0%	84.5%	87.5%	88.5%	88.4%	↓	89.1%	88.8%

21	% of lettable houses that became vacant during the year	10%	10.2%	9.7%	9.2%	9.7%	↓	8.4%	8.6%
22	% of approved applications for medical adaptations completed during the reporting year	87.8%	96.0%	97.0%	100.0%	99.2%	✓	85.3%	84.7%
23	Average time to complete approved applications for medical adaptations (days)	64	44	44	34	57	↓	38	49
24	% of court actions initiated which resulted in eviction - all reasons	20.3%	23.1%	26.4%	25.0%	27.4%	↓	19.9%	19.9%
25	Average length time in temporary /emergency accommodation (all types) (days)	57	79	87	94	89	✓	102	102
26	% of households requiring temporary accommodation to whom an offer was made	99.1%	99.5%	100.0%	100.0%	100.0%	✓	90.6%	90.6%
27	% offer refused (All)	2.0%	2.1%	1.9%	0.8%	0.9%	✓	10.0%	10.0%
28	% Satisfied with temporary accommodation	92.3%	74.5%	83.2%	89.0%	92.1%	✓	88.5%	88.5%
29	% tenants who feel rent represents value for money	75.0%	77.2%	77.2%	75.8%	75.8%	↓	81.8%	83.2%
30	Rent collected as % of total rent due in the reporting year	100.2%	100.0%	100.1%	101.2%	100.0%	✓	98.7%	99.1%
31	Gross rent arrears percentage of rent due	6.3%	6.0%	5.4%	4.9%	5.8%	✓	6.9%	5.7%
32	Average annual management fee per factored property	£ 90.00	£ 90.00	£ 90.00	£ 90.00	£ 90.00	✓	£ 93.10	£ 93.73
33	Owners satisfied with factoring service	45.4%	50.9%	57.6%	56.7%	61.0%			67.0%
34	% of rent due lost through empty properties	2.0%	1.9%	1.5%	1.3%	1.4%	↓	0.9%	0.9%
35	Average time to re-let properties (days)	44	42	38	38	38	↓	34	32

Source: (1) Scottish Housing Network website (Las + GHA) (2) Scottish Housing Regulator Website

Implications of the Report

1. **Financial - None**
2. **HR & Organisational Development – None**

3. **Community Planning –**
Community Care, Health & Well-being - Improving and maintaining neighbourhoods and homes
Safer and Stronger - Increasing tenant satisfaction with neighbourhoods and communities
4. **Legal** - None
5. **Property/Assets** - None
6. **Information Technology** - None
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report as it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** - None
9. **Procurement** - None
10. **Risk** - None
11. **Privacy Impact** – None
12. **Cosla Policy Position** – n/a
13. **Climate Risk** – n/a

Background Papers

- Report to the Housing and Community Safety Policy Board on 30 October 2018, '*Annual Housing Performance Benchmarking Report 2017/18*'.

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

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



To: Communities, Housing & Planning Policy Board

On: 29 October 2019

Report by: Director of Communities, Housing and Planning Services

Heading: Housing Customer Engagement Annual Report 2018/19

1. Summary

- 1.1. The Housing Customer Engagement Annual Report for 2018/19 (Appendix1) reviews progress made in relation to the Council's Customer Engagement Strategy during the last year and outlines the resources made available by the Council to promote tenant involvement.

2. Recommendations

- 2.1. It is recommended that the Policy Board:
- (i) notes the Housing Customer Engagement Annual Report 2018/19 attached as appendix 1.

3. Background

- 3.1. This Housing Customer Engagement Annual Report outlines how the Council has engaged with tenants and other customer groups over the period April 2018 to March 2019. It also set out an action plan for the current financial year 2019/20. Key drivers for this are:

- Regulatory and statutory duties to consult with tenants and to involve tenants in the scrutiny of performance
- Consultation and engagement with tenants and customer groups to inform ongoing service development and continuous improvement
- The development of a new Customer Engagement Strategy which reflects current and future priorities and outcomes

- 3.2. The Customer Engagement Annual Report will be circulated to Tenants' and Residents' Groups and partner organisations. Copies will be made available at the Council's Contact Centre in Paisley and the Johnstone and Renfrew Housing Neighbourhood offices. The outcomes and future priorities will also be publicised in the next issue of the tenants' newsletter, 'The People's News'.

Implications of the Report

1. **Financial** – None
2. **HR & Organisational Development** – None
3. **Community Planning – Safer and Stronger** – Involving Tenant/ resident involvement in service development to create more stable communities.
4. **Legal** – None
5. **Property/Assets** – None
6. **Information Technology** – None
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – None
9. **Procurement** – None
10. **Risk** – None
11. **Privacy Impact** – None.
12. **Cosla Policy Position** – Not applicable
13. **Climate Risk** - None

Background Papers

- (a) Report to the Housing and Community Safety Policy Board on 30 October 2018, 'Customer Engagement Annual Report 2017/18'.

The foregoing background papers will be retained within Development and Housing Services for inspection by the public for the prescribed period of four years from the date of the meeting. The contact officer within the service is Lesley Muirhead, Planning and Housing Manager, 0141618 6259, lesley.muirhead@renfrewshire.gov.uk



Customer Engagement Annual Report 2018 - 2019

Planning and Housing Team,
Communities, Housing and Planning Services

1. Renfrewshire Council's Customer Engagement Strategy

The Housing (Scotland) Act 2001 requires every social landlord to have a strategy on how they will involve tenants in shaping and monitoring services, including:

- housing management, repairs and maintenance policies;
- standards of service to be provided in relation to housing management, repairs and maintenance policies; and
- any proposal to change landlord.

Renfrewshire Council's Customer Engagement Strategy for Housing, was approved in August 2010. It recognises the importance of these issues, but also sets out plans for widening the scope of engagement across a broader range of customer groups.

2. 2018/19 Annual Report

This Report outlines how the Council has engaged with tenants and customer groups over the period April 2018 to March 2019. Along with a continuing focus on tenant participation, the Council has also sought to engage with a broad group of customers on housing and housing related issues.

The 2019/20 Action Plan at the end of this report reflects a number of key drivers which influence the Council's approach to customer engagement, including:

- Regulatory and statutory duties to consult with tenants and to involve tenants in the scrutiny of performance.
- Consultation and engagement with tenants and customer groups to inform ongoing service development and continuous improvement.
- The development of a new Customer Engagement Strategy which reflects current and future priorities and outcomes.

3. Tenant Participation Arrangements

The participation outcome for the Scottish Social Housing Charter requires landlords to *'manage their business so that: tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with'*.

The results of the Tenant Satisfaction Survey (2018) indicated that 87.8% of tenants were 'very' or 'fairly' satisfied with the opportunities provided to them to participate in the Council's (as their landlord's) decision making processes.

Renfrewshire Council's tenant participation arrangements seek to support engagement at both local and Renfrewshire-wide levels.

Registered Tenants' Organisations (RTOs)

The Council maintains a register of all Tenant Organisations in Renfrewshire. Tenant organisations which meet the Council's registration criteria (as agreed by the Housing and Community Safety Policy Board in August 2010) are included in Renfrewshire's Enhanced Register of Tenant Organisations.

Tenant groups who meet the registration criteria have full access to the Council's Tenant Participation Structures (including participation in the relevant Neighbourhood Housing Forum, Council Wide Forum and Council Wide Forum Executive) and are eligible for grant funding from the Housing Revenue Account.

The annual registration process for 2018/19 was carried out during July and August 2018. As at the end of March 2019, there were 11 tenant organisations on the Enhanced Register of Tenant Organisations in Renfrewshire. There are 10 other groups which are on the Register of Tenant Organisations but which do not currently meet the enhanced registration criteria.

Representatives of Registered Tenant Organisations are consulted by Council officers on a range of housing-related issues affecting their members and they are able to influence the development of housing policy and service delivery.

Council Wide Forum

All Enhanced Registered Tenants' Organisations are invited to send delegates to the annual Council-wide Forum (CWF). Recent items on the Agenda for the CWF meetings include updates on the newly implemented Common Housing Allocations Policy; Rapid Rehousing; Digital Participation; Tenant Scrutiny Panel activities and consultation on the annual rent increase.

Council Wide Forum Executive (CWFE)

The Council Wide Forum Executive comprises of up to 18 tenant representatives, 2 owner occupier representatives and Council officers as required (with 2 tenants to be appointed from each Neighbourhood Housing Forum and 2 owner-occupiers appointed at the Council-wide Forum). The Executive meets quarterly. It has a more strategic role, including discussing the agenda for the Council Wide Forum, acting as a sounding board and consultation body for new policies and other service-related matters.

Neighbourhood Housing Forums (NHF's)

The Neighbourhood Housing Forums concentrate on the day to day services which affect tenant representatives – for example, particular local problems with empty properties or antisocial behaviour. Officers from Communities, Housing and Planning Services liaise with other Council services and partner organisations about issues raised by tenant representatives at the Forum meetings.

The Forums are chaired by the Neighbourhood Services Coordinator for that area, and agenda items at Forum meetings include: local performance statistics (rent arrears, voids, anti-social activity); estate management issues; repairs and agreeing small-scale local environmental works.

During 2018/19, the amount of funding available to the Forums for Neighbourhood Forum Budget projects was £242,000. Examples of the type of work approved by the Forums include: front hedge removal and replacement with fencing; slabbing & mono-blocking; hard landscaping of backcourts; handrails at common paths; exterior painting; access roads and appropriate signage.

Tenant/Officer Working Groups

Working groups are established from time-to-time to look at certain aspects of the housing service in more detail and bring forward proposals for change. There is currently one group looking at the housing repairs service. The Repairs Development Group met 4 times in 2018/19 and was involved in the following areas of work: rechargeable repairs; performance review and customer satisfaction.

The group was also involved in a special meeting regarding the Council's approach to fire safety in the high flats.

Customer Scrutiny

Quality Circles for multi-storey blocks and sheltered housing complexes undertake quarterly service standard inspections of the common areas of these property types. Recommendations for improvements to the service are made through an inspection action plan.

The Tenant Scrutiny Panel was established in 2013. The Panel undertakes in-depth reviews of key parts of the service. In 2018/19 it completed its third scrutiny exercise which focuses on tenancy sign-up and tenancy sustainment.

4. Customer Engagement in 2018/19

Over the past year, Communities, Housing and Planning Service have engaged with tenants and wider customer groups on a range of service matters as detailed further within the report.

4.1 Communicating with tenants and customers

- **Peoples News:** The Council's tenant newsletter, the People's News, was delivered to all Council tenants in Renfrewshire. In the last year it has included articles on housing regeneration initiatives such as Johnstone Castle; Common Housing Allocations Policy; Tenant Satisfaction Survey; Universal Credit while also featured items such as intergenerational working between tenants sent to tenants and from amenity housing and pupils from local schools. The newsletter is available in a range of different formats in response to individual needs (such as large print and audio CD) and can be downloaded from the Council's website.
- **Scottish Social Housing Charter Report to Tenants:** following consultation with tenants, a special edition of the People's News was published on the Annual Housing Charter Tenant Report. This outlined improving performance by the Council across a range of housing service areas, such as repairs, rent collection and tenant involvement.
- **The Good Times:** The Council publishes a quarterly newsletter which is distributed to all Council tenants living within sheltered housing complexes. Articles have included health advice, forthcoming outings and events, charity fundraising, quizzes, staff updates and a message from the Convener of the Communities, Housing and Planning Policy Board.

4.2 Customer insight

As part of the Council's commitment to meet the requirements of the Scottish Social Housing Charter and to continually monitor services, regular 'point of service' surveys are carried out:

- **Repairs satisfaction:** Tenants are contacted by telephone following the completion of a repair, to find out what they think of the service they have received. They are asked a series of questions from their method of repair reporting, ease of reporting and overall satisfaction of the service. Satisfaction with the repairs services in 2018/19 was 92.5%.
- **Standard of accommodation survey:** When new tenants move in to a property they are asked to participate in a satisfaction survey. In 2018/19 over 340 new tenants took part – 93.3% were either 'very satisfied' or 'satisfied' with the quality of their home when they moved in.

- **Housing Options:** The Council carries out satisfaction surveys with clients after their first housing options interview at Homeless Services, to gauge the standard of the service they received and the quality of the advice they were given. In 2018/19, of 294 service users who were consulted, 97.2% stated that they were pleased with the quality of advice and information they were given.
- **Temporary accommodation:** When clients are leaving temporary accommodation, they are asked to complete a satisfaction survey which asks if the service met their needs, as well as what they liked and what they did not like about the temporary accommodation. Of the 291 service users who completed 'exit surveys' during 2018/19, 92.1% said they were either 'very satisfied' or 'satisfied' with the overall quality of the temporary accommodation provided.
- **Owners survey:** In 2018/19, over 280 owners took part in a survey about factoring services and 61% stated they were satisfied with the service provided.
- **Home for Keeps:** In response to the feedback from service users, Home for Keeps interviews are now offered on a one-to-one basis for every young person who presents as homeless. This helps identify individual strengths and weaknesses with the young person. When completed in the office comment cards are also completed.
- **Rent Deposit Guarantee Scheme:** In 2018/19, 100% of the people who were helped to find accommodation in the private rented sector took part in the scheme survey. 95.5% were very satisfied and 4.5% were satisfied with the quality of service they received.

4.3 Customer consultation and engagement

During 2018/19 tenants were consulted on a number of matters:

- **Annual report on the Charter:** Tenant representatives were consulted on the performance indicators and the style and format of the Annual Tenant Report on the Charter in October 2018.
- **Rent increase consultation:** An independent market research company was commissioned in early 2019 to ask a 5% sample of tenants for their views on housing priorities, budgets, rents and investment for the year 2019/20. This survey was complemented by an online survey where over 100 responses were also received. In January 2019 at the annual meeting of the Council Wide Forum, tenant representatives were also consulted on the annual rent increase and investment and service priorities.

- **Johnstone Castle Regeneration:** Officers from Communities, Housing and Planning Services continue to liaise with tenants and residents within the Johnstone Castle Housing Regeneration area. Officers are based within the local Community Centre on a Tuesday each week, to allow tenants and residents the opportunity to discuss the regeneration programme and any rehousing requirements with the team. Officers also attend home visits where required.

Recently officers have been holding one to one sessions with the tenants who are moving to one of the new build properties, at these sessions, tenants who have been displaced are choosing their own kitchen units, work top and flooring. Allowing tenants to make their own choices has been very well received, with tenants looking forward to moving into the new energy efficient Council homes.

The Johnstone Castle Housing Regeneration Facebook group was the first of its kind specifically targeted at a group of tenants and residents which enables them to receive information updates on progress as well as allowing the opportunity to ask questions and discuss issues directly or privately with officers as they arise. The social networking website is still used frequently and appears to have been a very successful tool to reach customers.

The Johnstone Castle project group was first established in 2015 and continues to meet on a quarterly basis to discuss rehousing issues and the new build development progress. The group consists of Council officers, tenants, elected members, neighborhood wardens and a representative from the local Tenants and Residents Association. A visit will be arranged for the group to see inside the newbuild homes ahead of the first completions in late 2019.

- **Paisley West End:** The Council approved proposals on a Regeneration Masterplan that set out how the area will be transformed; the Masterplan will see high levels of vacant properties being replaced with around 150 high quality homes for social rent and affordable sale.

Sanctuary Scotland is the Council's development partner, who are working with the Scottish Government and Renfrewshire Council to help transform Paisley's West End.

Tenants and resident owners within the masterplan area were given the opportunity to be considered for one of Sanctuary's newbuild developments at the former Co-op Site on the corner of Wellmeadow Street and Castle Street. Eleven residents within the regeneration area have moved into the new Sanctuary homes.

As the Masterplan progresses Officers from Communities Housing and Planning Services and Sanctuary Scotland will continue to encourage active involvement with tenants, residents and owners of the wider area to keep them informed as matters progress.

- **Tannahill Area Housing Investment Strategy:** The Communities, Housing and Planning Policy Board approved a housing investment strategy for the Tannahill area of Ferguslie Park on 30 October 2018.

The strategy includes the construction of around 100 new Council homes to enable existing tenants and residents who wish to remain in the area to move to newbuild Council housing.

Officers from the Planning and Housing team are based within the Ferguslie Park Library on a Monday and Thursday morning each week, to be available locally for tenants and residents who want to drop in for information and assistance. Staff also do weekly 'walk-rounds' to ensure they are visible and accessible to tenants and residents in the area.

A Tannahill Area Liaison Group has been established and has been meeting 6-weekly. The liaison group includes officers from the Council, two representatives from Ferguslie Community Council and tenants and residents from the Tannahill area. A newsletter is being circulated by officers from Communities, Housing and Planning following liaison group meetings to ensure all tenants and residents are kept updated on progress.

The Council have recently appointed Collective Architects to develop a Framework for the wider area in partnership with the local community and other local interest groups. A series of meetings will be arranged with relevant partners who are interested in shaping these plans for the wider Ferguslie area.

4.3 Customer Scrutiny

- **Quality Circles** – Communities, Housing and Planning Services continue to support and develop the role of the Quality Circles (in multi-storey blocks and sheltered housing complexes) to expand the ways in which tenants can become involved in shaping services.
- **Tenants Scrutiny Panel** – During 2018/19 the Tenants Scrutiny Panel concluded its third scrutiny exercise which focused on 'Tenancy Sign-up and Sustainment' which the Panel then presented to the Housing Services Senior Management Team. To increase their IT skills volunteers took part in a series of sessions which were facilitated by Housing Service Digital Participation Officer. The Panel was also involved in self-assessment for the first Annual Assurance Statement.

4.4 Engaging with our wider customer groups during 2018/19

A key outcome for the Customer Engagement Strategy is to ensure there is engagement with various customer groups across the range of housing services and that opportunities exist for customers to be involved in monitoring performance and helping shape service delivery.

In order to improve engagement levels for groups who have been traditionally difficult to engage with, such as people with a record of repeat homelessness, offending or addictions, Turning Point Scotland has been commissioned to provide intensive support and to use a 'Housing First' approach to support and engage with this group of clients.

The Digital Participation Officer has been working with homeless applicants living in temporary accommodation to support them to develop essential digital skills. This includes social media; safe browsing & making online payments safely.

Sheltered Housing and Amenity Housing

A Health and Wellbeing Coordinator now provides a well-established service to tenants in sheltered housing complexes and amenity housing, promoting social and health and wellbeing activities to older residents in Renfrewshire. These activities help to combat social isolation and promote healthy living. A part time Activity Officer post has recently been created to support this work.

The Digital Participation Officer has also been visiting all of our sheltered complexes to support tenants develop their digital skills; including internet safety; online shopping; safe systems and online communication with family and friends.

As well as a broad range of new activities and outings/trips for older tenants, several constituted social committees (e.g. 'Forever Young', 'Cotton Club' and 'Cairn Heights') have been given assistance to apply for funding from various organisations to support their activities.

During 2017, funding was obtained to provide a specially adapted bus to make it easier for older tenants and those with a disability to more easily travel to and participate in activities. This bus was launched in 2019 and is being utilised by tenants on a regular basis. A new befriending service to the councils sheltered housing tenants 'A Listening Ear' has been launched which ensures 1-2-1 support for tenants who currently have no meaningful social contact and are isolated within our community.

The newsletter which is distributed to all sheltered and amenity housing tenants has been improved and expanded following feedback from tenants.

Using feedback from six monthly individual review questionnaires and from quarterly tenants' meetings held within each of our complexes, we produce a 'You Said We Did' to provide information where tenants suggestions have helped us to improve the service.

Housing Support Team

The first 'Service User Involvement Strategy' was developed in 2016/17 which coincided with the launch of a new newsletter which is distributed to all service users. This strategy has now been fully implemented.

A first 'Focus Group' meeting was held at The George Street Service in September 2017 to discuss service-users' views on the services the Council provides. Following feedback, an annual 'open day' will be organised to replace these focus groups.

Service users met with Care Inspectorate officers during the inspections in February 2018 to discuss the service they receive. A summary copy of the latest Care Inspectorate report has been sent to all current service users, along with an invite to attend focus groups to contribute to the development of an action plan following the inspection.

Private Sector

Officers from the Owners Services team provide support to private landlords, private owners and tenants in the private rented sector. The Council engaged with over 2,098 owners during the year to consult on and organise repairs in common blocks.

4.5 Supporting Engagement

- **Attendance at National Tenant Events** - 6 delegates attended the Tenant Participation Advisory Service (TPAS) conference in St Andrews in November 2018. These delegates then contributed to group discussions, attended workshops and shared their experiences with other tenant groups.
- **Resources** - To support and develop tenant participation activities, funding is provided from the Housing Revenue Account.
- **Staffing** – One of the Development Officers within the Planning and Housing Team is dedicated to Tenant Participation and is supported by other Development Officers and a Service Improvement Officer where required.
- **Financial support** to assist Registered Tenant Organisations with running costs, annual grants of up to £600 can be applied for, along with one-off grants for equipment such as printers or computers (up to £500).
- **Training events and conferences** - Opportunities are made available for tenant representatives to attend seminars, training events and national tenant conferences. Representatives are asked to provide feedback from these events to allow the Development Officer to cascade any relevant information onto other tenant groups to ensure they also benefit from this training/information.

- **Access to independent advice** – We are members of both the Tenant Participation Advisory Service (TPAS) and Tenant Information Service (TIS). Advice and assistance can be accessed from these organisations as required.
- **Other forms of support** including venue hire, catering and publicity for consultation events; the cost of transport for delegates to and from consultation meetings, conferences and seminars.

During 2018/19, expenditure on Tenant Participation was:

Grants to Registered Tenant Organisations	£4,470
'Peoples News' - tenant newsletter and Annual Tenants' Report on the Scottish Social Housing Charter	£14,985
Subscriptions to the Tenant Information Service (TIS) and Tenant Participation Advisory Service (TPAS)	£3,060
Transport	£2,850
Conferences / training	£5,880
Consultation	£6,435
Facilitating tenant representative meetings, including the Tenant Scrutiny Panel	£3,550
Total*	£41,230

**expenditure on staff resources and administration costs are not included in the above figures.*

Customer Engagement Action Plan – 2019/20

Action	Due Date	Outcome
COMMUNICATION		
In consultation with tenants and service managers, produce at least two issues of the People's News	Ongoing	Tenants are better informed about housing and other matters which affect them
In consultation with tenants, publish Renfrewshire Council's Tenant's Report on the Charter	End October 2019	The Council's performance is reported to tenants in line with regulatory requirements
Promote the benefits of tenant & customer Involvement	Ongoing	Everyone is informed about the importance and benefits of consulting and involving tenants — including tenants and other customers, Council employees and elected members
CUSTOMER INSIGHT		
Commission and report on the 2020 Tenant Satisfaction Survey	Report outcome by August 2020	Customer feedback to inform continuous improvement and meet regulatory requirements
Undertake a refresh of 'Interested tenants register'. Establish a bank of customers to contribute to policy and service development.	Ongoing	The service is able to get a customer perspective on service matters
Continue to carry out satisfaction surveys for key services areas and undertake service improvements where identified from feedback: <ul style="list-style-type: none"> • Standard of temporary Accommodation • Repairs Satisfaction • Quality of home satisfaction • Owners survey 	Ongoing, reported annually and six-monthly	Provides a customer perspective on services and meets regulatory requirements

Action	Due Date	Outcome
CUSTOMER CONSULTATION & ENGAGEMENT		
Undertake a review of the Customer Engagement Strategy, to include: <ul style="list-style-type: none"> • Review of consultative processes • Review of the Neighbourhood Housing Forums • Scope out opportunities to consult and engage with tenants using digital methods 	March 2020	Updated strategy prepared that encompasses a range of consultation methods, a framework for meeting with tenants on local and Renfrewshire wide issues, and an inclusive approach which takes account of hard to reach groups
Continue to support existing Tenants & Residents Associations and assist in establishing new Tenants & Residents Associations where there are none and there is a demand for such representation	Ongoing	Well supported/resourced Tenants and Residents Association structure
Continue to support RTOs: <ul style="list-style-type: none"> • Offer advice and assist to associations with the annual RTO registration procedure • Visit each enhanced registered association to offer support, advice and assistance • Offer grant funding to enhanced RTOS (start-up, annual & one-off) 	Ongoing	Well supported/resourced Tenants and Residents Association structure
Throughout the year, continue to consult and engage with tenants on housing regeneration initiatives	Ongoing	Tenants are fully consulted on the proposals for regeneration
CUSTOMER SCRUTINY		
Ensure actions from the last Tenants Scrutiny Panel review (Customer Service Report) are completed within agreed timescale	Ongoing	Actions Plan complete on Customer Services Report

Action	Due Date	Outcome
Promote and develop the Tenants Scrutiny Panel, by: <ul style="list-style-type: none"> • Promoting benefits of scrutiny • Attracting new members • Delivering training • Supporting Scrutiny Panel 	Ongoing	An effective and well-resourced Scrutiny Panel
Support the Tenants Scrutiny Panel to complete a new scrutiny review (topic to be confirmed)	End of 2020	Services are improved by customer scrutiny
Promote and develop Quality Circles in other service areas by: <ul style="list-style-type: none"> • Establishing new quality circle for estate management. • Delivering training • Supporting existing Quality Circles 	Ongoing	Effective and well-resourced Quality Circles to support continuous improvement
SUPPORTING ENGAGEMENT		
Continue to encourage groups to participate in external / national events	Ongoing	Tenants benefit by sharing experiences with other groups and networking with wider groups of tenants



To: Communities, Housing and Planning Policy Board

On: 29 October 2019

Report by: Director of Communities Housing & Planning Services

Heading: Social Housing Charter Performance: 2019/20 Half Year Update

1. Summary

- 1.1 Local authorities and Registered Social Landlords (RSLs) are required to submit an Annual Return on performance against the Scottish Social Housing Charter indicators to the Scottish Housing Regulator. A report on performance for 2018/19 was presented to the Policy Board in August 2019. This report provides Members with an update for the first six months of 2019/20.
 - 1.2 A separate report to this meeting of the Policy Board provides benchmarking information for 2018/19, comparing Renfrewshire Council's performance with other social landlords.
-

2. Recommendations

- 2.1 It is recommended that the Policy Board
 - (i) notes the 2019/20 Half Year Update Report on Scottish Social Housing Charter Performance attached as Appendix 1.
-

3. Background

- 3.1 The Half Year Update on Scottish Social Housing Charter Performance provides information on the first two quarters of 2019/20:

- Section 1 provides performance information against the Charter indicators along with comparative data for the last three years, and
 - Section 2 reports on management information for key areas of the housing service – allocations and managing tenancy change; repairs; homelessness and housing advice; rent arrears.
- 3.2 Overall performance in the first 6 months of 2019/20 is broadly similar to last year. There has been some improvement with respect to tenancy offer refusals, anti social behaviour cases, the proportion of properties becoming vacant and gross rent arrears. There has been a slight reduction in performance in several areas of the service (complaints, emergency repair timescales, gas safety checks and rent collection/rent loss due to voids and days to let) but this will continue to be closely monitored in the second half of 2019/20
- 3.3 Members should note that this is a revised suite of indicators due to changes in the Regulatory Framework introduced by the Scottish Housing Regulator. Changes and revisions are noted against the appropriate indicator for ease of reference. Additionally, for some of the Charter indicators, data is only reported on an annual basis and will not be available until the end of the financial year. For this reason, there are a number of gaps in the tables in section 1 of the report.

Implications of the Report

1. **Financial** – none
2. **HR & Organisational Development** - none
3. **Community Planning** –
Empowering our Communities – improving and maintaining neighbourhoods and homes
Safer and Stronger – increasing tenant satisfaction with neighbourhoods and communities
4. **Legal** – none
5. **Property/Assets** - none
6. **Information Technology** - none
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. If

required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

8. **Health & Safety** – none
9. **Procurement** - none
10. **Risk** - none
11. **Privacy Impact** - none
12. **Cosla Policy Position** - N/A

Background Papers

- Report to the Communities, Housing and Planning Policy Board on 21 August 2018, 'Scottish Social Housing Charter: Annual Return 2017/18'.

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

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



Scottish Social Housing Charter

Outturn report

2019 - 2020

Scottish Social Housing Charter 2019-2020

Outturn report

Contents

Section 1 Outturn Report

Section 3 Management Information

SECTION 1: OUTTURN REPORT (2019-2020)

Overall Satisfaction

No.	Indicator	15/16	16/17	17/18	18/19	Six Month update 19/20	Notes
1	Percentage of tenants satisfied with the overall service provided by their landlord.	(a) 82.2%	(a) 82.2%	(b) 88.0%	(b) 88.0%	This is reported annually	The most recent data relates to the 2018 Tenant Satisfaction Survey.

Source: (a) 2015 Tenant Satisfaction Survey, (b) 2018 Tenant Satisfaction Survey

1. The Customer Landlord Relationship

Communication

No.	Indicator	15/16	16/17	17/18	18/19	Six Month update 19/20	Notes
2 (Previously Indicator 3)	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	(a) 79.5%	(a) 79.5%	(b) 82.2%	(b) 82.2%	This is reported annually	The most recent data relates to the 2018 Tenant Satisfaction Survey.

Source: (a) 2015 Tenant Satisfaction Survey, (b) 2018 Tenant Satisfaction Survey

Complaints

No.	Indicator	15/16	16/17	17/18	18/19	Six Month update 19/20	Notes
3 (Previously Indicator 4)	The percentage of all complaints responded to in full at Stage 1 and the percentage of all complaints responded to in full at Stage 2.	Stage 1 100.0% Stage 2 100.0%	Stage 1 91.4% Stage 2 78.6%	Stage 1 100.0% Stage 2 100.0%	Stage 1 100.0% Stage 2 100.0%	Stage 1: 92.9% Stage 2: 88.9%	There were 337 Stage 1 complaints in April – September (85% related to repairs issues). There were 9 Stage 2 complaints.
4 (New Indicator)	The average time in working days for a full response at Stage 1 and the average time in working days for a full response at Stage 2.	N/A	N/A	N/A	N/A	Stage 1: 3.9 days Stage 2: 15 days	This is a new indicator, therefore no information is available prior to April 2019.

The complaints indicators have been revised by the Scottish Housing Regulator.

Participation

No.	Indicator	15/16	16/17	17/18	18/19	Six Month update 19/20	Notes
5 (Previously Indicator 6)	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes.	(a) 84.2%	(a) 84.2%	(b) 87.8%	(b) 87.8%	This is reported annually	The most recent data relates to the 2018 Tenant Satisfaction Survey.

Source: (a) 2015 Tenant Satisfaction Survey, (b) 2018 Tenant Satisfaction Survey

Housing quality and maintenance

Housing Quality

No.	Indicator	15/16	16/17	17/18	18/19	Six Month update 19/20	Notes
6 (Previously Indicator 7)	Percentage of stock meeting the Scottish Housing Quality Standard (SHQS). <i>After applying allowable exclusions and abeyances, the Council remains 100% compliant with the SHQS target.</i>	85.9%	91.4%	93.5%	94.5%	This is reported annually	
7 (Previously Indicator 10)	Percentage of tenants satisfied with the quality of their home.	(a) 82.2%	(a) 82.2%	(b) 83.9%	(b) 83.9%	This is reported annually	The most recent data relates to the 2018 Tenant Satisfaction Survey.

7) Source: (a) 2015 Tenant Satisfaction Survey, (b) 2018 Tenant Satisfaction Survey

Repairs, maintenance and improvements

No.	Indicator	15/16	16/17	17/18	18/19	Six Month update 19/20	Notes
8 (Previously Indicator 11)	Average length of time taken to complete emergency repairs. (hours)	5.5	6.9	5.1	5.1	5.3	Full data is not yet available up to 30 September 2019. In the 5 months (April – August) the average time to complete was 5.3 hours.
9 (Previously Indicator 12)	Average length of time taken to complete non-emergency repairs. (days)	8.4	7.4	7.1	6.9	6.9	Full data is not yet available up to 30 September 2019. In the 5 months (April – August) the average time to complete was 6.9 days.
10 (Previously Indicator 13)	Percentage of reactive repairs carried out in the last year completed right first time.	90.8%	94.8%	90.2%	88.1%	Reported annually	
11 (Previously Indicator 15- updated wording)	How many times in the reporting year did you not meet your statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check?	(58)	(3)	(3)	(3)*	3	In 3 cases, properties were due to have a gas safety check completed between April and September 2019 and the check was not completed by the 12 month anniversary due date. In all 3 cases certificates have now been issued and procedures are being reviewed and updated. The 3 cases have been fully investigated and 2 of these properties should have been included in the Charter Return for 2018/19. The amended figure of 3* cases for 2018/19 will be

No.	Indicator	15/16	16/17	17/18	18/19	Six Month update 19/20	Notes
							reported to the Scottish Housing Regulator
12 (Previously Indicator 16)	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	96.6%	91.4%	98.3%	92.5%	93%	More than 1,600 tenants were asked about satisfaction with repairs carried out. More than 9 out of 10 (93%) were satisfied or very satisfied.

* data was reported as completed Gas Safety checks prior to 2019/20. (figures quoted denotes number of failure for each years)

(12) Source: Point of service survey

3. Neighbourhood and community

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

No.	Indicator	15/16	16/17	17/18	18/19	Six Month update 19/20	Notes
13 (Previously Indicator 17 – Updated Wording)	Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in.	(82.5%)	(82.5%)	(83.2%)	(83.2%)	This will be reported annually	
14 (Previously Indicator 18)	Percentage of tenancy offers refused during the year.	46.1%	39.7%	37.7%	46.5%	39.1%	Of the 908 offers made in the first six months of this year, 355 were refused. The refusal rate of 39.1% is an improvement 2018/19.
15 (Previously Indicator 19 – Updated Wording)	Percentage of anti-social behaviour cases reported in the last year which were resolved.	(91.6%)	(92.9%)	(96.4%)	(95.0%)	97.6%	201 of 206 anti-social behaviour cases reported between April – September 2019 were resolved.

4. Access to housing and support

Tenancy sustainment and tenancy turnover

No.	Indicator	15/16	16/17	17/18	18/19	Six Month update 19/20	Notes
16 (Previously Indicator 20)	Percentage of new tenancies sustained for more than a year, by source of let.						Renfrewshire's Rapid Rehousing Transition Plan (RRTP) will implement some practical approaches which will help improve tenancy sustainment for homeless applicants with more complex needs.
	Existing tenants	91.0%	88.4%	91.2%	94.2%	94.1%	
	Homeless applicants	72.1%	78.1%	84.6%	82.1%	80.5%	
	Housing List applicants	87.4%	91.9%	89.3%	90.0%	91.2%	
	Overall	84.5%	87.5%	88.5%	88.5%	88.3%	
17 (Previously Indicator 21)	Percentage of lettable houses that became vacant in the last year.	10.2%	9.7%	9.2%	9.7%	9.4%	In the 12 months to the end of September 2018, 1,092 Council properties became vacant. This represents 9.4% of the lettable stock of 11,643 properties.
18 (Previously Indicator 34)	Percentage of rent due lost through properties being empty during the last year.	1.9%	1.5%	1.3%	1.4%	1.5%	Rent loss in April – September was marginally higher than 2018/19 but similar to the first 2 quarters of 2018/19.

Housing Options and Access to Housing

No.	Indicator	15/16	16/17	17/18	18/19	Six Month update 19/20	Notes
19 (new Indicator)	Number of households currently waiting for adaptations to their home	n/a	n/a	n/a	n/a	This is reported annually	
20 (new Indicator)	Total cost of adaptations completed in the year by source of funding (£)	n/a	n/a	n/a	n/a	This is reported annually	
21 (Previously Indicator 23)	Average time to complete adaptations	44	44	33.6	56.8	This is reported annually	
22 (Previously Indicator 24)	Percentage of the court actions initiated which resulted in eviction and the reasons for eviction.	23.1%	26.4%	25.0%	27.4%	22.2%	There were 135 court actions initiated. This resulted in the recovery of 30 properties for non payment of rent (no properties were recovered for anti-social behaviour in the
	Non-payment of rent	22.2%	25.7%	24.6	26.7%	22.2%	
	Anti-social behaviour	0.8%	0.8%	0.4	0.7%	0.0%	
	Other	0%	0	0	0	0	

No.	Indicator	15/16	16/17	17/18	18/19	Six Month update 19/20	Notes
							first 6 months of the year).

Homelessness

No	Indicator	15/16	16/17	17/18	18/19	Six Month update 19/20	Notes
24 <i>(new Indicator)</i>	Homelessness (LAs only) – the percentage of homeless households referred to RSLs under section 5 and through other referral routes.	n/a	n/a	n/a	n/a	37.6%	The Council had a duty to secure permanent accommodation for 372 homeless households and 140 were referred through the S5 route to RSLs during first 6 months of the year

Note: Indicator 23 is for RSLs to complete only

5. Getting good value from rents and service charges

Value for money

No.	Indicator	15/16	16/17	17/18	18/19	Six Month update 19/20	Notes
25 <i>(Previously Indicator 29)</i>	Percentage of tenants who feel that the rent for their property represents good value for money.	(a) 77.2%	(a) 77.2%	(b) 75.8%	(b) 75.8%	This is reported annually	

(29) Source: (a) 2015 Tenant Satisfaction Survey, (b) 2018 Tenant Satisfaction Survey

Rents and service charges

No.	Indicator	15/16	16/17	17/18	18/19	Six Month update 19/20	Notes
26 <i>(Previously Indicator 30)</i>	Rent collected as percentage of total rent due in the reporting year.	100%	100.1%	100.2%	100%	98.3%	In the first six months of the financial year just over £23.6 million rent was collected. This mid year position is consistent with the trend in previous years and relates to the pattern of

No.	Indicator	15/16	16/17	17/18	18/19	Six Month update 19/20	Notes
							rent arrears throughout the year. The reported position for this indicator is expected to improve at the year end as in previous years.
27 (Previously Indicator 31)	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	6.0%	5.35%	4.88%	5.8%	5.7%	The Gross Rent arrears at in the first six months of the financial year was just over £46m. The gross rent arrears figure shows a slight improvement in the first six months of 2019/20 and is better than the same point last year.
28 (Previously Indicator 32)	Average annual management fee per factored property.	£90.00	£90.00	£90.00	£90.00	This is reported annually	
29 (Previously Indicator 33)	Percentage of factored owners satisfied with the factoring service they receive.	50.9%	57.6%	56.7%	61.0%	This is reported annually	
30 (Previously Indicator 35)	Average length of time taken to re-let properties in the last year. (days)	42	38	38	38	39	The average days to let increased marginally in the first six months of 2019/20 but performance is slightly better than the same period last year.

(29) Source: Annual owners services survey

Section 6 Other Customers; Gypsies/ Travellers

No.	Indicator	15/16	16/17	17/18	18/19	Six Month update 19/20
31 (was 36)	Gypsies/travellers – Average weekly rent per pitch.	There are no Gypsy/Traveller sites in Renfrewshire				
32 (was 37)	For those who provide sites - percentage of gypsies/travellers satisfied with the landlord's management of the site.					

SECTION 3: MANAGEMENT INFORMATION

Allocations and Managing Tenancy Change

In 2018/19, 1,060 properties were let by the Council. Most of these lets (93.4%) were made through the group system. Within the group system, 45% of lets went to applicants in Group 3 (Housing Need) and 36% of lets went to Group 1 (Homeless) applicants.

Table 1 notes the number of applicants on housing list.

	15/16	16/17	17/18	18/19	Six Month update 19/20
Number of applicants on housing list - at 31 st March 2019	5749	5645	5532	5553	5604
Of which number who have their application on hold	1269	1255	1163	1118	1055

Table 2 illustrates where the applicants are placed in the group system, new groupings due to allocation policy change

	Six Month update 19/20	
Group	Applicants	%
Statutory Homeless	242	4.3%
Mobility	392	7.0%
General Applicants (not landlords own tenant)	3661	65.3%
Transfer Applicants (with housing need)	710	12.7%
Transfer Applicants (no housing need)	599	10.7%
Total	5604	100%

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

	15/16		16/17		17/18		18/19		Six Month update 19/20	
	Number	%	Number	%	Number	%	Number	%	Number	%
Lets through group system	1068	90.9%	1066	89.8%	937	92.6%	990	93.4%	486	93.6%
Lets outwith group system	107	9.1%	121	10.2%	75	7.4%	70	6.6%	33	6.4%
Total Lets	1175	100%	1187	100%	1012	100%	1060	100%	519	100%

Table 4 shows lets to each group and the target for lets to each group, new groupings due to new allocation policy.

	Six Month update 19/20		Targets
Group	Lets	%	%
Statutory Homeless	123	32.4%	37%
Mobility	42	11.1%	10%
General Applicants (not landlords own tenant)	170	44.7%	28%
Transfer Applicants (with housing need)	25	3.7%	15%
Transfer Applicants (no housing need)	20	5.3%	10%
Total	380	100%	100%

Table 5 gives details for lets outwith the group system.

	15/16		16/17		17/18		18/19		Six Month update 19/20	
Category	Lets	%	Lets	%	Lets	%	Lets	%	Lets	%
Sheltered	51	20.6%	44	36.4%	32	42.7%	30	42.86%	16	48.5
Special Lets	22	31.8%	28	23.1%	28	37.3%	25	35.71%	11	33.3
Regeneration	34	47.7%	49	40.5%	15	20%	15	21.43%	6	18.2
Total	107	100%	121	100%	75	100%	70	100%	33	100

Table 6 shows lets by house type.

House Type	15/16		16/17		17/18		18/19		Six Month update 19/20	
	Number	%	Number	%	Number	%	Number	%	Number	%
Tenement Flat	582	49.5%	628	52.9%	512	50.6%	572	54%	244	47.0%
Own Door Flat	239	20.3%	207	17.4%	192	19%	173	16.3%	106	20.4%
Multi-storey Flat	78	6.6%	75	6.3%	83	8.2%	93	8.8%	42	8.1%
House	73	6.2%	83	7%	78	7.7%	62	5.8%	40	7.7%
Other Flat	95	8.1%	85	7.2%	62	6.1%	82	7.7%	38	7.3%
Maisonette	33	2.8%	34	2.9%	28	2.8%	24	2.3%	19	3.7%
Bungalow	23	2.0%	31	2.6%	23	2.3%	22	2.1%	14	2.7%
Amenity Flat	1	0.1%	0	0	1	0.1%	1	0.1%	0	0
Prefab	1	0.1%	0	0	0	0.00%	1	0.1%	0	0
Sheltered Bungalow	8	0.7%	9	0.8%	7	0.7%	4	0.4%	6	1.9%
Sheltered Flat	42	3.6%	35	3%	26	2.6%	26	2.4%	10	1.2%
Total	1175	100%	1187	100%	1012	100%	1060	100%	519	100%

Table 7 shows section 5 and nomination lets for 2018/19

Table 7 Nomination & S5 Lets						
	Council nomination lets		% of overall lets to Council nominations	Section 5 lets	% lets to Section 5	% overall lets to Council
	General stock	Specialist/sheltered /supported		Total stock		
14/15	52	5	6.9%	114	17%	20.8%
15/16	59	17	8.4%	107	14.5%	20.3%
16/17	64	37	12.3%	78	12.2%	21.9%
17/18	100	7	14.2%	117	18.6%	29.8%
18/19	75	17	12.2%	130	20.9%	29.4%
Table 7b Nomination & S5 Lets – 6 month update for 2018/19						
Six Month update 19/20	13	4	4.0%	80	21.9%	22.8%

Section 5 = general stock only (excludes specialist)

Repairs

For the first five months of 2019/20 20,367 repairs were carried out and just over 95% of these were completed within their timescale which compares to 96% at the year end.

Table 8 provides data in respect of repairs completed by category of repair:

- an emergency repair is classed as one where there is a threat to health and safety or where we need to take quick action to prevent damage
- 'right to repair' qualifying repairs are urgent repairs which must be carried out within a specified timescale in terms of the Housing (Scotland) Act 2001
- routine repairs are every day repairs which are required as a result of normal wear and tear of the property
- programmed repairs are generally non-urgent general maintenance repairs which are carried out on a programmed basis rather than carrying out individual responsive repairs (usually larger scale repairs within common ownership)

Table 8 – Repairs			
Category of Repair	*Total Completed	*Total completed in target time	*% completed in target time
Emergency Completed	5491	5373	97.9%
Right to Repair Completed	4334	4316	99.6%
Urgent Completed	679	660	97.2%
Routine Completed	9701	8854	91.3%
Programmed Completed	162	162	100%
Total Repairs Completed	20367	19365	95.1%

*Figures relate to April – August 2019

Table 9 provides information on Customer Contact Centre performance in relation to housing repairs calls. This shows the volume of calls from April to the end of July 2019/20 and outcomes for calls received. 21,660 calls were made to report repairs and 94% of these were answered. This is slightly better than 2018/19 (93%).

The Ren Repairs App saw an increase in usage from 1680 (for the same point last year) to 1903 (as at end July 19).

Table 9 - Customer contact centre		
Indicator	Number	Percentage
Total calls attempted	21660*	
Calls answered	20458*	94.5%*
Calls abandoned	1202*	5.5%*
Calls answered within 40 second target time	14138*	69.1%*
% of all attempted calls answered within 40 sec target (service level)		65.3%*
Average waiting time [†]		
Maximum waiting time (average) [†]		
'Ren Repairs' app (email correspondence)	1903*	
'Ren Repairs' registered repairs [†]		

*Figures relate to April – July 2019

[†] Data for April to September 2019 not yet available

Homelessness and Housing Advice

The number of homeless applications decreased slightly during the first half of 2019/20.

Table 10 - Homeless Applications	15/16	16/17	17/18	18/19	Six Month update 19/20
Number of homeless applications requiring assessment	832	776	860	848	459
Total number of service users – those who were homeless, threatened with homelessness, or requiring housing options advice.	2,098	2,103	1,962	1956	1003

Table 11 provides information on the number of applications that were assessed as being statutorily homeless or threatened with homelessness. Performance in terms of time taken to complete assessments continues to compare well with other Scottish local authorities.

Table 11 - Decision Making	15/16	16/17	17/18	18/19	Six Month update 19/20
Number of applications assessed as 'homeless or threatened with homelessness' (i.e. the Council had a duty to rehouse)	689	618	692	705	372
Proportion of assessments completed within 28 days	95.5%	91%	96%	96.5%	97.8%

From April 2019 – end of September 2019, 335 service users completed a 'satisfaction card' following their interview with a Housing Options Adviser or member of the Homeless Prevention team, and where clients gave an opinion after engaging with the service:

Table 12 measures satisfaction with Housing options service

Table 12 - Housing Options Satisfaction	15/16	16/17	17/18	18/19	Six Month update 19/20
% pleased with the quality of advice and information they were given	95.3%	95.8%	97.5%	97.28%	98.8%
% pleased with the overall quality of the service they received.	96%	97.4%	98.4%	98.3%	99.7%

SECTION 3: Rent Arrears

The total arrears increased by £71,900 predominately due to the pressures of Welfare Reform and the roll out of Universal Credit. This increase has been mitigated by continuing to focus on rent collection throughout the year, including the maximisation of DHPs for those under occupying. The increase from 2018/19 position is consistent with the increase during previous years and relates to the pattern of rent arrears throughout the year. This is the result of the timing of rent catch up weeks, monthly payments, DWP payment schedules and year end activity.

Table 13 shows that the annual rental income due to be collected is £46.1m. At the end of September 2018, £1,553,700 was owed in arrears.

Table 13 - Current Tenant Rent Arrears					
	15/16	16/17	17/18	18/19	Six Month update 19/20
Annual Rental Income	£46,110,300	£46,355,300	£45,654,500	£45,895,000	£46,102,900
Number of Tenants	11,657	11,479	11,371	11,294	11,232
Total Arrears Owed All	£1,239,900	£1,194,900	£1,146,600	£1,141,900	£1,553,700

Table 14 shows the recovery action taken and notes that there have been 5 evictions enforced in the last six months for rent arrears.

Table 14 – Recovery Action					
	15/16	16/17	17/18	18/19	Six Month update 19/20
NPRP issued	1,756	1,944	1942	1802	748
All Cases calling at Court	947	1057	974	1112	412
Decrees Granted	133	139	106	127	42
Evictions enforced S/Officer	10	10	9	10	5
Average time first calling	10 weeks	10 weeks	10 weeks	9 weeks	11 weeks
Average time recalled at court	5 weeks	4.5 Weeks	7 weeks	4.5 weeks	10 weeks

Table 15 provides a profile of arrears by value and table 16 shows the status of arrears debt.

Table 15 – Profile of Arrears by Value					
	15/16	16/17	17/18	18/19	Six Month update 19/20
Under £250	£88,000	£99,700	£101,700	£107,300	£159,000
Between £250 & £500	£159,800	£170,900	£169,800	£186,300	£244,500
Between £500 & £1,000	£350,500	£386,200	£323,200	£323,600	£441,700
Over £1,000	£641,600	£538,100	£551,900	£524,700	£708,500
TOTALS	£1,239,900	£1,194,900	£1,146,600	£1,141,900	£1,553,700

Table 16 – Status of Rent Debt					
	15/16	16/17	17/18	18/19	Six Month update 19/20
Arrears Pre-Court	£733,700	£666,600	£634,600	£649,700	£888,800
Arrears Post Court	£413,000	£411,300	£409,500	£368,400	£368,100
Arrears Rent Direct	£93,200	£117,000	£102,500	£123,800	£296,800
TOTALS	£1,239,900	£1,194,900	£1,146,600	£1,141,900	£1,553,700

Table 17 shows the amount owed by tenants by age profile. There has been a reduction in the amount of arrears owed by those aged between 25 & 49 and 50 & 60. The overall reduction in arrears is a positive outcome for the Service considering current benefit arrangements.

Table 17 – Profile of Arrears by Age					
	15/16	16/17	17/18	18/19	Six Month update 19/20
Under 25 years	£155,900	£150,500	£81,600	£90,500	£154,100
Between 25 & 49 years	£849,600	£812,700	£844,700	£826,600	£1,058,700
Between 50 & 60 years	£192,400	£188,300	£186,700	£176,900	£245,300
Over 60	£42,000	£43,400	£33,600	£47,900	£95,600
TOTALS	£1,239,900	£1,194,900	£1,146,600	£1,141,900	£1,553,700

Table 18 provides summary information on benefit levels comparing with previous years. Benefit uptake remains high with 70% of tenants in receipt of some form of benefit.

Table 18 – Tenants in Receipt of Housing Benefit/Universal Credit					
	15/16	16/17	17/18	18/19	Six Month update 19/20
Number of tenants	11,657	11,479	11,371	11,294	11,232
Tenants on HB/UC	8,263	8,168	7,947	7,853	7876
Tenants not on HB/UC	3,394	3,311	3,424	3,441	3,356
% in receipt of HB/UC	71%	71%	70%	70%	70%



To: Communities, Housing and Planning Policy Board

On: 29 October 2019

Report by: Director of Communities, Housing and Planning Services

Heading: Renfrewshire Local Housing Strategy 2016-2021: Annual update 2019

1. Summary

- 1.1 This report presents the third annual update for the current Renfrewshire Local Housing Strategy 2016-2021. This update highlights key achievements and progress over the last 12 months in the delivery of identified strategic outcomes and actions within the Renfrewshire Local Housing Strategy.
- 1.2 A copy of the update report is attached in Appendix 1.
-

2. Recommendations

- 2.1 It is recommended that the Policy Board:
- (i) notes progress in implementing the actions of the Renfrewshire Local Housing Strategy 2016-2021.
-

3. Background

- 3.1 Under the Housing (Scotland) Act 2001 local authorities have a duty to prepare a five-year Local Housing Strategy which is informed by an assessment of housing provision and related services in the area.
- 3.2 The Local Housing Strategy sets out the strategic vision for housing and housing related services in Renfrewshire and seeks to provide a clear direction for strategic housing investment.

- 3.3 The Local Housing Strategy links with a number of other key plans and strategies for Renfrewshire (e.g. the Local Development Plan, Renfrewshire's Community Plan 2017-2027 and the Renfrewshire Health and Social Care Partnership Strategic Plan.
- 3.4 Progress in delivering strategic outcomes and actions within the Renfrewshire Local Housing Strategy are reported annually with this year's update attached to this report.
-

Implications of the Report

1. **Financial** - None.
2. **HR & Organisational Development** – None.
3. **Community/Council Planning** –
 - *Our Renfrewshire is thriving* – Actions within the Local Housing Strategy will help improve housing conditions and enable more affordable homes to be built, encouraging people to live and stay in Renfrewshire.
 - *Our Renfrewshire is well* – Actions within the Local Housing Strategy will help support older and disabled residents to live healthier, for longer, in their own homes.
 - *Our Renfrewshire is fair* - Actions within the Local Housing Strategy will help to prevent homelessness and ensure vulnerable people get the advice and support they need.
 - *Building strong, safe and resilient communities* – Significant regeneration programmes are being progressed through the Local Housing Strategy.
4. **Legal** – None.
5. **Property/Assets** – None.
6. **Information Technology** – None.
7. **Equality & Human Rights** -
 - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – None.

9. **Procurement** – None.
10. **Risk** – None.
11. **Privacy Impact** – None.
12. **COSLA Policy Position** – Not applicable.
13. **Climate Risk** - None

Appendix 1

Renfrewshire Local Housing Strategy 2016-2021 – Annual Update Report 2019

List of Background Papers

- (a) None

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RENFREWSHIRE LOCAL HOUSING STRATEGY 2016-2021

2018/19 UPDATE



CONTENTS

This is the third update of Renfrewshire's Local Housing Strategy 2016-2021 and the document can be found online at:

www.renfrewshire.gov.uk

For any further information on the Local Housing Strategy please contact:

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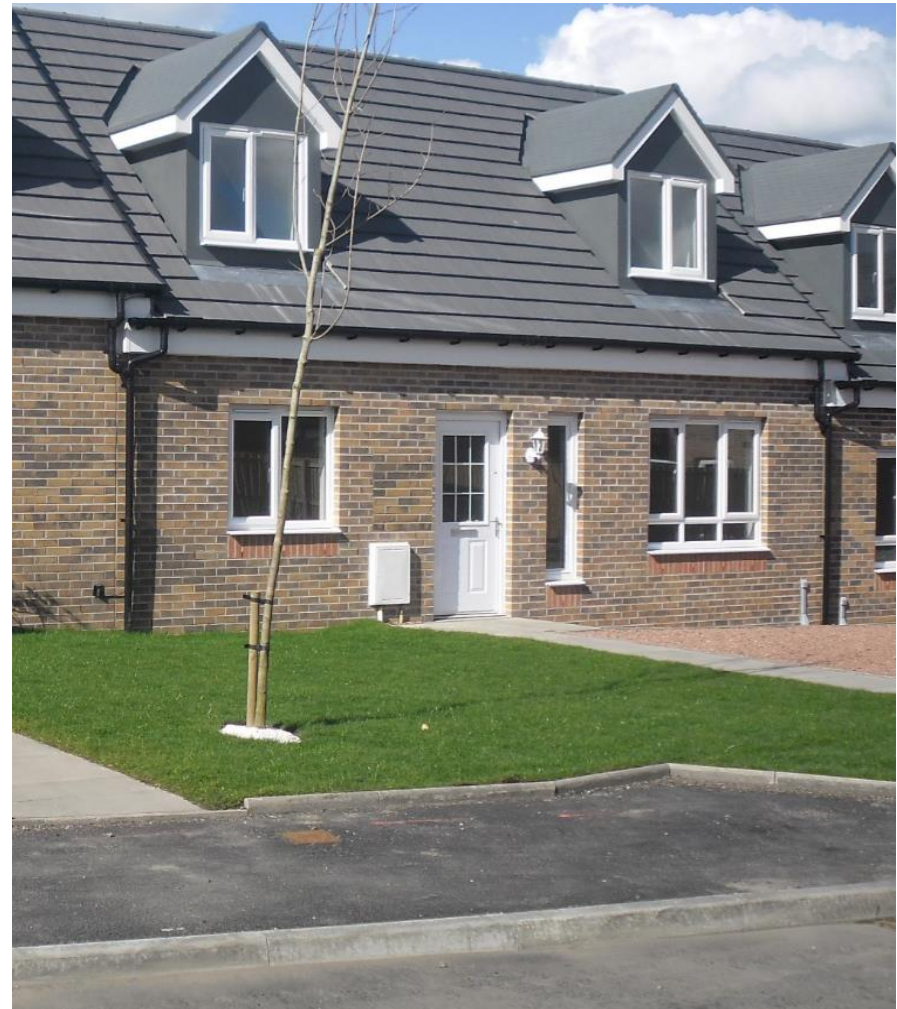
1. About Renfrewshire's Local Housing Strategy - 2018/19 Update

Renfrewshire's Local Housing Strategy 2016-2021 aims to successfully deliver seven key Strategic Outcomes:

LHS 2016-2021 Strategic Outcomes

1. The supply of housing is increased.
2. Through targeted investment and regeneration activity, Renfrewshire has attractive and sustainable neighbourhoods and well-functioning town centres.
3. People live in high quality, well managed homes.
4. Homes are energy efficient and fuel poverty is minimised.
5. Homelessness is prevented and vulnerable people get the advice and support they need.
6. People are able to live independently for as long as possible in their own homes.
7. Affordable housing is accessible to people who need it.

This is the third annual update of the Local Housing Strategy 2016-2021. This update highlights key achievements and progress to date in delivering the identified strategic outcomes and actions of the Local Housing Strategy 2016-2021 in partnership with housing providers and key partners over the last year.



Dargavel Village, Bishopton

2. Changes in Policy and Strategic Context - 2018/19 Update

Changes in Policy and Strategic Context

There are a number of developing national policy priorities that will influence how the Council and partners deliver on current Local Housing Strategy Strategic Outcomes.

Energy Efficiency Standard for Social Housing (EESH)

The Energy Efficiency Standard for Social Housing supports the Scottish Government's vision of warm, high quality, affordable, low carbon homes. Through the Energy Efficiency Standard for Social Housing, the Scottish Government aims to reduce greenhouse gas emissions by 42% by 2020 and 80% by 2050.

In Renfrewshire, the Energy Efficiency Standard for Social Housing will be achieved through capital funding plans for committed investment programmes, together with Government sourced supplementary funding and other external sources.

In 2018, the Scottish Government consulted on proposals for the Energy Efficiency Standard for Social Housing post-2020.

This contributed to the development of EESH2, through which all social housing is expected to achieve an Energy Performance Certificate of Band B (Energy Efficiency Rating) by the end of December 2032. Where this is not possible, properties are

expected to become as energy efficient as practically possible within the limits of cost, technology and necessary consents.

Fuel Poverty

A draft Fuel Poverty Strategy for Scotland was published by the Scottish Government in late June 2018. This draft strategy sets out how the delivery of fuel poverty targets will be achieved and sets out a monitoring framework to oversee progress in meeting these targets.

The Scottish Government anticipate the publication of a final Fuel Poverty Strategy toward the end of 2019. This will confirm proposals for minimum energy efficiency levels and targets.

The draft Fuel Poverty Strategy is supported by new legislative commitments through the Fuel Poverty (Target, Definition and Strategy) (Scotland) Bill which was introduced to the Scottish Parliament in June 2018 and received royal assent in July 2019.

The Fuel Poverty (Target, Definition and Strategy) (Scotland) Bill sets statutory and non-statutory targets relating to the eradication of fuel poverty. These new legislative commitments require a definition of fuel poverty as well as requiring the production of a fuel poverty strategy and also makes provision for reporting on fuel poverty.

2. Changes in Policy and Strategic Context - 2018/19 Update

The new proposals for minimum energy efficiency levels and targets will be reflected in the next Local Housing Strategy for Renfrewshire in 2021.

Rapid Rehousing Transition Plans

The Scottish Government issued Guidance on 'Rapid Rehousing Transition Plans' in late 2018 following recommendations from the Homeless and Rough Sleeping Action Group (HARSAG).

Local Authorities were required to consult with partners to produce costed 'Rapid Rehousing Plans' by the end of December 2018 covering the 5 year period from April 2019. Both the Council and partners worked together to submit a Rapid Rehousing Transition Plan for Renfrewshire by 31st December 2018.

The submitted Plan outlined how the Council and partners will plan for those who are homeless in order to reduce time spent in temporary accommodation, improve access to support and to provide settled accommodation more quickly.

Funding of £186,000 for the first year of the programme has now been allocated to Renfrewshire for the implementation of rapid rehousing initiatives during 2019/20.

Progress on the main stages of the development and implementation of Rapid Rehousing Transition Plans will be reflected in future updates of the Local Housing Strategy.

Renfrewshire Local Development Plan

Work continues to progress the preparation of the next Renfrewshire Local Development Plan (LDP) with the Local Development Plan Proposed Plan approved by the Council's Communities, Housing and Planning Policy Board and consulted on between March and June 2019.

The Proposed Plan provides a range and choice of housing sites to support the delivery of the Strategic Housing Investment Plan as well as provide a range and choice of housing sites to meet all tenure Housing Supply Targets and housing need and demand across Renfrewshire.

The Proposed Plan also includes a new Housing Mix and Affordable Housing Policy which will support the delivery of sustainable mixed communities across Renfrewshire. This Policy will require up to 25% of new build housing completions to be affordable on sites in areas of need which have a capacity of 50 or more units.

It is anticipated that the new Renfrewshire Local Development Plan will be adopted mid-2020.

2. Changes in Policy and Strategic Context - 2018/19 Update

Planning (Scotland) Bill

The Planning (Scotland) Bill was introduced to the Scottish Parliament on 4 December 2017 and was passed on 20 June 2019, the Planning (Scotland) Act 2019 received Royal Assent on 25th July 2019. The new Planning Act aims to strengthen the planning system's contribution to inclusive growth and empowering communities.

The detail of how the new provisions will work in practice will be contained within secondary legislation and guidance which is currently being prepared by the Scottish Government.

The Council will consider the potential housing related implications of emerging planning legislation and guidance when preparing the next Local Housing Strategy for Renfrewshire.

Housing to 2040

In the Scottish Government's 2018-19 Programme for Government they made a commitment to work with stakeholders to plan how homes and communities should look and feel in 2040 and to investigate the options and choices available to achieve this vision.

Over the last year, the Scottish Government have been engaging with a variety of stakeholders, including Councils, housing associations, businesses, the third sector, home owners and tenants to help shape a draft vision and principles for 2040.

This led to the development of the draft Scottish Government document 'Housing to 2040' which outlines the vision and principles that emerged from initial stakeholder engagement.

The 'Housing to 2040' draft document has been designed to facilitate further discussion about how homes and communities should look and feel in 2040 with further engagement and consultation due to take place later in 2019.

Outputs from the consultation will be used by the Scottish Government to create a final version and route map to 2040 - it is anticipated that this will be published in spring 2020.

Further detail will be provided in the next Local Housing Strategy Update.

2. Changes in Policy and Strategic Context - 2018/19 Update



Love Street, Paisley

Outcome 1: The supply of housing is increased - Key updates 2017/18

Key achievements and progress in delivering Strategic Outcome 1 include:

- The Renfrewshire Local Development Plan Proposed Plan identifies a generous supply of housing sites to meet all tenure need and demand across Renfrewshire for the next 10 years.
- Building on previous year's completions, 127 new affordable homes and 784 new private sector homes were successfully completed in 2018/2019. This is the highest number of completions in Renfrewshire in over 20 years.
- A draft Strategic Housing Investment Plan 2020/2021 – 2024/2025 was issued for consultation. The Plan outlines how investment in affordable housing will be targeted to meet the objectives of the Local Housing Strategy and meet the affordable housing supply target of 200 new homes each year to 2021. The finalised plan will be presented to the Communities, Housing and Planning Policy Board in October 2019.
- The Council and Housing Association partners remain on target to deliver 1,000 new affordable homes by 2021. Five sites delivering new affordable homes are scheduled to complete in 2019/20 across Paisley, Johnstone and Bishopton delivering in excess of 350 new homes, with a further 8 developments

scheduled to complete in 2020/21 across Paisley and North and West Renfrewshire.

- The first phase to build 80 new affordable Council homes for rent at Dargavel Village in Bishopton is on site and progressing well, with completion estimated for Spring 2020.

Renfrewshire Council is also delivering 95 new homes for social rent at Johnstone Castle with completion anticipated by March 2020.
- In 2018/19, 67 new social rented homes were completed by Sanctuary Scotland at Inchinnan Road (Western Park), Renfrew with a further 60 new social rented homes also completed by Sanctuary Scotland at Andrew Avenue (Phase II) in Renfrew.
- The Council's Empty Homes Officer works with and encourages owners of empty homes in Renfrewshire to bring their properties back into use. Offering advice and assistance and access to the Empty Homes Loan Fund where applicable, the Empty Homes Officer has successfully brought 14 long-term empty properties back into use in 2018/19.
- In partnership with housing associations, a good practice design guide is currently being prepared to assist affordable housing developers in the provision of general needs, amenity and wheelchair accessible housing.

Outcome 1: The supply of housing is increased - Key updates 2017/18

- Working alongside several other local authorities and Scotland Excel, the Council are developing a joint framework for housing construction procurement which will be implemented in late 2019.



Dargavel Village, Bishopton (Private Sector development)

Outcome 2: Through targeted investment and regeneration activity, Renfrewshire has attractive and sustainable neighbourhoods and well-functioning town centres.

Key updates 2018/19

Key achievements and progress in delivering Strategic Outcome 2 include:

- Renfrewshire Council's Communities, Housing and Planning Policy Board approved a housing investment strategy for the Tannahill area of Ferguslie Park on 30 October 2018, which was informed by consultation with the local community. Plans involve the construction of around 100 new Council homes on vacant land adjacent to existing housing and demolition of around 250 properties.
- Officers continue to work with tenants and residents regarding the newbuild development and will be working in partnership with the wider community to develop plans for the wider Tannahill area. It is anticipated the new build homes will be completed in Autumn 2021.
- The Council, Scottish Government and Sanctuary Housing Association are working to progress the Regeneration Masterplan for Paisley West End. The Masterplan seeks to achieve transformational change for the Well Street area, which involves the demolition of existing tenement flats and development of around 150 new homes within the area.
- Sanctuary completed the newbuild development of the former Co-op site on Wellmeadow Street comprising 39 homes for social rent, in Spring 2019. They are now progressing newbuild proposals for the Sutherland Street site and the former West of Scotland University student accommodation within the West End Masterplan.
- Paisley Housing Association's West End Project is delivering environmental enhancements to a number of back closes and drying areas in tenements in the West End of Paisley.
- The Link Group are currently on site delivering the third phase of redevelopment of the former Arnott's store site in Paisley Town Centre providing 26 affordable flats. This project alongside the other 211 residential units that have been completed since 2016 add to the tenure mix and increased residential provision within this key location.
- The redevelopment of the brownfield site at Love Street is contributing to regeneration of Paisley through the development of 103 new homes for social rent and 29 new homes for low cost home ownership by Sanctuary Scotland, with the final homes completing in August 2019.

Outcome 2: Through targeted investment and regeneration activity, Renfrewshire has attractive and sustainable neighbourhoods and well-functioning town centres.

Key updates 2018/19

- Renfrewshire Council is progressing works on the construction of 95 newbuild Council houses in Johnstone Castle. The estimated completion date is early 2020.
- The majority of new build affordable homes for social rent developed during 2018/19 were 'front and back door' houses. (67 out of 127). This is helping to address the current imbalance of flatted accommodation in Renfrewshire's social housing stock.
- The Council is using its asset management model to help develop and inform area based strategies to ensure the long term sustainability of the Councils' stock.



Kings Inch Road, Ferry Village, Renfrew

Outcome 3: People live in high quality, well managed homes - Key updates 2018/19

Key achievements and progress in delivering Strategic Outcome 3 include:

- Paisley Housing Association in partnership with the Council continues to engage with owners in Orchard Street Housing Renewal Area and is seeking to deliver comprehensive improvement of the 5 pre 1919 tenemental blocks of flats at 33 Causeyside Street and 3 – 9 Orchard Street.
- The Council implemented its “Missing Shares” pilot scheme in early 2019. This will assist responsible home owners of older tenement properties who want to undertake essential repairs and maintenance but cannot do so due to the lack of co-operation from one or more property owners in the block. The Council has contacted all factors of tenement properties in Renfrewshire and around 1,000 tenement owners in non-factored properties publicising the pilot scheme. To date, one missing share application has been approved.
- The Council supported a free seminar in Paisley on 14th March by "Under One Roof", the widely acclaimed website for landlords, owners and managing agents in Scotland. This seminar looked at the challenges involved in organising common repairs as well as providing technical and practical advice to those with an interest in tenemental and other flatted property.
- Shelter Scotland held two rights awareness sessions for private renting tenants in March 2019. These sessions aimed to help increase knowledge of changes brought in by the Private Residential Tenancy introduced in December 2017 and included information on tenants’ rights in relation to property condition.
- Private Landlords received updates and information on changes to legislation through the Council’s Private Landlord Forum, and “Landlord Matters” newsletter.
- Around 80 landlords and agents attended a Forum event in November 2018 which included information on private sector tenancies, regulation of letting agents and new energy efficient standards in the private rented sector.
- The Council promoted training events being held in Renfrewshire by Landlord Accreditation Scotland to all private landlords in Renfrewshire
- Between 1st April 2018 and 31st March 2019, fifteen applications for landlord registration were referred to the Regulatory Functions Board for consideration. Referrals were

Outcome 3: People live in high quality, well managed homes - Key updates 2018/19

made for various reasons, including complaints by tenants, criminal convictions and repairing standards issues.

Five were refused and one was withdrawn prior to it being considered by the Councillors at a meeting. Eight further landlords were referred to the Board for consideration of their possible removal from the register. Four of these landlords were removed from the register following a hearing, due to repairing standards issues.



Renfrew New Build Development

Key achievements and progress in delivering Strategic Outcome 4 include:

- 23% of Renfrewshire residents live in fuel poverty according to the latest Scottish House Condition Survey (2015-2017), compared to 25% the previous year.
- In 2018, Renfrewshire Council secured £1.615 million from the Scottish Government's Home Energy Efficiency Initiative for Scotland: Area Based Schemes (HEEPS:ABS) programme.

£1.347M of these funds have been used for external wall insulation projects with around 181 tenants and 167 owners in the Lochfield Paisley area benefiting from this initiative.

Bridgewater Housing Association as co-ordinating partner also used £0.172M of this funding for external wall insulation works in Erskine for 23 owners and 16 tenants.
- In addition to the HEEPS:ABS grant allocated to local authorities, the Scottish Government made funds available to assist private owners with the costs of a range of insulation and heating measures through a variety of grants, interest free loan and equity loan schemes which are administered by Home Energy Scotland (HES). This project is nearing completion and

the Energy Management Unit will continue to look for further funding opportunities.

- In 2018, the Scottish Government initiated phase II of the Programme with local authorities invited to submit new proposals for new pilot projects. As part of this process, Renfrewshire was successful in securing funding to support the development of a Local Heat and Energy Efficiency Strategy.
- The use of renewable energy technology in new housing continues to be promoted in Renfrewshire with the Council undertaking 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.

The Council now install photovoltaic panels and mechanical ventilation as standard within new homes developed as part of the Council's new build programme.

As part of its wider improvement programme for existing housing, the Council will consider the viability of installing photovoltaic arrays in fully-owned blocks of flats and houses as well as ensuring that adequate ventilation is present within properties.

Outcome 5: Homelessness is prevented and vulnerable people get the advice and support they need - Key updates 2018/19

Key achievements and progress in delivering Strategic Outcome 5 include:

- The Scottish Government issued guidance to local authorities in July 2018 on the production of fully costed five year Rapid Rehousing Transition Plans (RRTPs) by 31 December 2018. Extensive consultation on the content of the Renfrewshire RRTP took place with key stakeholders from summer 2018 onwards. The RRTP details how those who are homeless will be provided with settled accommodation more quickly; spend reduced time in temporary accommodation and have more access to up-scaled support.

In July 2019, the Council was allocated £186,000 of funding by the Scottish Government to support the implementation of Rapid Rehousing related initiatives in Year 1 - 2019/20.

- Advice and assistance was provided to around 2,000 people in housing need in Renfrewshire in 2018/19.
- In 2018/19, 96% of homeless assessments were completed within 28 days and the average time from a household presenting themselves as homeless to completion of duty was 24 weeks – better than the national average.

- Of the 291 people who completed “accommodation exit surveys” when they vacated short stay flats in 2018/19, 92% said they were either very satisfied or satisfied with the overall quality of the temporary or emergency accommodation they were provided with.
- A Shared Living Project has been successfully piloted for 16 -25 year olds with 14 service users flat-sharing in 7 social rented properties. Ongoing support is provided to everyone who participates in the programme.

With funding now available for the implementation of Rapid Rehousing Initiatives, the scheme will be developed in partnership with a third sector organisation with previous experience in delivering this type of project. The operation of the scheme will allow homeless applicants to consider flat-sharing as an option, help prevent feelings of social isolation in young people who are homeless or threatened with homelessness and will contribute to reducing the amount of time spent in temporary accommodation.

- The Housing First Initiative, delivered by Turning Point Scotland, continues to provide support for up to 20 service users with complex needs at any one time. Plans are underway to increase the number of homeless applicants supported with

Outcome 5: Homelessness is prevented and vulnerable people get the advice and support they need - Key updates 2018/19

“wraparound” support - a key element of the Housing First approach - with funding from the Scottish Government to implement Rapid Rehousing initiatives.

- The George Street Service continues to offer a range of advice and support services to young people aged 16 to 25 years who have been homeless or threatened with homelessness which includes:
 - “Homes for Keeps”, pre tenancy training to support a young person in maintaining their own home: 59 sessions were completed in 2018/19
 - resettlement advice and assistance was provided to 122 young people in 2018/19. There was a high tenancy sustainment rate of 84% for young people who had used the service and who were allocated a Council property. This is higher than the sustainment figure of 82% for all homeless applicants in 2018/19.
 - A Tenancy Sustainment partnership pilot project has been established between SAY Women, a third sector organisation and the George Street Youth Housing and Homelessness Team to provide focussed support for women aged 16-25 years who are identified as survivors of child sexual abuse and /or are survivors of other forms of sexual violence. Plans

are in progress for SAY Women to deliver specialised training to Council staff based in the George Street Service to increase their skills and capacity to identify young women who may require additional support to sustain their tenancy.

- In 2018/19 there was an increase in the proportion of general Council lets to homeless people from 32% to 36%. The proportion of housing association lets made to homeless people increased to 21% in 2018/19 from 19% in 2017/18.
- The “Make it Your Own (MIYO) project, delivered by Impact Arts - a community arts charity, continues to provide a creative approach to tenancy sustainment aimed at helping vulnerable tenants and is funded through the Council’s Housing Support Service. 36 tenants have now successfully completed the scheme since it started. The project has recently co-located with the “Buddies Recycle” Scheme - an initiative funded through the Council’s “Lens” scheme - which provides recycled furniture/goods to service users on low incomes to help furnish their home and sustain their tenancy.

Outcome 5: Homelessness is prevented and vulnerable people get the advice and support they need - Key updates 2018/19



Rapid Rehousing Transition Plan Consultation



Homeless Services, Abercorn Street, Paisley

Outcome 6: People are able to live independently for as long as possible in their own home - Key updates 2018/19

Key achievements and progress in delivering Strategic Outcome 6 include:

- 242 medical adaptations were completed in Renfrewshire in Council owned homes in 2018/19 and 273 adaptations were completed in Registered Social Landlord owned properties. 8,020 items of community equipment were funded by the Council and provided by Equipu to support people to live in their own home environment.
- Care & Repair completed 1,061 small repairs jobs in 18/19 to support older people and people with disabilities to live independently in their own home.
- The Council approved 172 grants to private owners for adaptations and there was a total grant spend of £634k on adaptations in 2018/19.
- Discussions are continuing between Renfrewshire Council and Bridgewater Housing Association to explore options for re-provisioning existing sheltered housing in Erskine.
- Discussions are ongoing with Linstone Housing Association and the HSCP, to develop Extra Care housing proposals in Paisley.
- The Council's Sheltered Housing Service:
 - was shortlisted in the Health & Wellbeing category for the Chartered Institute of Housing national excellence awards in 2018;
 - maintained a grading of 'very good' from the Care Inspectorate;
 - launched a befriending service for those tenants in our sheltered housing experiencing loneliness and feelings of social isolation and
 - has its own specially adapted 'SOOPIR' (Strengthening Opportunities for Older People in Renfrewshire) community bus which is available to take tenants living in sheltered and amenity housing to events/ outings which helps prevent people from feeling socially isolated.
- Digital participation classes and sessions are offered across all Renfrewshire Council sheltered and amenity housing developments, and these have now been extended to include those receiving housing support and homeless applicants living in temporary accommodation. These sessions are delivered under the 'Renfrewshire Tenants Online' scheme to offer older adults and those experiencing economic deprivation training to learn essential digital skills. This can help people to stay in touch with family, friends and the wider community, control their

Outcome 6: People are able to live independently for as long as possible in their own home - Key updates 2018/19

finances and increase their independence in all aspects of daily living.

- Autism Connections successfully delivered autism awareness training to 22 frontline Housing and Homelessness Services staff in 2018/19.



Go Digital Tenant Scrutiny Panel Participants

Outcome 7: Affordable housing is accessible to people who need it - Key updates 2018/19

Key achievements and progress in delivering Strategic Outcome 7 include:

- The Renfrewshire Common Housing Allocation Policy was approved in January 2019 and successfully implemented by the Council, Bridgewater Housing Association and Paisley Housing Association from 1st May 2019. It is anticipated that the other two local partner Housing Associations - Linstone and Williamsburgh, will implement the Common Policy in Autumn 2019.
- The Universal Credit full service introduction commenced in Renfrewshire on 10 September 2018, with expected completion by 2022. Universal Credit includes housing costs meaning that an increasing number of claimants will move from housing benefit onto Universal Credit.
- Across Renfrewshire, 1,638 Council tenants were in receipt of Universal Credit out of 5,868 Universal Credit recipients as at July 2019.

Universal Support provided by the local authority, ended on 31 March 2019 and was replaced by 'Help to Claim' through Citizens Advice Scotland (CAS) from 1 April 2019. Claimant Support Officers are still embedded in Jobcentres but they are now focused on assisting Renfrewshire Citizens with benefits

(Council administered) and housing queries, including rent/rent arrears for Council tenants. Citizens Advice Scotland funding from the Department of Work and Pensions is for one year.

- The threshold for households impacted by the Benefit Cap for 2019/20 remains as £384.62 per week for families and £257.59 per week for single people. Contact continues to be made through a variety of channels to offer advice and support to around 92 households affected by the reduced benefit cap.
- The HomeChoice@Renfrewshire Homexchange Shop helped 1,584 visiting customers and assisted 159 customers to register for a mutual exchange through the online service, in 2018/2019. In addition, a further 227 applicants self-registered for a mutual exchange, with the Council enabling 14 successful mutual exchanges in 2018/19.
- The Council continues to participate in the Mortgage to Rent scheme, with 30 properties acquired to date and a further 3 cases currently under review.
- The Rent Deposit Guarantee scheme supports people who are homeless or threatened with homelessness to access the Private Rented Sector by providing a written guarantee in place of a cash deposit. In 2018/19, 21 households were assisted through the scheme to access privately rented accommodation.

Outcome 7: Affordable housing is accessible to people who need it - Key updates 2018/19

- Community Connectors is a third-sector partnership project between Linstone Housing Association, RAMH and Active Communities. The project offers a social prescribing model of support to all patients across 29 GP practices in Renfrewshire. Funding for the project, which works to try to improve local people's physical and mental health and wellbeing as well as resolve any housing issues, has been extended until March 2020.
- Over the past 3 years, the Health and Housing Hub which Linstone Housing Association provides, has had 378 referrals. Linstone has had very positive feedback on the support offered, with 97% of people advising that their housing circumstances had improved.



Impact Arts Project Participants

Action Plan
2018/19 UPDATE

Outcome 1: The Supply of Housing is Increased						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
1.1 Increase the supply of new housing in Renfrewshire.	2015/16 – 577 Private 132 - affordable	Affordable Housing Completions and Private Sector Completions	200 affordable homes each year 500 private homes each year to 2021	Annually	Communities, Housing and Planning Services , housing associations, private developers	2018/19 completions: <ul style="list-style-type: none"> • Affordable 127 • Private 784
1.2 Ensure Renfrewshire's new LDP identifies sufficient land in existing places to deliver the housing supply targets set out in this LHS.	LDP Action Programme agreed 2014	Actions implemented	LDP anticipated to be adopted 2020	Ongoing	Communities, Housing and Planning Services	The Local Development Plan Proposed Plan identifies a 10-year land supply to meet housing need and demand across Renfrewshire, including that of affordable housing. The Proposed Plan includes provision for an Affordable Housing Policy which would require up to 25% of newbuild completions to be affordable on sites greater than 50 units in areas of need.

Outcome 1: The Supply of Housing is Increased						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
1.3 Review the 2014 LDP Action Plan programme to bring forward brownfield and previously used sites for housing development.	LDP Action Programme agreed 2014	Actions implemented	Brownfield sites brought forward through a range of initiatives New LDP Delivery Action Programme being prepared to support next LDP	Ongoing	Communities, Housing and Planning Services	The Local Development Plan Proposed Plan includes a new delivery programme, which was consulted upon March to June 2019. It is anticipated that the new Plan will be adopted in 2020. The Action Programme reflects the actions set out in the Councils Vacant and Derelict Land Strategy.
1.4 Consider bids to the Scottish Government Infrastructure fund and other funding sources to enable delivery of housing on sites affected by infrastructure constraints.	Sites identified in LDP and SHIP	Bids considered	Secure funding	Ongoing	Communities, Housing and Planning Services , housing associations, private developers, Scottish Government, key agencies	Partners continue to consider potential Housing Infrastructure Fund projects across Renfrewshire as appropriate, where particular development constraints arising from exceptional infrastructure works present.

Outcome 1: The Supply of Housing is Increased						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
1.5 Deliver projects in the existing SHIP programme and develop new projects which assist in meeting the strategic outcomes in this LHS.	SHIP 2017/18 - 2021/22 agreed by HACS Board November 2016	SHIP updates	November 2017	2016-2021	Communities, Housing and Planning Services, housing associations, Scottish Government	<p>Effective partnership working between Renfrewshire Council and its housing association partners continues to ensure current and planned SHIP projects are driven to achieve spend and delivery within timescales.</p> <p>In 2018/19, 127 new affordable homes were delivered, with over 350 new homes scheduled to complete in 2019/20. New affordable home completions are predicted to peak over 2019/20 and 2020/21. It is projected that the five-year total of 1,000 new affordable homes will be realised by March 2021.</p>

Outcome 1: The Supply of Housing is Increased						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
1.6 Prepare an annual review and update of the SHIP to ensure it is a live and responsive plan.	SHIP 2017/18 – 2021/22 agreed by HACS board November 2016	SHIP updates	November 2017	2016-2021	Communities, Housing and Planning Services , housing associations, Scottish Government	A consultative draft of the 2020/21-2024/25 SHIP was presented to the Communities, Housing and Planning Policy Board in August 2019. The finalised SHIP will then be presented to Board in October 2019.
1.7 Promote mix of tenure options to meet affordable housing need.	13/14 and 14/15 affordable completions were all social rent.	No. of different tenure options provided	Indicator only	Ongoing	Communities, Housing and Planning Services , housing associations, private developers	The Scottish Government, Renfrewshire Council and RSLs maintain a partnership approach to agree the most suitable affordable housing tenure options on sites. This takes account taking account of local needs and market circumstances. The current SHIP programme includes low cost home ownership opportunities as well as social rent.

Outcome 1: The Supply of Housing is Increased						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
1.8 Consult on an Affordable Housing Policy, targeted to increase the supply of affordable housing in areas of identified shortfall.	N/A	Policy developed and consulted on through new RLDP	Policy introduced 2018	2019	Communities, Housing and Planning Services	The Renfrewshire Local Development Plan (LDP) Proposed Plan, includes provision for an Affordable Housing Policy (AHP) in Renfrewshire. The LDP was consulted on March to June 2019. The AHP would require up to 25% of new build completions to be affordable on sites with a capacity of 50 or more units across Renfrewshire.
1.9 Develop a standard for affordable housing in Renfrewshire that takes into account design and space standard considerations.	N/A	Standard developed	Standard implemented	2019	Communities, Housing and Planning Services , housing associations	In partnership with housing associations, a good practice design guide is currently under development to assist affordable housing developers in the provision of general needs, amenity and wheelchair accessible housing.

Outcome 1: The Supply of Housing is Increased						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
1.10 Promote partnership working on procurement issues to maximise opportunity and efficiency in the delivery of affordable housing.	N/A	Partnership opportunities explored	Joint procurement opportunities maximised	2019	Communities, Housing and Planning Services , housing associations, other local authorities and agencies	Alongside several other local authorities and Scotland Excel, the Council are working to develop a joint framework for housing construction procurement. It is anticipated that this will be implemented by late 2019.
1.11 Encourage owners of empty homes to bring them back into use.	Yr Aug 15- Aug 16 17 properties brought back into use through direct engagement with owners	No. of empty homes brought back into use	25 per annum	ongoing	Communities, Housing and Planning Services , RC Finance and Resources, private owners, housing associations	The Empty Homes Officer continues to engage with owners of empty properties and other sections of the Council to address the issues that can be caused by long-term empty properties throughout Renfrewshire's communities. In 2018/19, 14 long-term empty properties were brought back into use.

Outcome 2: Through targeted investment and regeneration activity, Renfrewshire has attractive sustainable neighbourhoods and well-functioning town centres

Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
2.1 In partnership with local communities, develop and implement local regeneration strategies for Johnstone Castle; Paisley West End; Ferguslie Park.	Housing regeneration plans approved by RC for Johnstone Castle 2014	Strategies developed	Strategies in place and being implemented	2016 - 2021	Communities, Housing and Planning Services, housing associations, private developers	<p>Work ongoing between the Council, Scottish Government and Sanctuary Housing Association to take forward the regeneration Masterplan for Paisley West End.</p> <p>Renfrewshire Council's Communities, Housing and Planning Policy Board approved proposals for the Tannahill area of Ferguslie Park in October 2018. Plans involve the construction of around 100 new Council homes on vacant land adjacent to existing housing and the demolition of 253 properties (223 Council and 30 private).</p> <p>Construction of 95 new homes in Johnstone Castle continues.</p>

Outcome 2: Through targeted investment and regeneration activity, Renfrewshire has attractive sustainable neighbourhoods and well-functioning town centres

Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
2.2 Review low demand social rented housing, undertake option appraisal and develop area based strategies.	Housing management information, Housing Needs and Demand Assessment	Strategies Developed	Strategies in place and being implemented	2018	Communities, Housing and Planning Services, housing associations	Utilising its asset management model, the Council is progressing work to inform area based strategies.
2.3 In mixed tenure areas, review opportunities for joint initiatives on estate management and environmental improvements with potential links to employment and training initiatives.	Existing local initiatives	Options developed	Options implemented and joint scheme established	2018	All social housing providers	Action to follow 2.2 above, once area based strategies are prepared.
2.4 Through newbuild activity, improve the range of house types and sizes available for social rent.	Council Stock: 79% flats 21% houses Local RSL stock: 70% flats 30% houses	No. of newbuild house completions	Increase number of houses available for social rent	2016 - 2021	All social housing providers	In 2018/19 there were 127 affordable housing completions: 67 houses and 60 flats.
2.5 Through the LDP, ensure action plans are in place for Renfrewshire's town centres and that they are reviewed and updated regularly.	Town Centre action plans developed.	Action plans for town centre and Place Plans developed	Action plans and Place Plans developed and thereafter reviewed every 2 years	Early 2019	Communities, Housing and Planning Services, community groups, community councils, tenants and residents of Centres and Places	Town Centre Strategies and Action Plans are now in place for all of Renfrewshire's Town Centre and are currently being reviewed with estimated completion of review early 2020.

Outcome 2: Through targeted investment and regeneration activity, Renfrewshire has attractive sustainable neighbourhoods and well-functioning town centres

Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
2.6 Identify opportunities and initiatives for housing development projects which would assist in increasing the number of people living in and using Renfrewshire's town centres.	Cotton Street and former Arnotts site completions 2011-2016	Potential projects identified	Projects delivered	2016 – 2021	Communities, Housing and Planning Services	Affordable Housing Development of 26 flats by Link Group in Smithhills street onsite.

Outcome 3: People live in high quality, well managed homes

Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
3.1 Develop an information base of poorer condition private tenemental stock using a range of sources to complement the Scottish House Condition Survey to inform policy development	SHCS 2012-2014 Suggests 4% of stock is BTS	Information sources used	Information base developed	2017	Communities, Housing and Planning Services , RC Finance and Resources, RC Community Resources, housing associations, private owners, private factors	Initial baseline information collated.
3.2 Achieve the comprehensive improvement of the pre-1919 tenements at 3-9 Orchard Street and 33 Causeyside Street.	Consultation on Orchard Street Housing Renewal Area (HRA) Draft Designation Order commenced late 2016	Improvement schedule agreed	Comprehensive Improvement complete	2021	Paisley Housing Association , Communities, Housing and Planning Services, RC Community Resources, private owners and tenants	Housing Renewal Area designation order approved March 2017. Paisley Housing Association is negotiating with owners with regard to acquisitions and private properties.
3.3 Review the Scheme of Assistance for private owners	Advice provided to 3,401 households in 2015/16	Review progress	Review complete	2018	Communities, Housing and Planning Services	Updated Scheme of Assistance approved by Communities, Housing and Planning Policy Board in August 2018.

Outcome 3: People live in high quality, well managed homes

Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
3.4 Investigate current arrangements for factoring tenement blocks in private and multi-tenure ownership and consider options for a partnership initiative to tackle disrepair.	N/A	Research current arrangements and options developed.	Initiatives considered and agreed.	2018	Communities, Housing and Planning Services , housing associations	“Missing Shares” pilot implemented early 2019. Operation of this pilot will help inform future initiatives to tackle disrepair.
3.5 Continue to ensure private landlords are registered and promote enforcement action as required.	7,016 private landlords registered at April 2016	Number of registered private landlords	Data indicator only	2016-2021	RC Finance and Resources	8,101 private landlords registered at August 2019. 4 landlords removed from the Register of Landlords due to Repairing Standards issues. 5 applications from landlords refused registration.
3.6 Promote the Landlord Accreditation Scheme through the Private Landlords forum.	23 private landlords accredited at April 2016	Number of accredited landlords	Data indicator only	2016-2021	Communities, Housing and Planning Services , private landlords	50 accredited landlords, with 1252 properties at March 2019.
3.7 Increase awareness of the rights and responsibilities of private tenants and landlords using a range of communication media.	Provision of information on the Council’s website. Landlord Matters newsletter	N/A	Continue to increase awareness among tenants and landlords or rights and responsibilities	2018	Communities, Housing and Planning Services , RC Finance and Resources, RC Community Resources, housing associations	Landlord Matters newsletter issued May 2019. Landlord Forum held in November 2018. Two private rented sector awareness raising session held by Shelter May 2019.

Outcome 4: Homes are Energy Efficient and Fuel Poverty is minimised						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
4.1 Continue to promote energy savings, fuel poverty, and income maximisation advice to tenants and owners.	1,318 requests received by Renfrewshire Council's Advocacy Service from Renfrewshire residents in 2015/16	Number of requests received by Renfrewshire Council's Energy Advocacy Service from Renfrewshire residents	Increase the number of households in receipt of advice each year	Ongoing	RC Finance and Resources, Communities, Housing and Planning Services, housing associations, Fuel Poverty Steering Group	<p>During 2018-19, Three Energy Advocates undertook 873 home visits, with referrals coming from a variety of sources.</p> <p>These visits generated carbon savings of 280,998kg CO2 and ongoing financial savings of £116,253.</p> <p>As well as these savings there were also one-off savings of £103,638. Home Energy Scotland have taken 640 calls during the financial year with cost and carbon saving to follow at a later date.</p>

Outcome 4: Homes are Energy Efficient and Fuel Poverty is minimised						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
4.2 Ensure strategies are in place for social rented housing to meet the requirements of EESSH by 2020.	SHQS compliance	Strategies developed and implemented	Housing stock meets EESSH	2020	All social housing providers	<p>The Council is required to ensure that all stock achieves the minimum energy rating under the Energy Efficiency Standard for Social Housing (EESSH) by the first milestone of 31 December 2020.</p> <p>As of April 2019, approximately 74% of the Council's housing stock met the EESSH 2020 standard as a result of ongoing capital programme works.</p> <p>The Council's position is that EESSH will be achieved through the capital funding plans for planned investment programmes, together with Government sourced supplementary funding (e.g. HEEPS:ABS) and other external sources such as ECO.</p>

Outcome 4: Homes are Energy Efficient and Fuel Poverty is minimised						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
4.3 Continue to support energy efficiency improvements in the private sector by promoting access to energy savings advice and external funding.	2012-2014 SHCS average SAP of 68.3 for Council stock and 62.3 for owner occupied stock	Annual SHCS	Increased SAP rating	Ongoing	RC Finance and Resources, Communities, Housing and Planning Services, housing associations, private owners and tenants	2015-2017 SHCS Mean EER SAP of 69.3 for social housing stock and 64.0 for owner occupied stock. Renfrewshire Council stock Mean EER SAP of 69.78.

Outcome 4: Homes are Energy Efficient and Fuel Poverty is minimised						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
4.4 Continue to maximise HEEPS funding from the Scottish Government to benefit private owners and enable participation in energy efficiency programmes.	N/A	N/A	Data indicator only	Ongoing	Communities, Housing and Planning Services	<p>Between May and August 2018, Renfrewshire Council secured £1.615 million from the Scottish Government's Home Energy Efficiency Initiative for Scotland: Area Based Schemes (HEEPS:ABS) programme. £1.347M of these funds have been used for external wall insulation projects with around 181 tenants and 167 owners in the Lochfield Paisley area benefiting from this initiative.</p> <p>Bridgewater Housing Association as co-ordinating partner also used £0.172M of this funding for external wall insulation works in Erskine for 23 owners and 16 tenants.</p>

Outcome 4: Homes are Energy Efficient and Fuel Poverty is minimised						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
4.5 Consider proposals and recommendations from the Scottish Government SEEP working group when available to address issues of energy efficiency and fuel poverty.	2012-2014 SHCS Renfrewshire fuel poverty levels 29%	Proposals and recommendations available	Proposals and recommendations considered	Ongoing	Communities, Housing and Planning Services , Finance and Resources	<p>Renfrewshire Council will continue to support home owners to deliver energy efficient technologies to their home.</p> <p>Renfrewshire Council are in the final stages of undertaking SEEPS projects in Lochfield and Whitehaugh and will continue to explore further opportunities relating to Scottish Government funding.</p>

Outcome 4: Homes are Energy Efficient and Fuel Poverty is minimised						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
4.6 Encourage the use of renewable technology in new housing developments	<p>Renewable technology used in Council development at Barrhead Road, Paisley across 37 units</p> <p>Renewable technology used in Loretto development at Charleston Square, Paisley across 53 units</p>	Incorporation of renewable technology were possible in both social and private sector new build developments where feasible	Two developments each year	2016-2021	Communities, Housing and Planning Services , housing associations, private developers	<p>The use of renewable energy technology in new housing continues to be promoted with the council undertaking a number of pilot projects including renewable energy and technology such as solar photovoltaic panels (PV), battery storage and mechanical ventilation.</p> <p>As a result of these trial projects, the council now installs photovoltaic [PV] panels and mechanical ventilation as standard within new build Council homes.</p> <p>As part of the Council's plans, fully owned council flatted blocks, terraced or semi-detached properties that are part of the improvement programme will also have a photovoltaic array installed.</p>

Outcome 5: Homelessness is prevented and vulnerable people get the advice and support they need

Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
5.1 Work with partners to build on existing, and identify new, homelessness prevention activities, including initiatives such as “Foundations First” and “Housing First”	<p>Foundations First started in 2015</p> <p>20 service users supported by Housing First service in Year 2 (2015/16) and living in settled accommodation</p> <p>505 Prevent1 cases opened by Prevention team in 2015/16</p>	<p>New prevention activities identified</p> <p>Number of service users accessing prevention activities</p>	<p>Increased number of service users accessing prevention activities</p>	2018	<p>Communities, Housing and Planning Services,</p> <p>Homelessness Partnership, Shelter Scotland, Turning Point Scotland</p>	<p>The Foundations First Project, delivered by Shelter Scotland, provides advice and support to households who may be at risk of becoming homeless. In 2018/19, 80 referrals were received with 61 cases opened and 90 cases closed. As funding for the Project ends in December 2019, Shelter is currently developing a “Legacy Plan” with input from the Council and other partners.</p> <p>Funding from the Scottish Government to assist in the implementation of Rapid Rehousing initiatives, will be used to increase the number of homeless applicants who are provided with “wraparound” support -a key element of the Housing First approach – and delivered in</p>

Outcome 5: Homelessness is prevented and vulnerable people get the advice and support they need

Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
						<p>Renfrewshire by Turning Point, Scotland.</p> <p>The Make it Your Own (MIYO) project, delivered by Impact Arts to help homeless applicants create items to furnish their homes, successfully engaged with 16 tenants between April 2018 and March 2019 helping them to sustain their tenancies.</p> <p>A pilot project has been established between "SAY Women" and the George Street Service to offer specialist advice to young women who have experienced sexual abuse and to deliver customised training for front line staff.</p>

Outcome 5: Homelessness is prevented and vulnerable people get the advice and support they need

Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
5.2 Develop initiatives to minimise the proportion of people presenting as homeless giving reasons as “leaving prison/hospital/other institution”.	2015/16 - 13%	HL1 Report - Reasons for Homelessness	Reduce proportion of presentations	Annually	Communities, Housing and Planning Services	<p>The Homelessness Prevention Protocol: Renfrewshire Residents in Mental Health In-Patient Services, was reviewed during March 2019, with the next annual review to take place during March 2020.</p> <p>The Just Learning – Skills for Employment Service ended in May 2019 after the conclusion of its one year funding award from the Scottish Government. An evaluation report is currently being prepared. Building on the success of the project, another mainstreamed scheme is underway which will continue to offer homeless people with criminal convictions, opportunities to access training and employment.</p>

Outcome 5: Homelessness is prevented and vulnerable people get the advice and support they need

Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
5.3 Review the existing temporary accommodation model to ensure it meets the changing needs of homeless people	N/A	Review of provision of temporary accommodation	Completion of Review	2017	Communities, Housing and Planning Services	<p>Work is ongoing to identify a location in Paisley for a supported housing development for homeless people with complex needs. Discussions are underway with partners to develop proposals to accommodate this group.</p> <p>The Scottish Government policy of Rapid Rehousing is likely to require ongoing reassessment on the scale of temporary accommodation required in Renfrewshire.</p>
5.4 Develop and improve referral processes with the HSCP to improve access to Health and Social Care services for homeless people	N/A	Referral processes considered	Referral processes developed	2018	Communities, Housing and Planning Services, HSCP, Homelessness Partnership	The Communities, Housing and Planning Services and Health and Social Care Partnership Operational Group has completed a review of all current protocols.

Outcome 5: Homelessness is prevented and vulnerable people get the advice and support they need

Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
5.5 Contribute to the delivery and implementation of the Health and Homelessness Action Plan	HHAP reviewed 2015/16	Targets and referral processes with HSCP developed for homeless people and vulnerable households	Annual review of HHAP completed	2018	HSCP , Homelessness Partnership, Communities, Housing and Planning Services	HHAPs are no longer produced. The actions which they contained are now incorporated within related strategies and plans.
5.6 Review current and develop new opportunities for financial advice and support for homeless people as a response to Welfare reform	N/A	Review complete and new opportunities developed	Increased proportion of homeless people accessing financial support	2017	Communities, Housing and Planning Services , Advice Works	Specialist staff continue to offer and provide financial advice and support to homeless people and those threatened with homelessness eg: <ul style="list-style-type: none"> ➤ personal income and expenditure awareness ➤ maximisation of their benefits and ➤ arrears management for current and former clients.

Outcome 5: Homelessness is prevented and vulnerable people get the advice and support they need

Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
5.7 Develop initiatives to address the training and employment needs of homeless people	N/A	New opportunities developed	Increased proportion of homeless people accessing training or employment	2017	Communities, Housing and Planning Services	Invest in Renfrewshire continues to offer outreach support to young people at the George Street Service which includes assessing work readiness, CV creation, access to courses and interview preparation. 26 referrals were made to this service for support for young people in 2018/19 with 3 people now having successfully gained employment.
5.8 Undertake research into repeat homelessness and the reasons for the lower rate of tenancy sustainment among former homeless applicants and develop interventions for improvement.	Rate of repeat homelessness in 2015/16 - 10.6% Proportion of previously homeless people sustaining permanent social rented tenancies for 12 months 2015/16 RC - 72%	Analysis of reasons complete and Action Plan in place to decrease figure Annual Council and RSL records	Decrease proportion of repeat homelessness Increase proportion of previously homeless people sustaining	Annually Annually	Communities, Housing and Planning Services , housing associations	The George Street Service offers young people aged 16-25 years who are homeless or threatened with homelessness, a range of services including: <ul style="list-style-type: none">“Homes for Keeps” – 1 to 1 pre tenancy training that supports them in maintaining their own home with 59 “Homes for Keeps”

Outcome 5: Homelessness is prevented and vulnerable people get the advice and support they need

Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
	Bridgewater HA – 86% Ferguslie Park HA – 100% Linstone HA – 79% Paisley HA – 71% Williamsburgh HA – 68%		permanent social rented tenancies for 12 months			<p>sessions completed in 2018/19</p> <ul style="list-style-type: none"> the “Tenancy Resettlement Service” offered 122 young people customised support in 2018/19 to assist them to successfully move in and manage the first year of their tenancy. <p>The tenancy sustainment rate of 84% for young people who had used the George Street Service and who were allocated a Council property was higher than the tenancy sustainment figure of 82% for all homeless applicants in 2018/19.</p>
5.9 Continue to monitor outcomes for homeless applicants and ensure they have access to permanent social rented housing through effective use of Section 5 referrals	2015/16 - 28% of general Council lets to homeless; 14.5% of RSL general lets to homeless	Charter Return; Council and RSL records	Increase lets to homeless people	Annually	All social housing providers	2018/19 – 36% of general Council lets were made to homeless people and 21% of RSL general lets were made to homeless people through Section 5 (S5) referrals.

Outcome 5: Homelessness is prevented and vulnerable people get the advice and support they need						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
and other partnership arrangements.	through S5 referrals					Work continues with housing association partners to ensure that the S5 and Nomination process continues to deliver positive outcomes for homeless applicants.

Outcome 6: People are able to live independently for as long as possible in their own home						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
6.1 Implement actions arising from the External Reviews of Older Persons Housing.	Reports by Craigforth consultants	Actions considered and recommendations developed	Actions agreed and implemented	2016 - 2021	Communities, Housing and Planning Services , housing associations, HSCP	<p>A number of operational service improvements have been implemented by the Council and individual landlords.</p> <p>The two key strategic recommendations are being progressed as individual actions at 6.2 and 6.3 below.</p>
6.2 Develop proposals with partners for additional Extra Care Housing in the Paisley area.	Reports by Craigforth consultants	Proposals developed and included in the SHIP, 2018	Increased provision of extra care housing	2021	Communities, Housing and Planning Services HSCP, housing associations	<p>Discussions are ongoing between the HSCP, Linstone Housing Association and the Council to develop extra care housing in Paisley. Provision for this is included in the Strategic Housing Investment Plan.</p> <p>HSCP revenue funding requires to be provided for the extra care homes through the reconfiguration of existing HSCP resources.</p>

Outcome 6: People are able to live independently for as long as possible in their own home						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
6.3 Develop proposals for sheltered housing reprovisioning in Erskine.	Reports by Craigforth consultants	Proposals developed and included in the SHIP, 2018	Plans in place for sheltered housing reprovisioning	2021	Bridgewater Housing Association, Communities, Housing and Planning Services, HSCP,	Discussions are continuing between Renfrewshire Council and Bridgewater Housing Association to develop proposals for sheltered housing in Erskine. Provision for this is included in the Strategic Housing Investment Plan.
6.4 Develop proposals to establish a “retirement village” model of housing for older people at the four high rise blocks at Neilston Road, Paisley .	Existing RC initiatives in multi-storey blocks	Research undertaken and options reviewed	Proposals developed and implemented	2019	Communities, Housing and Planning Services, HSCP	Proposals are being developed and a Feasibility Study will be carried out to establish if a new social space can be located at one of the MSF blocks.
6.5 Evaluate the low cost home ownership amenity development for older people in Paisley to inform future policy development.	Site completed August 2016	Success of new model of provision evaluated using a range of information	Evaluation complete	2018	Communities, Housing and Planning Services, Link Group Ltd	Link Group Ltd. has completed an evaluation of the development and the outcomes will assist in developing future policy.

Outcome 6: People are able to live independently for as long as possible in their own home						
Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
6.6 Contribute to the implementation of the Renfrewshire Autism Strategy Action Plan.	N/A	Housing contribution/ requirements identified	Proposals developed	Ongoing	HSCP , Communities, Housing and Planning Services	<p>Renfrewshire's Autism Strategy 2014-17 will be reviewed and updated as a priority for 2019/20, taking account of the Scottish Strategy for Autism's Outcomes and Priorities 2018-2021.</p> <p>Autism Awareness Training was successfully carried out for 22 frontline Housing and Homelessness staff by Autism Connections in 2018.</p>
6.7 Identify the needs of those living with aged carers to develop planned pathways for independent living arrangements.	N/A	Research undertaken and options considered.	Proposals developed	2017	HSCP , Communities, Housing and Planning Services	<p>A Review of Renfrewshire's Learning Disability Services was carried out during 2018/19.</p> <p>An Action Plan has been developed with Carers which identifies priority areas, one of which relates to future planning arrangements for those cared for.</p>

Outcome 6: People are able to live independently for as long as possible in their own home

Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
6.8 Work in partnership with the HSCP to develop Joint Needs Assessments for Mental Health Services, Learning Disability Services, Physical Disability, Sensory Impairment /Long Term Conditions and to identify housing related needs.	N/A	Housing needs identified as part of Joint Needs Assessments	Housing requirements/ contribution identified and proposals developed	2016 - 2021	HSCP , Communities, Housing and Planning Services, housing associations	<p>Housing will be a priority within the new Learning Disability Strategic Action Plan.</p> <p>Single Shared Assessments (SSAs) and Mental Health assessments consider housing need. Learning Disability (LD) Assessments identify a range of needs which includes housing.</p>

Outcome 6: People are able to live independently for as long as possible in their own home

Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
6.9 Consider the need for site provision for Gypsy/Travellers and Travelling Show People.	N/A	Consultation through the review of the LDP	Need for site provision addressed in LDP	2018	Communities, Housing and Planning Services , other local authorities in Glasgow and Clyde Valley area and Ayrshire	<p>The Renfrewshire Local Development Plan Proposed Plan includes a policy which supports the identification of new Gypsy /Travellers and Travelling Show People sites, whether transit or permanent, should a need be established.</p> <p>Work continues with our regional local authority colleagues to identify cross boundary considerations and to establish whether a new site is required within Renfrewshire.</p>

Outcome 7: People can access affordable housing that meets their needs at the right time

Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
7.1 Develop and implement a single housing allocation policy for Renfrewshire Council and local housing associations	Single housing allocation policy in development	Policy developed	Policy approved and implementation plan in place.	2019	Communities, Housing and Planning Services , local housing associations	<p>The Renfrewshire Common Housing Allocation Policy was approved in January 2019 and successfully implemented by Renfrewshire Council, Bridgewater Housing Association and Paisley Housing Association from 1st May 2019.</p> <p>It is anticipated that the other two local partner Housing Associations - Linstone and Williamsburgh, will implement the Common Policy in Autumn 2019.</p>
7.2 Consider recommendations from research into the affordability of social rented housing commissioned as part of the Tackling Poverty agenda and agree appropriate interventions.	Study commissioned	Study complete	Report complete and interventions agreed	2017	Communities, Housing and Planning Services , housing associations	<p>Study complete. Conclusions and recommendations with the Council and Registered Social Landlords to inform future actions.</p>

Outcome 7: People can access affordable housing that meets their needs at the right time

Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
7.3 Promote partnership arrangements to monitor the impact of Universal Credit on tenants, provide information to tenants and maximise incomes.	UC introduced in Renfrewshire from June 2015 for some claimant groups	Partnership arrangements prepared	Universal Credit and income maximisation information available to social rented tenants	2019	Communities, Housing and Planning Services , housing associations	<p>A range of additional support for Universal Credit claimants including digital, personal budgeting and housing remain in place.</p> <p>The primary referral route for assistance is through Citizens Advice Scotland, with 'Help to Claim' introduced from 1 April 2019. Claimant Support Officers remain embedded in Jobcentres, focused on assisting with benefits (Council administered) and housing queries, including rent and rent arrears for Council tenants.</p>

Outcome 7: People can access affordable housing that meets their needs at the right time

Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Partner / Lead agency	2018/19 Update
7.4 Monitor national policy development on future Welfare Reform changes and develop action to mitigate against the impact on tenants.	Welfare Reform Working Group established	Monitor national policy and impact identified	Actions to mitigate impacts developed	Ongoing	All social housing providers, Welfare Reform Working Group	Work continues in this area with regular meetings held between the Council, Health and Social Care, Department of Work and Pensions and other partner agencies. Renfrewshire is also represented at a national level in relation to Welfare Reform.

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

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

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

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

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



To: Communities, Housing and Planning Policy Board

On: 29 October 2019

Report by: Director of Communities, Housing and Planning Services

Heading: Renfrewshire Strategic Housing Investment Plan 2020/21 – 2024/25

1. Summary

- 1.1 The Strategic Housing Investment Plan (SHIP) has been developed for the five-year period 2020/21 to 2024/25.
 - 1.2 The Strategic Housing Investment Plan sets out how investment in affordable housing will be targeted to meet the objectives of the Renfrewshire Local Housing Strategy 2016-2021; and to deliver 1,000 new affordable homes across Renfrewshire by 2021.
 - 1.3 The Strategic Housing Investment Plan 2020-21 to 2024/25 is attached in Appendix 1.
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2. Recommendations

- 2.1 It is recommended that the Policy Board:
 - (i) approves the Renfrewshire Strategic Housing Investment Plan 2020/21 to 2024/25, which is attached to this report; and
 - (ii) authorises the Director of Communities, Housing and Planning Services to submit the Strategic Housing Investment Plan 2020/21 to 2024/25 to the Scottish Government.
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3. Background

- 3.1 Local authorities are required to prepare a Strategic Housing Investment Plan (SHIP) and submit this to the Scottish Government. The SHIP details out how investment in affordable housing will be targeted to achieve the objectives set out in the Renfrewshire Local Housing Strategy (LHS) 2016-2021.
 - 3.2 Each year the Strategic Housing Investment Plan is reviewed. This includes the wide range of projects which are rolled forward from the programme set out in the previous Strategic Housing Investment Plan.
 - 3.3 The draft Strategic Housing Investment Plan 2020/21 to 2024/25 was approved for consultation by the Communities, Housing and Planning Policy Board in August 2019. Following this, a 4-week consultation period took place involving all housing associations operating in Renfrewshire, local stakeholder groups such as Community Councils and tenants and residents' associations, community planning partners and other stakeholder groups and residents.
 - 3.4 Consultation included dialogue with housing association partners around current sites and exploring opportunities for new developments, ensuring a continuing programme of investment in new affordable homes for Renfrewshire.
 - 3.5 The finalised Strategic Housing Investment Plan 2020/21 to 2024/25 takes account of the comments received from respondents during the consultation period.
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4. The Strategic Housing Investment Plan 2019/20-2023/24

- 4.1 The Strategic Housing Investment Plan details how the Council and partners will deliver new affordable homes across Renfrewshire over the next five years.
- 4.2 In line with Scottish Government guidance, the Strategic Housing Investment Plan programme has been rolled forward to 2024/25. At this point the level of grant funding for the period beyond March 2021 has not been confirmed, with a flexible programme management approach being promoted by the Scottish Government. With this in mind, Renfrewshire's Strategic Housing Investment Plan 2020/21 to 2024/25 includes some new affordable home projects which may be brought forward in the later stages of the plan period, where grant funding is available.
- 4.3 In order to manage the development programme in relation to available funding, the SHIP includes both a 'core' and 'shadow' programme. Projects within the 'core' part of the programme plan will be advanced in the initial years of the programme. Shadow projects will be progressed as funding becomes available, or where the Council or housing association partners are able to front-fund their projects in the short term.

- 4.4 Where the Scottish Government makes additional funding available and/or slippage occurs within the programme, the Strategic Housing Investment Plan programme may incorporate additional sites to deliver new affordable housing in line with the Local Housing Strategy 2016-2021 and agreed investment priorities.
- 4.5 Provision for available grant funding to acquire existing private housing is made within the Strategic Housing Investment Plan where properties meet specified criteria relating to the need/demand, property type, location and condition, to enhance and increase Council stock to meet strategic need.
- 4.6 Close working continues between officers within Communities, Housing and Planning Services, the Scottish Government and housing associations to ensure effective management and flexible operation of the local affordable housing programme, adjusting as required project starts and grant spend in order to maximise the number of affordable homes in Renfrewshire which can be completed by 2021.
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Implications of the Report

1. **Financial** – Subject to valuation and negotiations by the Head of Property Services, there may be financial receipts for the HRA associated with disposal of Council-owned land.
2. **HR & Organisational Development** – None.
3. **Community/Council Planning** –
 - *Building strong, safe and resilient communities* - Increasing the supply of affordable housing and regenerating communities.
4. **Legal** – Conveyancing work associated with land disposals.
5. **Property/Assets** – Disposal of HRA land to housing associations for affordable housing.
6. **Information Technology** – None.
7. **Equality & Human Rights**
 - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – None.

9. **Procurement** - The procurement of contracts in relation to Council newbuild projects.
 10. **Risk** – Risks will be identified and managed for individual projects.
 11. **Privacy Impact** – None.
 12. **COSLA Policy Position** – Not applicable.
 13. **Climate Risk** – n/a
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List of Background Papers

- (a) Attachment – Appendix 1: 'Renfrewshire Strategic Housing Investment Plan 2020/21 to 2024/25.'
- (b) Report to Housing and Community Safety Policy Board, 20 August 2019: 'Draft Strategic Housing Investment Plan 2020/21 to 2024/25.'

The foregoing background papers will be retained within Communities, Housing and Planning Services for inspection by the public for the prescribed period of four years from the date of the meeting. The contact officer within the service is Lesley Muirhead, Planning and Housing Manager, 0141 618 6259, Lesley.muirhead@renfrewshire.gov.uk

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Strategic Housing Investment Plan for Renfrewshire 2020/21 to 2024/25

Strategic Housing Investment Plan 2020/21 – 2024/25

Strategic Housing Investment Plan Preparation

This Strategic Housing Investment Plan 2020/21 to 2024/25 has been produced following discussions with Registered Social Landlords operating in Renfrewshire as well as private developers.

A draft Strategic Housing Investment Plan 2020/21 to 2024/25 was prepared for public consultation with key stakeholders including statutory bodies, community councils and tenants and residents' associations invited to provide comments between the 21st August 2019 and the 21st September 2019.

The draft Strategic Housing Investment Plan was also made available on the Council's community website with comments invited from all interested parties.

The comments and feedback received as part of the consultation process were then used to finalise the development of this Strategic Housing Investment Plan for the next five years.

This finalised Strategic Housing Investment Plan will be submitted for approval to the Council's Communities, Housing and Planning Policy Board on the 29th October 2019. It will also be submitted to the Scottish Government.

Following submission to the Scottish Government, a Strategic Local Programme Agreement for Renfrewshire will be agreed. This will form the basis of individual agreements between the Scottish Government, Renfrewshire Council and Registered Social Landlords on funding for specific projects.



Love Street, Paisley, Sanctuary Scotland

Ambitious Targets for Affordable Homes

Introduction

The Scottish Government's Affordable Housing Supply Programme sets out a framework to deliver local housing projects and priorities to assist in achieving the 'More Homes Scotland' 50,000 affordable homes target by 2021. **(A diagram of the process is shown in Appendix 2)**

As part of the Affordable Housing Supply Programme process, local authorities are required to prepare and update an annual Strategic Housing Investment Plan.

The Strategic Housing Investment Plan sets out how investment in affordable housing will be targeted to meet the objectives of Renfrewshire's Local Housing Strategy 2016-2021, delivering the affordable housing supply target of 1,000 homes by 2021, with development continuing beyond this key milestone.

The Scottish Government allocates grant funding to local authority areas through the Affordable Housing Supply Programme.

Ambitious Targets for Affordable Homes

The Housing Need and Demand Assessment informed the affordable housing supply targets for Renfrewshire. These ambitious targets are set out in the Local Housing Strategy for the period 2016-2021.

Currently, Resource Planning Assumptions (RPA's) are only known up to 2020/21 and it is the aim of the Council and its partners to deliver 1,000 new affordable homes by 2021.

Continuous Delivery

This new Strategic Housing Investment Plan rolls the programme forward to 2024/25. It shows how grant funding could be utilised over the next five years to assist in the delivery of new affordable homes subject to funding being available.



Andrew Avenue, Renfrew, Sanctuary Scotland

Wider Housing Market, Demographic Trends and Local Housing Strategy

Glasgow and the Clyde Valley Housing Market Area

Renfrewshire forms part of the Glasgow Clyde Valley Housing Market Area, which includes eight local authority areas. All eight local authorities worked in partnership to produce the second Glasgow and the Clyde Valley Housing Need and Demand Assessment. It was appraised as 'robust and credible' by the Scottish Government's Centre for Housing Market Analysis in May 2015 and covers the entire Glasgow Clyde Valley Housing Market Area.

Demographic Trends

As part of the process of setting housing supply targets, account was taken of demographic trends and projections for the future. There has been a small growth in Renfrewshire's overall population in recent years growing from 170,250 people in 2011 to 177,790 in 2018.

These trends are expected to continue with people living in smaller households with an ageing population making up an increasing proportion of the population.

Renfrewshire Local Housing Strategy

Renfrewshire's current Local Housing Strategy 2016-2021 was approved by the Council's Housing and Community Safety Policy

Board in January 2017. It identifies seven outcomes which the Council and its partners will continue to work in partnership to achieve in the period up to 2021.

1. The supply of housing is increased;
2. Through targeted investment and regeneration activity, Renfrewshire has attractive and sustainable neighbourhoods and well-functioning town centres;
3. People live in high quality, well managed homes;
4. Homes are Energy Efficient and Fuel Poverty is minimised;
5. Homelessness is prevented and vulnerable people get the advice and support they need;
6. People are able to live independently for as long as possible in their own home; and
7. Affordable housing is accessible to people who need it.

Affordable Housing Investment Priorities

Renfrewshire Affordable Housing Investment Priorities

Good quality housing enhances the built environment of Renfrewshire's towns and villages. It has a positive impact on health and general wellbeing and on the economic prosperity of local communities.

Provision of a range and choice of housing plays an important role in helping to tackle poverty and deprivation whilst assisting in promoting equality of opportunity.

Increasing the number of new affordable homes built in Renfrewshire over the life of the new Strategic Housing Investment Plan is important, but these homes also need to be of the right type, size and tenure and be located in the right places.

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

The Renfrewshire Local Housing Strategy places a strong emphasis on making best use of existing stock where possible. There are issues of mismatch and some localised cases where it may not be possible or cost effective to improve the existing stock.

Renfrewshire Local Housing Strategy Priorities:

- Support local housing regeneration programmes;
- Replace social rented housing (where major improvements to existing stock would not be cost effective and/or sustainable) and where there is continued need;
- Address the mismatch between the supply of social rented housing and the housing people need and want to live in, taking account of type, size, quality and location;
- Deliver new affordable homes in the areas where there is pressure on the supply of affordable housing;
- Support the development of sustainable mixed communities by delivering affordable housing in Community Growth Areas and other larger housing developments;
- Expand the supply of housing for older people and people with particular needs and complex needs;
- Complete the comprehensive tenement improvement programme at Orchard Street in Paisley town centre;
- Support town centre residential investment and regeneration; and
- Support the development of a graduated housing market in areas where there is a requirement for affordable options.

Affordable Housing Investment Priorities

Housing development projects will only be taken forward where they assist in the delivery of Renfrewshire Local Housing Strategy outcomes.

Projects within the Strategic Housing Investment Plan have been prioritised to reflect project deliverability in terms of local needs assessments, site availability, strategic priorities and funding availability from both a programme perspective and the housing developers' own financial capacity.

In preparing this Strategic Housing Investment Plan, there has been ongoing discussions with Registered Social Landlord partners and the Scottish Government.

There is also continuous discussion between services within the Council to support the development and delivery of affordable housing priorities.



Wellmeadow Street, Paisley, Sanctuary Scotland

Particular Housing Needs

Particular Housing Needs

The Local Housing Strategy highlights the need for housing which meets the particular housing needs of a range of client groups. The Local Housing Strategy focuses on homeless prevention (strategic outcome 5) and enabling people to live independently in their own home as long as possible (strategic outcome 6).

This Strategic Housing Investment Plan includes a number of projects to address identified particular needs.

- Extra care housing, Paisley (**32** unit development that will include both extra care and amenity standard housing). Renfrewshire Health and Social Care Partnership revenue funding requires to be provided for the extra care homes through the reconfiguration of existing Health and Social Care Partnership resources;
- Sheltered housing reprovisioning, Erskine (around **25** purpose built sheltered houses to replace existing housing);
- Amenity housing in Paisley and Bishopton (Westerfield House phase II, Paisley - **16** unit development and Dargavel Village, Bishopton - **9** unit development – both designed to amenity standard for older people).
- General Needs and Amenity Standard Housing at Smithhills Street, Paisley (**26** Unit development that will include **10** flats designed to amenity standard).

Regular discussions take place with Renfrewshire Health and Social Care Partnership to ensure that where appropriate when planning

new developments, full account is taken of future revenue funding requirements. Further work is planned in partnership with Renfrewshire's Health and Social Care Partnership to develop joint needs assessments and to investigate revenue funding issues for particular needs developments at an early stage to ensure that projects are viable, sustainable and capable of meeting tenants and residents' needs.

The Local Housing Strategy 2016-2021 highlights the requirement for suitable housing which meets the particular needs of a range of client groups, to enable people to live as independently as possible with appropriate support. Officers from Communities, Housing and Planning Services will liaise with the Renfrewshire Health and Social Care Partnership to develop proposals for suitable housing, including provision for people with learning disabilities and mental health needs.

The Local Housing Strategy also recognises the need for supported housing in the Paisley area for people with complex needs. Renfrewshire Council will look to develop proposals for a small supported housing project for this group.

Rapid Rehousing Transition Plans

The Scottish Government issued Guidance on 'Rapid Rehousing Transition Plans' in July 2018. Both the Council and partners worked together to submit a Rapid Rehousing Transition Plan for Renfrewshire by 31st December 2018.

Particular Housing Needs

The submitted Plan covers the 5 year period to April 2024 and outlines how the Council and partners will plan for those who are homeless in order to reduce time spent in temporary accommodation, improve access to support and to provide settled accommodation more quickly. Funding of £186,000 for the first year of the programme has now been allocated by the Scottish Government to the Council's transition to 'Rapid Rehousing'.

The strategic housing priorities contained within this Strategic Housing Investment Plan are aligned with and consistent with Rapid Rehousing Transition Plan priorities and outcomes.

Wheelchair Accessible Housing

The Council will encourage the provision of wheelchair housing in new affordable developments. Partners are also encouraged to develop housing that is capable of being adapted in the future to meet people's longer-term needs. Future proofing of properties to allow additional floor space for potential future requirements such as through floor lifts etc is encouraged where appropriate.

A number of sites included within the previous Strategic Housing Investment Plan which have reached the design stage include either purpose built wheelchair homes or homes that have been designed to be readily adaptable.

As part of the development of the next Local Housing Strategy, wheelchair accessible targets will be developed for all tenures

based on need and demand information. A Design Guide is being prepared to assist affordable housing developers in the provision of general needs, amenity and wheelchair accessible housing.

Completed particular needs developments:

Development	Comment
Abbey Place, Paisley (Link Group, 2016/17)	38 flats specifically designed to meet the needs of older people in Paisley town centre which included 25 flats for shared equity low cost home ownership and 13 properties for social rent. This project assisted in addressing affordability issues for older people potentially restricted in a property that no longer met their needs.
Thrushcraigs, Paisley (Link Group, 2016/17)	Mixed tenure development of 70 new homes for social rent and low cost home ownership including 7 purpose built wheelchair properties designed to meet the needs of a wheelchair user.

Gypsy/Travellers

The Housing Need and Demand Assessment which informed the Renfrewshire Local Housing Strategy 2016-2021, concluded that there is no comprehensive estimate of the Gypsy/Traveller population in Renfrewshire. The Council are working with neighbouring local authorities to establish the accommodation needs of Gypsy/Travellers across Renfrewshire. Should a requirement for permanent affordable housing be identified to meet the needs of Gypsy/Travellers, future updates of the Strategic Housing Investment Plan will include details of these projects.

Meeting Housing Need and Demand in Renfrewshire

Meeting Housing Need & Demand in Renfrewshire

The second Housing Need and Demand Assessment which was approved in May 2015 estimated that across Renfrewshire, there was an identified shortfall of available social and below market rent homes equivalent to 140 homes each year between 2012 and 2029.

To supplement the findings of the second Housing Need and Demand Assessment, the Council commissioned a further study into the operation of the housing system in Renfrewshire, including affordability issues, movement between sectors and the suitability of existing social rented sector stock to meet future need and demand. This study focused on the sub-market area level and was used to help inform the ambitious Housing Supply Target of 1,000 new affordable homes contained within the Local Housing Strategy.

As outlined in Appendix 4, plans are in place to deliver a substantial number of new affordable homes throughout Renfrewshire to meet Renfrewshire's target of at least 1,000 new affordable homes in the five year period to 2021.

Recently completed and ongoing developments in Renfrewshire have included a range of tenures to promote different opportunities for lower income households to promote access to affordable housing. These tenures have included shared equity low

cost home ownership, mid-market rent and both housing association and Council social rent.

This approach will be continued where appropriate, taking account of local needs and market circumstances, in order to maximise the benefit of the available grant funding available across the programme and to lever in private finance where possible.

More information about ongoing and proposed new build affordable developments can be found in Appendix 1 towards the end of this document.

A map showing sub-area boundaries and settlements is shown in Appendix 5.

New Homes Delivered in Renfrewshire

Aligned to the Local Housing Strategy, regeneration activity remains a key focus of this Strategic Housing Investment Plan reflecting the strategic importance of this for Renfrewshire. This is reflected in the projects identified in Appendix 4 that are currently on site or due to be taken forward over the next five years.

The delivery of new homes has assisted in supporting existing communities by providing modern, energy efficient homes, providing the type of accommodation that people need and want to live in and helping to address fuel poverty.

Meeting the Housing Need and Demand in Renfrewshire

Moving forward, the Council will continue to encourage and maximise opportunities for energy efficiency and promote the incorporation of greener measures in future new build developments.

Renfrewshire Council New Build Programme

This Strategic Housing Investment Plan includes ambitious plans to deliver over 400 new Council homes over the next five years throughout Renfrewshire.



Barrhead Road, Paisley, Renfrewshire Council

North and West Renfrewshire

Development at Dargavel Village, Bishopton presents a significant opportunity for new affordable housing provision within North Renfrewshire. The large scale mixed use regeneration of the site will be delivered over a period of 20 years and a legal agreement with site owners BAE Systems provides for a range of affordable house types and tenures over the life of the construction programme, including 200 new homes for social rent.

This includes the delivery of 80 new Council homes as the first phase of social rented housing at Dargavel Village with construction works currently progressing well with completion estimated in Spring 2020.

A second phase of affordable housing at Dargavel Village is included within this Strategic Housing Investment Plan. Loretto Housing Association are working to deliver 58 new homes for social rent in partnership with a private developer. A further 62 social rented homes will be delivered in a future phase on the site and will be outlined over the lifetime of the new Strategic Housing Investment Plan.

Meeting the Housing Need and Demand in Renfrewshire

In West Renfrewshire, Williamsburgh Housing Association are progressing the development of 18 one and two bedroom homes at Milliken Road, Kilbarchan which will assist in meeting demand for social rented housing in the pressured West Renfrewshire area.

Moving forward, there will be a focus on identifying potential sites for affordable housing provision in both North and West Renfrewshire to help meet affordable housing need in these areas.

Affordable Housing Policy

The Renfrewshire Local Development Plan (LDP) Proposed Plan which was consulted on between March and June 2019 includes provision for an Affordable Housing Policy in Renfrewshire.

This policy, if implemented, should assist in the delivery of affordable homes in Renfrewshire through inclusion of affordable units on private sites or through developers contributing to the delivery of affordable homes elsewhere in Renfrewshire.

Child Poverty (Scotland) Act 2017

The development programme contained within the Strategic Housing Investment Plan aims to predominantly deliver back and front door houses to address the needs of families and create high quality accommodation conducive to both health and educational attainment.



Western Park, Renfrew, Sanctuary Scotland

Resources for Future Housing Delivery

Resources for Future Housing Delivery

The Scottish Government has provided guidance on the minimum future resource planning assumptions (RPA's) that councils can expect to receive over the period to 2020/21.

- £17.846M for 2020/21
- To be confirmed (£M) for 2021/22
- To be confirmed (£M) for 2022/23
- To be confirmed (£M) for 2023/24

The grant requirement for projects shown in Appendix 4 is currently around £88 million across the five year period (2020/21-2024/25) with a requirement of approximately £22.5 million in 2020/21, which is around 26% above the known Resource Planning Assumption of £17.846M in 2020/21. There will continue to be discussions with the Scottish Government to explore all available options to attract additional funding to Renfrewshire.

This level of over programming will also allow Renfrewshire to take advantage of any additional money made available from the Scottish Government over the lifetime of the Strategic Housing Investment Plan.

At the moment, funding levels beyond 2021 cannot be confirmed and a flexible programme management approach is being promoted by the Scottish Government.

Core and Shadow Programme

As noted earlier, in order to manage the development programme in terms of available funding, this new Strategic Housing Investment Plan includes both a 'core' and 'shadow' programme which will consist of the projects identified in Appendix 4.

Projects within the 'core' element of the programme will be progressed in the initial years of the programme where finances allow. Projects included in the 'shadow' programme will be progressed as funding becomes available or where the Council (if the developer) or the developing housing association partners are able to 'front fund' projects in the short term to allow projects to proceed in the early years of the programme. This may mean that some adjustments are required to the project timescales noted in Appendix 4.

As with previous Strategic Housing Investment Plans, this updated plan seeks to maintain the focus of delivering projects which have the highest priority, taking account of the Renfrewshire context and the strategic objectives of the Council and its community planning partners.

The Council and its partners are continuing to explore a range of mechanisms available to deliver affordable housing in Renfrewshire in future years.

Resources for Future Housing Delivery

Council Tax on Empty and Second Homes

At present, there is no funding allocated to the affordable housing programme in Renfrewshire from revenue raised from empty homes.

However, the Council actively uses other mechanisms available to promote the delivery of affordable housing. This includes the Council's Empty Homes Officer who works with and encourages owners of empty homes in Renfrewshire to bring their properties back into use, offering advice and assistance and access to the Empty Homes Loan Fund where applicable.

Acquisition of Private Housing

The Local Housing Strategy highlights the importance of ensuring existing housing is well maintained, well managed and is energy efficient.

Much of the poorest quality housing in Renfrewshire continues to be found in older private sector tenements in town centre locations.

As part of this Strategic Housing Investment Plan, provision will be made to enable a small amount of resources to be used to assist housing association partners to acquire tenement properties, where this would help to meet housing needs and enable the

housing association partners to undertake pro-active management and maintenance of common areas of the block. This may include the acquisition of empty homes.

Subject to the availability of funding, grant may also be made available to the Council and housing associations of up to £30,000 per unit to support the strategic acquisition of existing private properties where this would increase the supply of affordable housing and address the priorities set out in the Local Housing Strategy. Consideration would be given to properties which:

- Would meet identified needs in terms of stock type, size and location;
- Meet particular needs which may be difficult to address within the existing stock base;
- Represent good value for money, taking account of repair and investment requirements as well as purchase price;
- Are located close to the stock base of the acquiring landlord, for management and maintenance purposes; and
- May assist in allowing common works to be progressed on mixed tenure blocks.

Housing association partners will be expected to investigate all other available options for funding, alongside consideration of grant funding from the Affordable Housing Supply Programme.

Resources for Future Housing Delivery

Delivery

In terms of procurement, the Council has been working with partners to develop opportunities for a shared approach to simplify the procurement process.

Renfrewshire Council is working with a number of Councils and Scotland Excel to develop a joint framework for housing construction procurement.

A number of affordable housing projects in this Strategic Housing Investment Plan are being taken forward by housing association partners on Council-owned land.

Throughout the lifetime of the Strategic Housing Investment Plan, the Council will continue to explore options around innovative delivery mechanisms to expand the supply of affordable housing.

Potential Site Constraints

In Renfrewshire, there has been a focus on bringing previously used land and brown field sites back in to productive use. This approach has allowed for significant new build activity across the local authority area but can result in additional works being required to make sites ready for redevelopment.

Link Group are currently progressing plans for 99 new social rented homes in the Millarston area of Paisley. The site is fairly complex

with challenging topography. However, Link Group have identified an appropriate approach and suitable layout and are reviewing costs to ensure that the site is viable for redevelopment in partnership with both Renfrewshire Council and the Scottish Government.

Compulsory Purchase Orders

In order to achieve successful delivery of projects within this Strategic Housing Investment Plan we may use Compulsory Purchase Order (CPO) powers where appropriate in partnership with housing association partners to progress projects.

Housing Infrastructure Fund

Following the issue of new Scottish Government guidance in relation to the Housing Infrastructure Fund in July 2017, partners will continue to consider potential Housing Infrastructure Fund projects with particular consideration given to projects at:

- Thrushcraigs Phase II, Paisley (off site drainage and access road works to support delivery of 23 Social Rented Units);
- South West Johnstone (off site drainage works to support delivery of 130-150 mixed tenure units with around 25% of these to be developed as affordable homes); and
- Millarston, Paisley (Access Road works to support delivery of 99 Social Rented Units).

Finalising the new Strategic Housing Investment Plan and Monitoring Progress

Consultation

As part of the consultation process, a draft Strategic Housing Investment Plan was sent to local Tenants and Residents Associations, Community Councils and other key partners for comment. The draft was also placed on the Council's website with comments invited from interested parties. The resulting feedback received through this consultation process was then used to help inform this finalised Strategic Housing Investment Plan.

This Strategic Housing Investment Plan includes a wide range of projects. The majority of which have been rolled forward from the programme set out in last year's Strategic Housing Investment Plan which was approved by the Council's Communities, Housing and Planning Policy Board in October 2018.

Finalising the new Strategic Housing Investment Plan

Following the consultation, this new Strategic Housing Investment Plan was finalised to include an updated and ambitious development programme to deliver affordable homes for a range of different needs groups across Renfrewshire. The updated development programme is included at Appendix 4.

In line with guidance from the Scottish Government, this Strategic Housing Investment Plan takes an 'over programming' approach. It identifies a potential grant spend in the first years of the

programme which is significantly in excess of minimum Resource Planning Assumptions (RPA's).

This Strategic Housing Investment Plan aims to promote a flexible approach to programme management to ensure that affordable development projects can be brought forward to mitigate any slippage within the programme and take advantage of any additional resources that may become available to Renfrewshire.

Where appropriate, site feasibility work will be undertaken on projects identified in the later stages of the programme.

In order to manage the development programme in terms of available funding, the Strategic Housing Investment Plan includes both a 'core' and 'shadow' programme which consists of the projects identified in Appendix 4 which will be progressed over the next 5 years.

Projects within the 'core' element of the programme will be progressed in the early years of the programme where financial resources allow. Projects included in the shadow programme will be progressed as funding becomes available or as changes in the programme facilitate these projects being moved in to the 'core' programme.

Finalising the new Strategic Housing Investment Plan and Monitoring Progress

Housing Association partners were also asked to consider ‘front funding’ options to allow ‘shadow’ programme projects to proceed in the earlier years of the Strategic Housing Investment Plan. In such instances, both the Council and housing association partners would initially fund the early stages of project development costs from their own resources, with grant being paid to developing organisations at the first available opportunity in the later years of the current programme.

Monitoring Progress

A range of project management activities are used to ensure resources are managed effectively and that projects progress as planned. These project management activities include:

- Ongoing liaison between services within the Council and between the Council and Registered Social Landlord partners on specific projects;
- Multi-agency project group meetings;
- Quarterly tripartite meetings involving the Council, individual developing Registered Social Landlord partners and the Scottish Government;
- Quarterly Renfrewshire Council/Scottish Government Strategic Housing Investment Plan liaison meetings;

- Six weekly internal officer group meetings to review progress.

Throughout the duration of this Strategic Housing Investment Plan we will continue to monitor progress of projects to ensure delivery.



Paisley West End, Phase I, Sanctuary Scotland

Appendices

Strategic Housing Investment Plan Appendices and Priorities

Appendix 1 shows details of progress with current projects and future proposed projects over the lifetime of this Strategic Housing Investment Plan.

Appendix 2 shows the Affordable Housing Supply Programme process (this is an extract from Scottish Government guidance).

Appendix 3 shows recent affordable housing completions.

Housing associations have a strong track record of delivering good quality affordable housing in Renfrewshire. As shown in **Appendix 3** - 842 affordable homes were completed over the course of the last Local Housing Strategy (2011/12- 2015/16) with a further 108 homes completed in 2016/17, 77 new homes completed in 2017/18, 127 new homes completed in 2018/19 and an estimated 372 new homes due to complete in 2019/20.

Appendix 4 lists projects that are expected to start in 2020/21 as well as projects that are currently progressing and/or expected to draw down grant funding and/or be completed during the lifetime of this Strategic Housing Investment Plan.

Projects have been assessed as either 'core' or 'shadow' projects for inclusion in the Strategic Housing Investment Plan by taking account of three key factors:

- Strategic fit with the Local Housing Strategy,
- Deliverability and
- Grant funding requirement taking account of current Scottish Government benchmarks and availability of funding in individual years.

The appendices to this document provide a summary of the detailed project information which will be submitted to the Scottish Government.

Appendix 5 gives details of sub-areas and settlements within Renfrewshire.

Equalities

This Strategic Housing Investment Plan (SHIP) has been subjected to an Equality and Human Rights Impact Assessment with respect to The Equality Act 2010 and the associated protected characteristics.

The aim of this assessment was to identify the likely or actual effects of this Strategic Housing Investment Plan 2020/21 to 2024/25 on people. This includes identifying where there will be a positive impact and further opportunities to further promote equality. Where there are any potential negative impacts identified, we will identify any action that is required to eliminate or mitigate these negative impacts.

Appendix 1 Renfrewshire Affordable Housing Project Updates

Appendix 1: Renfrewshire Affordable Housing Project Updates

Projects Expected to Complete in 2019/20

Development	Units	Status	Comment
Paisley West End Phase I (Co-op site), Paisley	39	Completed Spring 2019	This development by Sanctuary Scotland comprising of 39 homes for social rent was completed in Spring 2019. The development contributes to the regeneration of Paisley West End.
Love Street, Paisley	132	Completed September 2019	The redevelopment of this brownfield site is contributing to regeneration in Paisley through the development of 103 new homes for social rent and 29 new homes for low cost home ownership by Sanctuary Scotland with the final homes due to complete in August 2019.
Smithhills Street, Paisley Town Centre	26	Due to complete March 2020	This affordable housing development of 26 flats by Link Group is the third phase of the redevelopment of the former Arnott's department store site in Paisley. This project will contribute to the wider regeneration of Paisley town centre.
Johnstone Castle Phase I	95	Due to complete March 2020	Renfrewshire Council is progressing works on the construction of 95 new homes for social rent in the Johnstone Castle area where tenement flats are being replaced with high quality, predominantly back and front door houses. Completion is anticipated for March 2020.
Bishopton Phase I, North Renfrewshire	80	Due to complete March 2020	Bishopton Community Growth Area (CGA) (Dargavel Village) is expected to provide around 4,000 new homes on brownfield land in North Renfrewshire. This initial development will provide 80 social rented Council homes as part of the overall masterplan approach in this area (including 9 flats developed to amenity standard).

Appendix 1 Renfrewshire Affordable Housing Project Updates

Projects on Site or due to Start in 2019/20

Development	Units	Status	Comment
Milliken Road, Kilbarchan	18	Due to complete Mid 2020	This social rented development of 18 one and two bedroom homes by Williamsburgh Housing Association will add to the affordable housing supply in this village of West Renfrewshire.
Millarston, Paisley	99	Due to start on site in 2019/20	Two sites where previous housing was demolished will be redeveloped by the Link Group to provide around 99 homes for social rent and add to the mix of new homes in this area.
Westerfield House, Phase II	16	Due to start on site in 2019/20	This development of around 16 flats by Paisley Housing Association will provide housing suitable to meet the needs of older people.
Glenburn Regeneration	131	Due to start on site in 2019/20	This affordable development of approximately 131 homes by Sanctuary Scotland and Paisley Housing Association will provide a range of property types with homes developed for predominantly social rent with around 22 homes also developed for low cost home ownership.
Amochrie Road, Foxbar, Paisley	36	Due to start on site in 2019/20	This social rented development of around 36 homes by Link Group will add to the affordable housing supply in the Foxbar area and will bring a vacant site back in to use.
Thrushcraigs Phase II, Paisley	23	Due to start on site in 2019/20	This social rented development of around 23 homes by Link Group will add to the affordable housing supply by complementing Thrushcraigs Phase I which was completed in 2016/17.
Bishopton Phase II, North Renfrewshire	120	Due to start on site in 2019/20	The Strategic Housing Investment Plan has provision for 200 affordable homes for social rent with the Council progressing plans to build 80 new homes. The second phase of development will include 58 social rented homes by Loretto Housing Association with a further approximately 62 homes to be developed for social rent in a future phase of development.

Appendix 1 Renfrewshire Affordable Housing Project Updates

Projects expected to start on site in 2020/21 or later

Development	Comment
Paisley West End – Sutherland Street and Underwood Lane (former UWS student accommodation site)	Sanctuary Scotland is progressing plans for the redevelopment of these two sites as part of the Paisley West End Regeneration Masterplan. It is anticipated that around 44 new affordable homes will be delivered across the two sites (social rent and shared equity), with completion by March 2021.
Former Arnotts site (Phase 4), Paisley Town Centre	The Link Group is progressing plans for around 70 new affordable homes. This fourth phase will complete the redevelopment of the former Arnotts site which is a key strategic location in the heart of Paisley Town Centre.
Ferguslie Park, Paisley	This development of around 100 new homes by Renfrewshire Council will assist in the regeneration of the Ferguslie Park area. This development will be delivered with the involvement of the community to provide affordable homes for social rent as well as wider community benefits.
Auchengreoch Road, Johnstone	This social rented development of around 39 homes by Renfrewshire Council will add to the affordable housing supply in the South West Johnstone area.
Albert Road, Renfrew	This social rented development of approximately 44 homes by Williamsburgh Housing Association will add to the affordable housing supply in Renfrew.
Extra Care & Amenity Accommodation, Paisley	This development by Linstone Housing Association will provide extra care housing and amenity housing for older people (around 32 new homes). Provision requires to be made by Renfrewshire's Health and Social Care Partnership for revenue funding for the extra care housing.

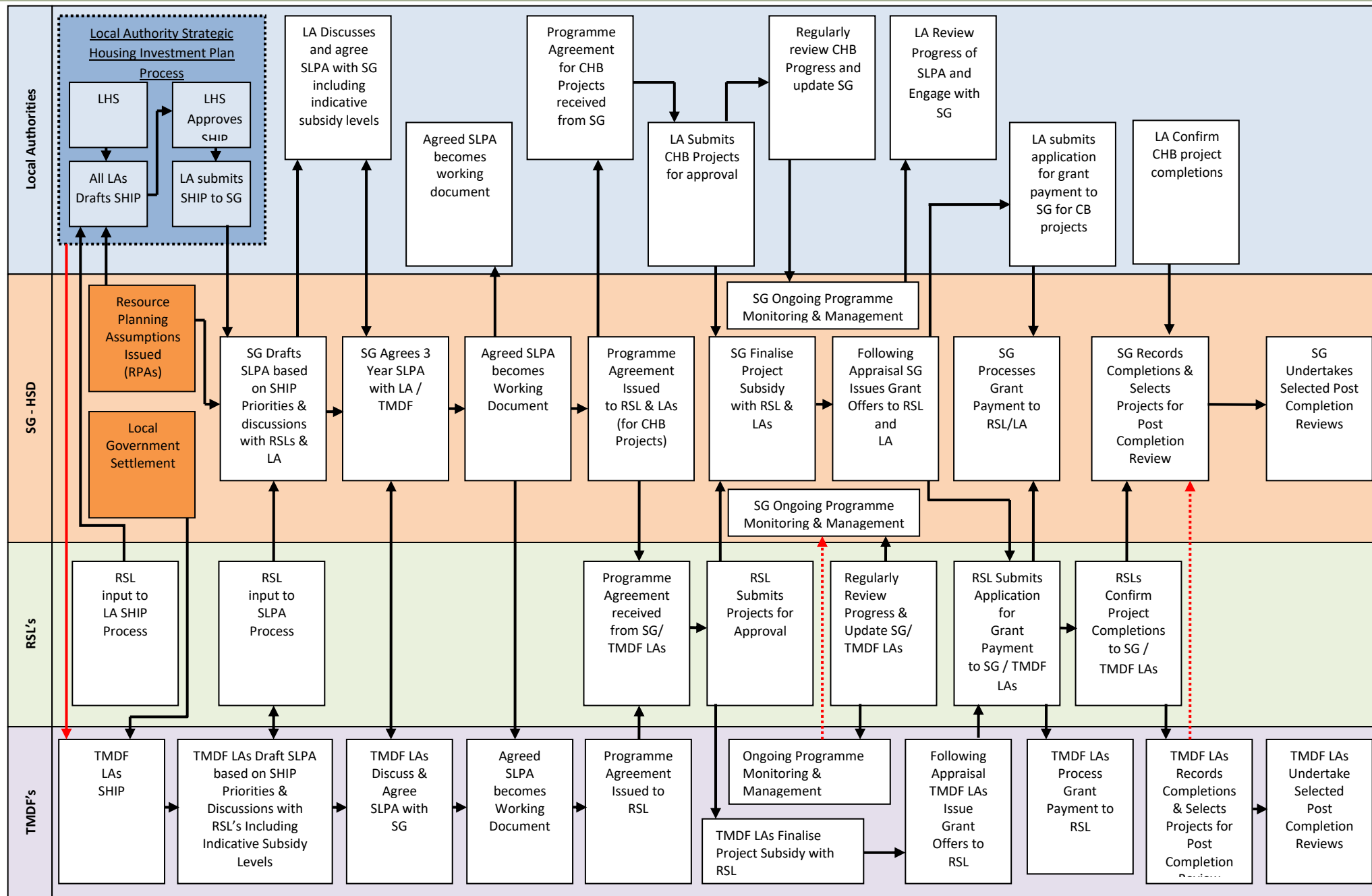
Appendix 1 Renfrewshire Affordable Housing Project Updates

Development	Comment
Orchard Street, Paisley	Plans are now progressing for a Comprehensive Tenement Improvement (CTI) project at Orchard Street/Causeyside Street, Paisley following 5 blocks of flats being designated as a Housing Renewal Area (HRA) in March 2017. Paisley Housing Association is leading on this project and is currently actively engaging with owners and tenants with a view to purchase all properties within the affected blocks.
Paisley West End, Phase II	Sanctuary will progress the later phases of the Regeneration Masterplan to deliver around 110 new homes at Well Street and Clavering Street East. Together with the sites at Sutherland St and the former UWS student accommodation sites, this will provide a total of around 150 new homes in the Well Street area.
Gibson Crescent, Johnstone	This social rented development of around 25 homes by Williamsburgh Housing Association will add to the affordable housing supply in Johnstone.
Gallowhill, Paisley	This social rented development of around 60 homes by Renfrewshire Council will add to the affordable housing supply in the Gallowhill area.
Ryefield, Johnstone	This social rented development of approximately 29 homes by Linstone Housing Association will add to the affordable housing supply of houses in the Johnstone area.
Erskine - Sheltered Housing Reprovisioning	Bridgewater Housing Association are developing plans for new sheltered housing which will replace existing sheltered provision across Erskine.

Appendix 1 Renfrewshire Affordable Housing Project Updates

Development	Comment
Cartha Crescent, Paisley	This social rented development of around 25 homes by Williamsburgh Housing Association will add to the affordable housing supply and complement previous investment by Williamsburgh Housing Association and the Council in this regeneration area.
Linwood (Stirling Drive and/or Napier Street)	This social rented development of around 60 homes by Linstone Housing Association will add to the affordable housing supply in Linwood.
Foxbar Rivers, Paisley	This mixed tenure development with around 80 houses by Renfrewshire Council and Paisley Housing Association will bring back in to use vacant sites and introduce a range of house types for social rent.
Johnstone Castle Phase II	Link Group in partnership with Linstone Housing Association are progressing plans for a second phase of affordable housing development in the Johnstone Castle area with around 40 new homes to be built for social rent (including around 10 homes for Linstone Housing Association) as part of a mixed tenure development.
Chestnut Place, Johnstone Castle	Linstone Housing Association in partnership with Link Group are looking at the viability of developing around 12 new homes for social rent for Linstone Housing Association as part of the wider Johnstone Castle Phase II redevelopment.
MacDowall Street, Johnstone	This social rented development of around 25 homes by Loretto Housing Association will add to the affordable housing supply in the Johnstone Town Centre area.
Local Development Plan Affordable Housing Policy Future Requirements	An allowance will be made within the programme for new affordable homes within new development sites as part of a proposed new Affordable Housing Policy in Renfrewshire.

Appendix 2 – Affordable Housing Supply Programme Process (Scottish Government)



Appendix 3 - Affordable Housing Investment Programme: Completions

Completions in the current LHS Period 2016 to 2021

Appendix 3

2016/2017					
Link	Thushcraigs	Paisley & Linwood	Community renewal	70	
Link	Abbey Place	Paisley & Linwood	Particular needs	38	108
2017/2018					
Sanctuary	Andrew Avenue Phase I	Renfrew	Affordable supply	77	77
2018/2019					
Sanctuary	Inchinnian Road (Western Park)	Renfrew	Affordable supply	67	
Sanctuary	Andrew Avenue Phase II	Renfrew	Affordable supply	60	127
2019/2020 Est Completions					
Sanctuary	Paisley West End (Phase I (Co-op)	Paisley & Linwood	Affordable supply	39	
Sanctuary	Love Street	Paisley & Linwood	Affordable supply	132	
Link	Smithhills Street	Paisley & Linwood	Affordable supply	26	
Renfrewshire Council	Johnstone Castle	Johnstone & Elderslie	Community renewal	95	
Renfrewshire Council	Bishopton Phase I	North Renfrewshire	Affordable supply	80	
					372
					684

2011/2012					
Paisley South	Gordon Street HAA	Paisley & Linwood	Town centre/Ten rehab	47	
Sanctuary	Linwood Regeneration	John, Eldesl & Linwood	Community renewal	190	
Link	Cotton Street Phase I	Paisley & Linwood	Town centre/Ten rehab	30	
Sanctuary	Abercorn St Phase II	Paisley & Linwood	Town centre/Ten rehab	16	283
2012/2013					
Bridgewater	Rashilee North	North Renfrewshire	Affordable supply	92	
Sanctuary	Shortroods Phase II	Paisley & Linwood	Community renewal	83	175
2013/2014					
Sanctuary	Gallowhill	Paisley & Linwood	Community renewal	71	
Link	Tannahill Crescent	Johnstone & Elderslie	Community renewal	33	
Loretto	Neilston Road	Paisley & Linwood	Particular needs	55	
Renfrewshire Council	Blackhall	Paisley & Linwood	Community renewal	37	196
2014/2015					
Linstone	Brown Street	Paisley & Linwood	Community renewal	16	
Sanctuary	Braille Crescent Phase I	Renfrew	Affordable supply	40	56
2015/2016					
Sanctuary	Shortroods Phase III	Paisley & Linwood	Community renewal	86	
Sanctuary	Braille Crescent Phase II	Renfrew	Affordable supply	15	
Link	Paisley Town Centre	Paisley & Linwood	Community renewal	31	132
TOTAL					1,526

Appendix 4 - Affordable Housing Projects 2020/21 to 2024/25 – Core and Shadow Programme

Appendix 4
Core Programme (A) - Full/Partial Completions by 31st March 2021

Projects in the Affordable Housing Supply Programme	Sub-Area	Developer	Number of Affordable Units	£ Million			
				Total Grant Requirement (£M)	Estimated Total Spend by End March 2020	Estimated Grant Requirement (Yrs 1-3) 2020/21-2022/23	Estimated Grant Requirement (Yrs 4-5) 2023/24-2024/25
Westerfield House	1	Paisley HA	16	£1.152	£0.100	£1.052	£0.000
Amochrie Road, Foxbar	1	Link Group	36	£2.884	£2.350	£0.534	£0.000
Millarston, Paisley	1	Link Group	99	£9.840	£1.840	£8.000	£0.000
Thrushcraigs Phase II	1	Link Group	23	£2.482	£0.804	£1.678	£0.000
Glenburn Regeneration	1	Sanctuary/Paisley HA	131	£10.031	£3.706	£6.325	£0.000
West End - Sutherland Street (Social Rent)	1	Sanctuary Scotland	28	£2.254	£0.120	£2.134	£0.000
West End - UWS Site (Shared Equity NSSE)	1	Sanctuary Scotland	16	£1.166	£0.354	£0.812	£0.000
Ferguslie park, Paisley	1	Renfrewshire Council	101	£5.959	£0.100	£5.859	£0.000
Auchengreoch Road, Johnstone	3	Renfrewshire Council	39	£2.302	£0.100	£2.202	£0.000
Bishopston Phase II (Part A)	4	Loretto HA	58	£4.581	£1.000	£3.581	£0.000
Former Arnott's Site (Phase 4)	1	Link Group	70	£4.630	£0.560	£4.070	£0.000
			617	£47.281	£11.034	£36.247	£0.000

Appendix 4
Core Programme (B) - Completions after 31st March 2021

Projects in the Affordable Housing Supply Programme	Sub-Area	Developer	Number of Affordable Units	£ Million			
				Total Grant Requirement (£M)	Estimated Total Spend by End March 2020	Estimated Grant Requirement (Yrs 1-3) 2020/21-2022/23	Estimated Grant Requirement (Yrs 4-5) 2023/24-2024/25
Albert Road, Renfrew	2	Williamsburgh HA	44	£3.433	£0.400	£3.033	£0.000
Extra Care/Amenity Housing (Station Road), Paisley	1	Linstone HA	32	£3.504	£0.300	£0.000	£3.204
Orchard St/Causeyside St (HRA)	1	Paisley HA	47	£4.422	£1.084	£3.338	£0.000
West End - (Mixture of social rented and NSSE Homes)	1	Sanctuary Scotland	111	£7.992	£1.000	£5.992	£1.000
Gibson Crescent (North Road)	3	Williamsburgh HA	25	£1.963	£0.000	£0.000	£1.963
LDP Affordable Housing Policy Future Requirements	1-5	tbc	tbc	tbc	tbc	tbc	tbc
Acquisition of Sites for Future Development	1-5	tbc	tbc	tbc	tbc	tbc	tbc
			259	£21.314	£2.784	£12.363	£6.167

Minimum SG Funding (RPA) (£M)	£M
2020/21	£17.846
2021/22 - 2024/25	tbc

876	£68.595	£13.818	£48.610	£6.167
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Appendix 4 - Affordable Housing Projects 2020/21 to 2024/25 – Core and Shadow Programme

Appendix 4
Shadow Programme

Appendix 4
Shadow Programme

Projects in the Affordable Housing Supply Programme	Sub-Area	Developer	Number of Affordable Units	Total Grant Requirement (£M)	Estimated Total Spend by End March 2020	Estimated Grant Requirement (Yrs 1-3) 2020/21-2022/23	Estimated Grant Requirement (Yrs 4-5) 2023/24-2024/25
Ryefield, Johnstone	3	Linstone HA	29	£2.144	£0.000	£2.144	£0.000
Bishopton Phase II (Part B)	4	RSL tbc	62	£4.464	£0.000	£2.232	£2.232
Gallowhill, Paisley	1	Renfrewshire Council	60	£3.540	£0.000	£3.540	£0.000
MacDowall Street, Johnstone	3	Loretto HA	35	£2.747	£0.000	£2.300	£0.447
Paisley Town Centre (Site tbc)	1	RSL tbc	30	£2.280	£0.400	£1.880	£0.000
Foxbar Rivers, Paisley	1	Paisley HA/Ren Council	80	£5.240	£0.000	£2.880	£2.360
Erskine - Sheltered Housing Reprovisioning	4	Bridgewater HA	25	£1.800	£0.000	£0.900	£0.900
Johnstone Castle Phase II	3	Link Group/Linstone HA	40	£3.030	£0.000	£1.500	£1.530
Chestnut Place Johnstone Castle	3	Linstone HA	12	£0.864	£0.000	£0.000	£0.864
Supported Housing, Paisley	1	Loretto HA	14	£1.008	£0.000	£1.008	£0.000
Linwood (Stirling Drive or Napier Street)	1	Linstone HA	60	£4.320	£0.000	£0.000	£4.320
Cartha Crescent, Paisley	1	Williamsburgh HA	25	£1.962	£0.000	£0.000	£1.962
North & West Ren (sites tbc)	4 & 5	tbc	tbc	tbc	tbc	tbc	tbc
Town Centres (Paisley/Johnstone/Renfrew) (tbc)	1, 2 & 3	tbc	tbc	tbc	tbc	tbc	tbc
Supported Housing (sites tbc)	tbc	tbc	tbc	tbc	tbc	tbc	tbc
Strategic Acquisition of Private Dwellings	All	tbc	tbc	tbc	tbc	tbc	tbc
Sub-Areas			472	£33.399	£0.400	£18.384	£14.615
1. Paisley & Linwood			All Units 1348	Core + Shadow £101.994	Core + Shadow £14.218	Core + Shadow £66.994	Core + Shadow £20.782
2. Renfrew							
3. Johnstone & Elderslie							
4. North Renfrewshire							
5. West Renfrewshire							



To: Communities, Housing and Planning Policy Board

On: 29 October 2019

Report by: Director of Communities, Housing and Planning Services

Heading: Renfrewshire Council's Scottish Secure Tenancy Agreement 2019

1. Summary

- 1.1 Renfrewshire Council's Scottish Secure Tenancy Agreement has been updated to take account of the provisions of the Housing (Scotland) Act 2014.
 - 1.2 The revised Tenancy Agreement is attached (Appendix 1) for approval.
-

2. Recommendations

- 2.1 It is recommended that the Policy Board:
 - (i) approves the updated Renfrewshire Council Scottish Secure Tenancy Agreement, which is attached as Appendix 1 to this report;
 - (ii) notes that the tenancy agreement will be implemented from 1 November 2019; and
 - (iii) notes that the Tenancy Agreement has been updated to make specific reference to the need to keep common parts in high rise blocks clear from obstruction at all times and that all existing tenants and residents will also be advised of this requirement.
-

3. Scottish Secure Tenancy Agreement

- 3.1 When the current Tenancy Agreement was approved by the Policy Board in November 2017, it was noted that further revision would be required to take account of the provisions in the Housing (Scotland) Act 2014 which would come into effect during 2019.

3.2 The main changes in the Housing (Scotland) Act 2014 which are reflected in the updated Tenancy Agreement relate to:

- Assignment, sub-letting and joint tenancies
- Succession to Scottish Secure Tenancies
- Ending Scottish Secure Tenancies by court order
- Recovering adapted properties
- Converting Secure Tenancies to Short Secure Tenancies

3.3 The tenancy agreement has now been updated to take account of the statutory changes that came into effect in May 2019 and the final provisions which will come into effect on 1 November 2019.

3.4 Letters were sent to all existing Council tenants in Autumn 2018 to advise them of the changes coming into effect on 1 November 2019. When signing for their tenancy, new tenants have been notified about the changes and a leaflet detailing the tenancy changes has been made available. These changes have also been publicised to Council tenants through the People's News and officers have met with tenant representatives to discuss the changes.

3.5 The Scottish Government's model tenancy agreement has been used as guidance in updating the Council's Tenancy Agreement. In addition to the changes arising from the 2014 Act, minor amendments have also been made to the Tenancy Agreement to clarify tenant and landlord responsibilities.

4. Tenancy Conditions Relating to Common Property Areas and High Rise Blocks

4.1 Paragraph 2.13 of the new Tenancy Agreement notes that the common areas of flatted properties should not be used for the storage of belongings. It refers in particular to the need to keep common parts in high rise blocks clear from obstruction at all times.

4.2 The Council works closely with Scottish Fire & Rescue Service (SFRS) in matters relating to fire safety in high rise properties. SFRS carry out quarterly visits to high rise properties for the purpose of ensuring that the premises and facilities, equipment and devices provided for the use and protection of firefighters comply with Part 3 of the Fire (Scotland) Act 2005 and the Fire Safety (Scotland) Regulations 2006.

4.3 The issue of combustible items (e.g. furniture / carpets) being kept in communal areas outside flat entrance doors and on landings has been raised by SFRS and it is noted that current standards and best practice applicable in respect of facilities for firefighters, securing means of escape for residents and general fire safety precautions, mean that these items should not be stored in communal areas. SFRS require the Council to ensure these items are removed and therefore it will be a condition of the new tenancy agreement that these areas are kept clear at all times.

- 4.4 It is also proposed that current tenants and residents are advised of the requirement to keep these areas clear at all times and an exercise will be undertaken to ensure landings are cleared of any items currently located there. Relevant Tenant and Resident Associations have been consulted on this matter and they have indicated their support in this regard. It is recognised that the removal of carpets / floorcoverings which have been put in place by residents may result in the original landing materials being damaged and where this is the case, it is proposed that a programme of works to upgrade the floor covering on all landings will be put in place.
-

Implications of the Report

1. **Financial** – None
2. **HR & Organisational Development** – None.
3. **Community/Council Planning** –
 - **Our Renfrewshire is thriving** –
Meeting the needs of Council tenants and residents
 - **Building strong, safe and resilient communities** –
Creating strong communities where people choose to live.
4. **Legal** – Legal Services have been consulted on the development of the tenancy agreement.
5. **Property/Assets** - None
6. **Information Technology** – None
7. **Equality & Human Rights** - Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – None
9. **Procurement** – None
10. **Risk** – None
11. **Privacy Impact** – None
12. **COSLA Policy Position** – None
13. **Climate Risk** – n/a

List of Background Papers

- (a) Report to Communities, Housing and Planning Policy Board, 07 November 2017 'Update to the Housing (Scotland) Act 2014 and Scottish Secure Tenancy Agreement'.

The foregoing background papers will be retained within Communities, Housing and Planning Services for inspection by the public for the prescribed period of four years from the date of the meeting. The contact officer within the service is Lesley Muirhead, Planning and Housing Manager, 0141 618 6259, email: lesley.muirhead@renfrewshire.gov.uk

Author: *Lesley Muirhead, Planning and Housing Manager, 0141 618 6259, email: lesley.muirhead@renfrewshire.gov.uk*

Renfrewshire Council

Scottish Secure Tenancy Agreement

DRAFT OCTOBER 2019

Date approved	
Date implemented	
Date to be reviewed	

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Tenancy Agreement

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Tenancy Agreement

Tenancy Reference:

Section 1: Introduction

1.1 This document is a Scottish secure tenancy Agreement between:

- us, Renfrewshire Council;
- and you:

.....(tenant/joint tenant) and

.....(joint tenant)

When we refer to ‘you’ in this agreement, it means all joint tenants.

1.2 The full address of the home you are renting under the agreement is:

.....

1.3 We agree to rent a home to you on the terms and conditions in this Agreement. The home includes the fixtures and fittings contained within it, the use of the common parts and the means of access to it. It also includes any other facilities that we may specify in writing to you. It is referred to as the “home” in this Agreement. The term “common parts” is explained at paragraph 1.11. If you ask us, we will give you a more detailed description of your home.

1.4 Your tenancy will start on(the entry date). This is regardless of the date on which this Agreement is signed. As long as you keep to the conditions in this Agreement, your tenancy will continue from the date your tenancy starts until and then every week until the tenancy is ended. There are different ways of ending the tenancy and these are described in section 6 of this Agreement.

1.5 Your total rent for your home is £..... every week payable in advance by you. The total rent is made up of the following amounts:

Rent	£
Heating	£
Launderette	£
Others	£
Housing Support Services	£
Total Rent	£

1.6 We may provide services in connection with your tenancy. If we do, those services and their costs are set out in a separate document. That document forms part of this Agreement. It is a condition that you pay for those compulsory services unless those services are housing support services provided free of charge.

1.7 We will consult you about any proposed increase in rent or service charge and will consider your opinion before we make our decision. We are entitled to change the amount of rent and any service charge, as long as we tell you in writing at least four weeks before the beginning of the rental period when the change is to start. We will not normally change the rent or service charge more than once every twelve months.

1.8 If you break any part of this Agreement, we may:

- take legal action against you (including eviction proceedings); and
- charge you for any resulting losses we have suffered including any legal expenses as assessed by the court.

1.9 You can telephone us or write to us if you would like to know more about anything contained in this Agreement. We will do our best to help you. You can also get independent advice and information from a number of organisations such as law centres, solicitors, housing advice centres, Citizens Advice Scotland, tenants associations, and the Equality and Human Rights Commission.

1.10 If you want another copy of this Agreement, we will provide one on request. If you want a copy of it in another language or another format (such as Braille or audio), please tell us and we will provide you with one as soon as we can.

However, in the event of any dispute, it is this version of the Agreement which is binding on you and us.

1.11 Interpretation

In this Agreement, the following words have the following meanings except where the context indicates otherwise.

- We/us/our - the landlord
- You/your - the tenant and any joint tenant
- Tenant - includes any joint tenant
- Neighbour - any person living in the locality
- Neighbourhood - the locality of your home
- Common Parts - this includes any part of the structure and exterior of the building in which the home is located (such as the roof, guttering, and outside walls) as well as any common facilities in that building (such as: the common close, common stairway, entrance steps, paths, entrance doors and doorways, passages, bin chute accesses, yard, gardens, outhouses, bin areas, cellar, back green and back court)
- Repair - See paragraph 5.1
- Home - See paragraph 1.3
- Co-habitee - a person, whether of the opposite sex or not, who is living with you in a relationship similar to that of husband and wife or civil partner
- Family - this term includes your spouse, civil partner, co-habitee, parent, grandparent, child (including a child treated by you as your child and stepchildren), grandchild, brother, sister, uncle, aunt, niece, nephew; and any of those of your spouse
- Antisocial - See paragraph 3.2
- Overcrowding - more people are sleeping in your home than is allowed by section 135 of the Housing (Scotland) Act 1987.
- Scottish secure tenancy - a tenancy as defined by section 11 of the Housing (Scotland) Act 2001

1.12 This Agreement, in parts, attempts to summarise current legislation. In case of conflict between those parts and current legislation, the legislation shall prevail. Where legislation has been amended since this Agreement was entered into, this Agreement shall be read consistently with the amended legislation.

1.13 You are responsible for ensuring that anyone living with you does not do anything that would be a breach of this Agreement as if they were the tenant. If they do, we will treat you as being responsible for any such action.

1.14 Changing this Agreement

No part of this Agreement may be changed except in the following circumstances:

- we and you agree in writing to change it;
- we increase the rent or service charge in the way described in paragraph 1.7 above;
- we or you apply to the sheriff under Section 26 of the Housing (Scotland) Act 2001 for an order to change the Agreement and the sheriff grants such an order.

1.15 Joint and Several Liability

If two or more people have signed this Agreement, they are jointly and severally liable for the terms and conditions of this Agreement. This means that each one of them is fully responsible for making sure that all the conditions in this Agreement are kept to, including payment of rent. You can apply for a joint tenant to be added to the tenancy: see paragraph 4.1 below.

Section 2: Using Your Home and the Common Parts and Telling Us About Changes to Who is Living in Your Home

Your household

2.1 You must take entry to your home, occupy and furnish it and use it solely as your only or principal home. You may request that members of your family occupy your home with you, as long as this does not lead to overcrowding.

2.2 You must tell us who is living in your home including when anyone moves in after obtaining our permission. If you do not inform us of changes to your household, including people moving out, this may impact on your ability to make changes to the tenancy and for others to succeed to this tenancy.

Preventing damage

2.3 You, those living with you, and your visitors must take reasonable care to prevent damage to:

- your home (including its fixtures and fittings, decorations and our furniture);
- the common parts; and
- your neighbours' property.

For example:

- before you leave your home unoccupied, you must check reasonably thoroughly that there is no risk of damage from fire, water or gas supplies in your home;
- you must tell us if you intend to go away, for more than four weeks and your home will be unoccupied during that time;
- if your home is going to be unoccupied for any length of time, and there is a risk of water pipes freezing when you are away, you must tell us before you leave.

Running a business

2.4 You and anyone living with you must not run any kind of business from your home. However, if you ask us, we may give permission. See paragraph 10.2 of this Agreement for more information about doing this. If we give permission, we may also increase your rent.

Overcrowding

2.5 You must not allow your home to become overcrowded.

Pets

2.6 You must not keep any dog, cat, bird or any other animal in the home or on any part of our property without our permission (which we will not refuse without good reason). If we give you permission to keep a pet, the following conditions will apply:

- Keeping your pet is not prohibited by the Dangerous Dogs Act 1991, or by any other law;
- You are responsible for the behaviour of any pets owned by you or anyone living with you;
- You must take all reasonable steps to supervise and keep such pets under control;
- You must take all reasonable steps to prevent such pets causing nuisance, annoyance or danger to your neighbours. This includes fouling or noise or smell coming from your pet;
- You must take reasonable care to see that such pets do not foul or cause damage to your home, your neighbour's property, anything belonging to us or anything we are responsible for, such as the common parts. We can withdraw our permission for you to keep your pet if it causes any damage;
- You are responsible for cleaning up your pet's mess. If you don't, we may do it and charge you for this;
- Dogs other than guide dogs and hearing dogs are not allowed in multi-storey or sheltered homes.

Illegal activities

2.7 You must not use or allow your home to be used for illegal or immoral purposes.

Heat and ventilation

2.8 While you are in occupation of your home, you must make reasonable efforts to heat your home. You must also make reasonable efforts to ventilate your home using any suitable means provided in the home for doing so. Failure to heat or ventilate the home can lead to condensation and any resultant damage would not be our responsibility. You must not block any air vents.

Cleaning shared parts

2.9 You must take your turn, with all those who share the common parts, in keeping them clean and tidy. If you share a common stair, you must also take your turn in regularly cleaning, washing and keeping tidy the common stair, its windows, banisters and any bin chute accesses. If you and the others cannot agree on the arrangements for doing this or you fail to do the work, we are entitled to decide

exactly what you should do and when. Before making our decision, we will consult with you and the others. Our decision will be binding on you. If you do not do the work contained in this paragraph, we may do it ourselves and charge you for it. This is in addition to any other legal remedies open to us.

2.10 You must comply with any local arrangements for the use and sharing of the common parts including drying greens and drying areas. You must comply with any local rotas for the use and sharing of the common parts. In cases of dispute between the users of the common parts, we are entitled to decide the arrangements and rotas for the use of and the sharing of the common parts. Before making our decision, we will consult with you. Our decision will be binding on you.

Gardens

2.11 If you have exclusive use of a garden attached to your home, you must take reasonable care to keep it from becoming over-grown, untidy or causing a nuisance (unless we have agreed to take care of it). If you fail to do this, we are entitled to decide exactly what work requires to be done so as to comply with this duty. Before making our decision, we will consult with you. Our decision will be binding on you. If you do not do the work contained in this paragraph we may do it ourselves and charge you for it. This is in addition to any other legal remedies we may have. You must not remove, chop down or destroy any bushes, hedges or trees without our written permission (unless you planted them).

2.12 If you share a garden with others, you must take your turn with them to keep it from becoming overgrown, untidy or causing a nuisance (unless we have agreed to take care of it). If you and the others cannot agree on the arrangements for doing this or you fail to do the work, we are entitled to decide exactly what you should do and when. Before making our decision, we will consult with you and the others. Our decision will be binding on you. If you do not do the work contained in this paragraph, we may do it ourselves and charge you for it. This is in addition to any other legal remedies we may have. You must not remove, destroy or chop down any bushes, hedges or trees without our written permission (unless you planted them).

Storage

2.13 No property belonging to you or anyone residing with you or anyone visiting you, including bicycles, motorcycles, mobility scooters or prams, should be stored in any of the common parts except in areas set aside for storage. In high rise

properties, all common parts including the landing area outside the flat entrance front door, must be kept clear from storage and obstruction at all times. You must not do anything which causes inconvenience or danger to anyone using the common parts.

You or anyone who lives in or visits your home, must not leave or store anything on our land unless;

- The land is set aside for that purpose; or
- You have our permission in writing.

Anything that is allowed to be stored on our land must not annoy or cause a nuisance to your neighbours.

Household rubbish

2.14 You must put all your household rubbish for collection in the bin store or other proper place allocated for it. You must take reasonable care to see that your rubbish is properly disposed of. If rubbish is normally collected from the street, it should not be put out earlier than the evening before the day of collection. Rubbish containers should be returned to their normal storage places as soon as possible after the rubbish has been collected. You must comply with the local arrangements for the disposal of large items (such as large electrical items).

Using and storing liquid petroleum or gas (LPG) and paraffin

2.15 You and your household must not store or use any bottled gas, LPG or paraffin in your home or in any shared parts unless we have given permission in writing.

Parking

2.16 No vehicle, caravan or trailer belonging to you or anyone living with you or anyone visiting you may be parked on our land unless:

- that land is set aside for parking;
 - we have given you written permission;
 - it is a public road;
- and, in every case,
- it does not cause a nuisance or annoyance to your neighbours.

2.17 If you want to change any part of this Agreement which restricts your use or enjoyment of your home, you must first ask us in writing. If we refuse, you have a right to make an application to the sheriff. See paragraph 10.2 for more details.

Section 3: Respect for Others

3.1 You, those living with you, and your visitors, must not harass or act in an antisocial manner to, or pursue a course of antisocial conduct against, any person in the neighbourhood. Such people include residents, visitors, our employees, agents and contractors and those in your home.

3.2 'Antisocial' means causing or likely to cause alarm, distress, nuisance or annoyance to any person or causing damage to anyone's property. Harassment of a person includes causing the person alarm or distress.

3.3 In particular, you, those living with you and your visitors must not:

- make excessive noise. This includes, but is not limited to, the use of televisions, hi-fi's, radios and musical instruments and DIY tools;
- fail to control your pets properly or allow them to foul or cause damage to other people's property;
- allow visitors to your home to be noisy or disruptive;
- use your home, or allow it to be used, for illegal or immoral purposes;
- vandalise or damage our property or any part of the common parts;
- leave rubbish in unauthorised places;
- smoke in the presence of Council staff or contractors attending your home;
- allow your children, or children you are responsible for, to cause nuisance or annoyance to other people by failing to exercise reasonable control over them;
- harass or assault any person in your home, or vicinity, for whatever reason;
- Use or carry offensive weapons;
- Use, sell or be concerned in the supply of unlawful drugs or sell alcohol.

3.4 You, those living with you and your visitors must not do the following in an antisocial way:

- run a business from your home;
- park any vehicle, caravan or trailer;

- carry out work to any type of vehicle, caravan or trailer;
- use alcohol.

The particular prohibitions on behaviour listed in paragraphs 3.3 and 3.4 do not in any way restrict the general responsibilities contained in paragraph 3.1 above.

3.5 You, those living with you, and your visitors, must not bring into your home or store in your home any type of firearm or firearm ammunition without a valid license.

3.6 You will be in breach of this Agreement if you, those living with you or your visitors do anything which is prohibited in this part of the Agreement and this could result in your tenancy being changed to a short Scottish secure tenancy or terminated by us.

3.7 If you have a complaint about nuisance, annoyance or harassment being caused by a neighbour (or anyone living with him/her or his/her visitors), you may report it to us. If, after investigation, there are good grounds in our opinion for your complaint, we will take reasonable steps to try to prevent the behaviour happening again. These steps may include legal action. A copy of our written policy about dealing with these kinds of complaints is available from us.

3.8 We will act fairly to you in all matters connected with your tenancy. We will not unfairly or unlawfully discriminate against you in any way on the grounds of your race, colour, ethnic origin, nationality, gender, sex, sexuality, disability, age, religion or other belief or other status. If you believe we have acted unfairly to you in any way, you may wish to use our complaints procedure. You may also wish to take independent advice.

Section 4: Subletting, Assignment, Joint Tenancy and Exchange of Your Tenancy

4.1 If you want to:

- take in a lodger;
- add a joint tenant to the tenancy;
- sublet part or all of your home;
- assign the tenancy (pass on the tenancy to someone else);
- carry out a mutual exchange (where you swap homes with another tenant);

- otherwise give up possession

you must first get our written permission.

To apply for our permission you must tell us in writing:

- the details of the proposed change including who you want to sublet or assign or give up possession to, take as a lodger or joint tenant or exchange with (and the home involved); and
- the amount of rent and any other payments (including a deposit) you propose charging (if any); and
- when you want the subletting, lodging, assignation, giving up of possession or exchange or change in tenancy to take place.

4.1.1 Subletting

If you want to sublet all or part of your home, the home must have been your only or principal home for at least 12 months immediately before the date of your written request to sublet the home to someone else. If you were not the tenant throughout that period, the home must have been your only or principal home during those 12 months and the tenant must have told us that you were living there. The length of time the person who wants to sublet all or part of the home has been living in the property starts from the date we are notified that the person is living in the property as their only or principal home.

4.1.2 Assignation

If you want to assign this tenancy to another person, the home must have been your only or principal home during the 12 months immediately before the date of your written request to assign the tenancy to someone else. In addition, the person who you wish to assign your tenancy to must have been living in the home as their only or principal home for at least 12 months before the date of your written request and you, a joint tenant or the person who you now wish to assign the tenancy to must have notified us of them moving into the property. The length of time the person you want to assign this tenancy to must have been living in the property starts from the date we are notified that the person is living in the property as their only or principal home.

4.1.3 Joint Tenancy

If you want another person to be a joint tenant, the property must have been the only or principal home of the person who is to become a joint tenant for at least 12 months immediately before the date of your written request and you, a joint tenant or the person you now wish to become a joint tenant must have notified us of them moving into the property. The person you wish to add as a joint tenant, and any existing joint tenants must apply to us in writing along with you. The length of time the person you want to add as a joint tenant must have been living in the property starts from the date we are notified that the person is living in the property as their only or principal home.

4.2 We will not unreasonably refuse permission for an assignation, subletting, joint tenancy, giving up of possession or taking in a lodger request. Reasonable grounds for refusing permission include the following:

- We have served a notice on you warning that we may seek eviction on certain grounds because of your conduct;
- We have obtained an order for your eviction;
- It appears that you propose to receive a payment or an unreasonable rent or deposit;
- The proposed change would lead to the criminal offence of overcrowding;
- We intend to carry out work on your home (or the building of which your home forms part) which would affect the part of the home connected with the proposed change.
- We have not been notified that the relevant person has been living in the property as their only or principal home;
- The relevant person has not been living in the property for the required 12 month period;
- For assignation requests additional grounds for us refusing permission are:
 - if the proposed assignee would not be given reasonable preference (priority) in terms of our allocations policy;
 - if the property would be under-occupied as a result of the assignation.

These examples do not in any way alter our general right to refuse permission on reasonable grounds. If we give permission, you cannot increase the rent or other

payments made to you by the other person unless we give our permission. See paragraph 10.2 for more detail on getting permission.

4.3 We will not unreasonably refuse permission for a mutual exchange of your home. The exchange must be with another home where the tenant holds a Scottish secure tenancy or short Scottish secure tenancy. The landlord does not need to be us. The other landlord must also agree to the exchange. Reasonable grounds for refusing permission include the following:

- We have served a notice on you warning that we may seek eviction on certain grounds because of your conduct;
- We have obtained an order for your eviction;
- your home was let to you because of your employment with us;
- your home was designed or adapted for persons with special needs and if the exchange was allowed, there would be no person living in the home who required those designs or adaptations;
- the other home is substantially larger than you and your family need or it is not suitable for the needs of you and your family;
- the proposed exchange would lead to the criminal offence of overcrowding.

These examples do not in any way alter our general right to refuse permission on reasonable grounds. See paragraph 10.2 for more detail on getting permission.

4.4 If you are married, in a civil partnership, or if you live in the home with someone as if you were married, we may need their consent. If you are a joint tenant, we will need the other tenant's written consent to the proposed change. If you want to change the joint tenancy to a single tenancy because the other joint tenant has abandoned the tenancy, you should ask us to use our powers under paragraph 6.8 of this Agreement.

Section 5: Repairs, Maintenance, Improvements and Alterations

Repairs and maintenance: Our responsibilities and rights

5.1 In this Agreement, the words "repair" and "repairs" includes any work necessary to put the home into a state which is wind and watertight, habitable and in all respects reasonably fit for human habitation.

5.2 Before the start of the tenancy, we will inspect your home to ensure that it is wind and watertight, habitable and in all other respects reasonably fit for human habitation. If repair or other work needs to be done to bring your home up to that standard, we will do so before the tenancy begins. Any other repairs may be carried out after the tenancy begins.

5.3 During the course of your tenancy, we will carry out repairs or other work necessary to keep your home in a condition which is habitable, wind and watertight and in all respects reasonably fit for human habitation. We will carry out all repairs to your home within a reasonable period of becoming aware that the repairs need to be done. Once begun, the repairs will be finished as soon as reasonably possible. All repairs will be done to the standard of a reasonably competent contractor, using good quality materials.

5.4 We will carry out an inspection of the common parts before the tenancy begins. We will take reasonable steps to remove any danger we find before you move into your home. We will repair any other defect we find which will significantly affect your use of the common parts, or your home, within a reasonable period, as long as we get all permission from all owners allowing the work to proceed. During the course of the tenancy, we will carry out inspections of the common parts, as required.

5.5 If we need the co-operation or permission of another person to carry out repairs or other work to your home or common parts, or to inspect, we will do our best to get it. We may be unable to do non-emergency repairs until we get the permission we need.

5.6 Our duty to repair includes a duty to take into account the extent to which the home falls short of the current building regulations by reason of disrepair or sanitary defects.

5.7 We will:

- keep in repair the structure and exterior of your home as long as we get the permission we require;
- keep in repair and in proper working order, any installations in your home provided by us for:
 - the supply of water, gas and electricity:
 - sanitation (for example basins, sinks, baths, showers, toilets);

- hot water heating;
- space heating (for example central heating) including fireplaces, flues and chimneys.

Installations include those which we own or lease which directly or indirectly serve your home. We will not however be responsible for repair of any fixtures and fittings not belonging to us which make use of gas, electricity or water. Neither will we be responsible for the repair or maintenance of anything installed by you or belonging to you which you would be entitled to remove from your home at the end of the tenancy unless we have specifically agreed otherwise. We will not be responsible for the repair or maintenance of any garage, shed or other structure not installed by the Council. You are reminded that permission must be requested and obtained in writing before fixtures and fittings are installed by you.

We will inspect annually any gas installations in your home. We will provide you with a copy of the inspection report within 28 days of the inspection. If the inspection reveals the need for repair or replacement of any such installation fitted by the Council, we will do so within a reasonable period. We will give you a copy of the current inspection record before the beginning of the tenancy;

If your home is served by a communal television or communications aerial provided by us, we will take reasonable steps to repair any defect within a reasonable period. Where repairs or maintenance have to be done, we will make reasonable efforts to minimise disruption to you.

5.8 Nothing contained in this Agreement makes us responsible for repairing damage caused wilfully, accidentally or negligently by you, anyone living with you or an invited visitor to your home. If we decide to carry out the work, you must pay us for the cost of the repair. This paragraph does not apply to damage caused by:

- fair wear and tear;
- vandals (provided that you have reported the damage to the police and us as soon as the damage is discovered).

5.9 We will carry out necessary repairs due to fire, flood or Act of God, within a reasonable time or offer equivalent permanent rehousing as soon as such a home becomes available. Until that time, we will provide temporary accommodation if your home is uninhabitable.

5.10 We have the right to come into your home to inspect it and its fixtures and fittings or carry out repairs to it, during reasonable times of the day. We will give

you at least 24 hours' notice in writing. We have the right of access to your home in order to lay wires, cables and pipes for the purposes of telecommunications, water, gas, electricity, providing we give you reasonable notice in writing. We have the right of access to the common parts at any reasonable time. If you refuse us entry, we will have the right to make forcible entry provided we have given you every reasonable opportunity to let us in voluntarily. If we have to make forcible entry, in this situation, you are liable for the costs of any damage reasonably caused. In an emergency, we have the right to make forcible entry to your home without notice.

5.11 If we know that any Council owned house or flat adjoining your home is going to be void for more than four weeks, we will take reasonable steps to avoid damage or danger to you or your property arising from that house or flat being untenanted. These steps may include, but are not limited to the following:

- to seeing that its doors and windows are properly secured;
- to seeing that the water, gas and electricity supplies to the house or flat are turned off where possible.

5.12 If we cause damage to your home or your property while carrying out inspections, repairs or improvements, we will reinstate the damage or compensate you for your losses. We have a right to require you to move temporarily to suitable alternative accommodation if this is necessary for the repairs to be done. If you are moved temporarily, we will reimburse you for any extra expenses you have as a result. You will be charged rent during this period but no more than you normally pay. If after having carried out inspections, repairs or improvements you believe that we have negligently caused damage to your property, you may claim for the damage through your own contents insurers or, pursue a public liability claim for compensation against the Council. Further details on how to do this can be found on the Council's website.

5.13 Our duties to repair contained in this part of the Agreement continue until this Agreement comes to an end.

Repairs and maintenance: Your responsibilities and rights

5.14 You must report to us, as soon as reasonably possible, any damage to your home, the common parts or loss or damage to our property. You can do this over the phone or by visiting our website. We have an emergency telephone service outside office hours.

5.15 You are responsible for taking reasonable care of your home. This responsibility includes carrying out minor repairs and internal decoration. It also includes keeping your home in a reasonable state of cleanliness. However, you are not responsible for carrying out repairs which are due to fair wear and tear.

5.16 You have a right to have certain small repairs carried out within fixed time limits and instruct contractors specified by us if they are not done within those time limits. You may also have a right to compensation in the case of delay. We will tell you when you report the need for a repair whether that repair is one covered by this scheme.

5.17 If we have failed to carry out repairs that we should under this Agreement, you have the right to carry out the repairs yourself and deduct the reasonable cost of doing so from your rent. However, you may only do so if:

- you have notified us in writing about the need for the repairs; and
- we have not done those repairs within a reasonable period; and
- you have made a formal complaint under our complaints procedure (see paragraph 9.1); and
- you have finished the complaints procedure and you are still dissatisfied, or 3 months have passed since you made the formal complaint under the complaints procedure.

YOU ARE STRONGLY ADVISED TO TAKE LEGAL ADVICE BEFORE EXERCISING YOUR RIGHT UNDER THIS PARAGRAPH. YOUR HOME IS AT RISK IF YOU WRONGLY EXERCISE THIS RIGHT. All repair work instructed by you must be done by a reputable firm and must conform to all current legislation.

5.18 You are strongly recommended to insure your personal possessions against loss or damage caused by fire, flood, theft, accident etc. The Council has arranged access to affordable home contents insurance cover for tenants. More information about this can be found online or by contacting your local housing office.

Alterations and improvements

5.19 If you want to:

- alter, improve or enlarge your home, fittings or fixtures;

- add new fittings or fixtures (for example kitchen or bathroom installations, central heating or other fixed heaters, double glazing, laminate or wooden flooring material, lighting or other electrical installations or any kind of external aerial or satellite dish);
- put up a garage, shed or other structure;
- decorate the outside of your home;

you must first get our written permission. We will not refuse permission unreasonably. We may grant permission with conditions including conditions regarding the standard of the work. See paragraph 10.2 for more details about the procedure.

5.20 If you have made alterations or improvements with our permission, you may be entitled to compensation at the end of your tenancy under regulations governing such arrangements. We also have the power, even if you do not qualify under these regulations to make a discretionary payment.

5.21 If you carry out any alterations or improvements without our permission we are entitled to restore your home to its previous condition during or at the end of your tenancy. If we do so, we are entitled to charge you for this work.

5.22 If you want to have your own gas appliances fitted in your home, you must first get our permission. You must make sure that any gas appliances are installed by a Gas Safe registered engineer and provide the appropriate certification to us.

5.23 If you want to make alteration to or add to electrical circuits, you must get our permission and give us the appropriate test certificate in line with the IEE regulations that apply at the time.

5.24 You must get our permission if you want to get or want to remove a gas supply. Where permission is granted any works must be completed by qualified persons with appropriate certification.

Section 6: Ending the Tenancy

The tenancy can be ended in any one of the following ways:

6.1 By Notice

You give us at least twenty-eight days' notice. You must tell us at the same time if you are married, in a civil partnership or if you live in the home with another person as if you were married.

or

6.2 By Written Agreement

By written agreement between you and us. You must tell us at the same time if you are married, in a civil partnership or if you live in the home with another person as if you were married.

or

6.3 By Court Order

The sheriff grants an order for eviction following a request by us. You have a right to defend any legal action taken by us against you. We may ask for such an order under Section 14 of the Housing (Scotland) Act 2001 on any of the grounds contained within Schedule 2 of the Act. Before we do so, we will first send you a written warning. We will also send that written warning to anyone else living with you who is a member of your family aged 16 or over, your lawful subtenants, lodgers and assignees. They will also have a right to take part in the court proceedings. The following is a summary of the grounds contained within that Act and does not change the legal position contained in that Act.

- you owe us rent or you have broken some other condition of this Agreement.
- you, someone residing in your home, or anyone visiting it, has been convicted of using your home or allowing it to be used for illegal or immoral purposes or a criminal offence, punishable by imprisonment, which was committed in the home or the locality.
- the condition of your home or common parts, or furniture we have supplied, has deteriorated because of the fault of you, your subtenant or somebody in your household.
- you, and your spouse, civil partner or co-habitee, have been absent from the home for more than six months without good reason or you have stopped living in it as your principal home.

- we gave you this tenancy as a result of false information given by you in your application for the home.
- you, someone residing in your home, or anyone visiting it, has acted in an antisocial manner towards (or has harassed) someone else in the locality and it is not reasonable for us to transfer you to another home.

In all the above cases, the sheriff must also be satisfied that it is reasonable to make an order for eviction unless we are relying solely on paragraph 2 of Schedule 2 of the Act and have served the appropriate notices within 12 months of the conviction or appeal in accordance with section 16(2)(aa) of the Act in which case the Sheriff must grant an order for eviction.

- you or someone residing in your home has been guilty of nuisance or annoyance in or in the vicinity of your home, or has pursued a course of conduct amounting to harassment of someone else in the locality and it is appropriate, in our opinion, to transfer you to another home.
- the numbers of people in your home amount to the criminal offence of overcrowding.
- we intend to demolish or carry out substantial work to your home (or the building in which it is located) within a reasonable time and that work cannot be done if you are still living there.
- your home has been designed or adapted for people with special needs and no one in your household has such special needs but we require the home for someone who has.
- your home is part of a larger group of homes which have been designed or adapted or located near facilities for people with special needs and no-one in your household has those needs but we require the home for someone who has.
- we have leased your home from somebody else and that lease has ended or will end within six months.

In the six cases above, the sheriff must grant an order for eviction if we also offer you a suitable alternative house as defined by Schedule 2 (Part 2) of the Housing (Scotland) Act 2001.

- we want to transfer the tenancy to your husband or wife (or ex-husband or ex-wife), civil partner or co-habitee, where one of you no longer wishes to live with the other. In this case, we will offer you a suitable alternative home

as defined by Schedule 2 (Part 2) of the Housing (Scotland) Act 2001. The sheriff must also be satisfied that it is reasonable to grant the order.

or

6.4 By Abandonment by you

We have reasonable grounds for believing that you have abandoned your home. In this case, we may forcibly enter the home to make it secure. We will also give you at least four weeks' notice that we believe that you have abandoned your home. If at the end of that period we have reasonable grounds for believing that you have abandoned your home, we may repossess it by service of another notice. You have a right to make application to the sheriff against repossession within six months. We will secure the safe custody and delivery to you of any property which is found in your home. We will have the right to make a charge for this and to dispose of any property if you have not made arrangements for its delivery within a given period.

or

6.5 By Death

By your death, if the tenancy does not pass to someone else (see section 7 below).

or

6.6 By Sale to You

If we offer to sell the home to you and you buy your home from us, your tenancy will terminate on the date of transfer of ownership. Until that point, this Agreement remains in force.

or

6.7 By conversion to a short Scottish secure tenancy

If an antisocial behaviour order has been made against you, or anyone living with you, or if we believe that you, or anyone living with you or visiting you has been acting in an antisocial manner or pursuing a course of conduct amounting to harassment in the previous 3 years, we may serve a notice on you converting your tenancy to a short Scottish secure tenancy. Your tenancy under this Agreement

ends on service of that notice. You have a right to make application to the sheriff if we do this.

6.8 Abandonment by a joint tenant

If we have reasonable grounds for believing that a joint tenant has abandoned the home, we may give that tenant 4 weeks' notice. If we are satisfied on reasonable grounds, at the end of the four week period, that the joint tenant has abandoned the home, we may serve another notice. This second notice will terminate that joint tenant's interest in the tenancy in not less than 8 weeks. That second notice will not however terminate the tenancy which will continue. That person has a right to make application to the sheriff if we do this.

6.9 Termination by joint tenant alone

A joint tenant may at any time end his or her interest in the tenancy of the home by giving four weeks' written notice to us and to the other joint tenant. That notice will not however terminate the tenancy which will continue.

6.10 Before moving out of your home, you must do the following:

- leave the home in a clean and tidy condition;
- remove all your belongings;
- make sure any lodgers or subtenants leave with you;
- allow us access to your home before you move out, at reasonable times, to show new tenants round;
- hand in your keys to the neighbourhood teams at the Customer Service Centres;
- remove any fixtures and fittings you have installed without our written permission and put right any damage caused. This does not affect your obligations under paragraph 5.19 above;
- remove all floorcoverings (unless otherwise advised);
- check with us to make sure that you have paid all payments due to us;
- apply for any compensation you may be entitled to under paragraph 5.20 above;

- leave the home in good decorative order;
- do the repairs you are obliged to do;
- give us a forwarding address unless there is good reason for not doing so.

If you fail to leave the property in the required condition or any repairs you carry out prior to the end of the tenancy are not of a satisfactory standard, we will carry out the work and you will be recharged for the cost.

Section 7: After the Tenant's Death

7.1 If you die, the tenancy may be inherited by one of the following people in the following way.

7.2 *Level One*

- your spouse, civil partner or co-habitee if the home was their only or principal home on your death; or
- a joint tenant, if the home was his or her only or principal home on your death.

In the case of a co-habitee, he or she must also have occupied your home as his/her only or principal home for at least 12 months immediately before your death.

The 12 month period cannot begin unless we have been told that the individual is living in the property as their only or principal home. We must have been told that by you, a joint tenant, or the person who wishes to succeed to the tenancy. The length of time they have been living in the property starts from the date we are notified that the person is living in the property as their only or principal home.

If more than one person qualifies for the tenancy under Level One, they must decide among themselves who should get the tenancy. If they cannot agree, we will decide.

7.3 *Level Two*

If no-one qualifies at Level One, or a qualified person does not want the tenancy, it may be inherited by a member of your family as long as:

- he or she is aged at least 16 at the date of death;

- your home was his or her only or principal home at the date of death.

The member of your family must have occupied the home as his/her only or principal home for at least 12 months immediately before your death to qualify to succeed to the tenancy. The 12 month period cannot begin unless we have been told that your family member is living in the property as their only or principal home. We must have been told that by you, a joint tenant, or the person who wishes to succeed to the tenancy. The length of time they have been living in the property starts from the date we are notified that the person is living in the property as their only or principal home.

If more than one person qualifies for the tenancy under Level Two, they must decide among themselves who should get the tenancy. If they cannot agree, we will decide.

7.4 *Level Three*

If no-one qualifies at Level One or Level Two, or a qualified person does not want the tenancy, it will be inherited by a carer as long as:

- he or she is aged at least 16 at the date of death;
- the home was his or her only or principal home at the date of death;
- he or she gave up another only or principal home before the death of the tenant;
- he or she is providing, or has provided care for the tenant or a member of the tenant's family.

The carer must have occupied the home as his/her only or principal home for at least 12 months immediately before your death to qualify to succeed to the tenancy. The 12 month period cannot begin unless we have been told that the carer is living in the property as their only or principal home. We must have been told that by you, a joint tenant, or the carer who wishes to succeed to the tenancy.

If more than one person qualifies for the tenancy under Level Three, they must decide among themselves who should get the tenancy. If they cannot agree, we will decide.

7.5 If the home was designed or substantially adapted for a person with special needs, no person will qualify under level two or three above unless that person has special needs requiring the type of accommodation in the home. If a person would

have qualified, but for this paragraph, we will make other suitable accommodation available.

7.6 If someone qualifies for the tenancy but does not want it, they should tell us in writing within four weeks of the death and leave the home within three months. Rent will be charged only for the actual period of occupation.

7.7 The tenancy can only be inherited twice under the provisions noted above. If the tenancy has already been inherited twice, the third death will normally end the tenancy. This will not happen if there is a surviving joint tenant whose Scottish secure tenancy will continue. However, if there is still a person in the home who would otherwise qualify to inherit the tenancy under the above paragraphs, the tenancy will continue for up to 6 months after the last death. The tenancy will not be a Scottish secure tenancy for that period.

7.8 The provisions noted above are a summary of the law which is contained within Section 22 of the Housing (Scotland) Act 2001. This summary does not alter that law.

Section 8: Information and Consultation

8.1 You are entitled under the General Data Protection Regulation to access personal data we hold on you in our housing files. We will provide you with a copy of any such information we hold within one calendar month of your request. You may have other rights under the General Data Protection Regulation in relation to your personal data, which we will honour. You are entitled to check information you have provided in connection with your housing application free of charge.

8.2 We will publish an annual report on our housing management performance which you may obtain from us on request. We will give you information about our complaints procedure.

8.3 On request, we will provide you with information relating to:

- the terms of your tenancy;
- our policy and procedures on setting rent and service charges;
- our policy and rules about:
 - admission to the housing lists;
 - allocations;

- transfers of tenants between homes;
- exchanges of homes between our tenants, and tenants of other landlords;
- repairs and maintenance;
- our tenant participation strategy;
- our arrangements for taking decisions about housing management and services.

8.4 We will consult you about making or changing:

- policies regarding housing management, repairs and maintenance if the proposal is likely to significantly affect you;
- proposals for changes in rent and service charges where they affect all or a class of tenants (and you are to be affected);
- proposals for the sale or transfer of your home to another landlord;
- decisions about the information to be provided relating to our standards of housing management and performance;
- performance standards or targets in relation to housing management repairs and maintenance;
- our tenant participation strategy.

We will take into account any views that you have before making a final decision. Any consultation with you will include giving you comprehensive information in an accessible form and reasonable time to express views.

Section 9: Complaints

9.1 If you think that we have broken this Agreement or have failed to do anything we promised, you can complain to us under the complaints procedure which we will have made available to you.

9.2 If you are still dissatisfied after going through our complaints procedure, you may also have the right to complain to the Ombudsman. You may also wish to take advice from an independent source such as a law centre, solicitor, housing advice centre, Citizens' Advice Bureau or tenants association.

9.3 If we have failed to carry out any of our material obligations under this Agreement, you have a right (in addition to any other legal rights you may have) to withhold your rent until we do comply with our obligations. However, you may only do so if:

- you have told us in writing why you think we have broken this Agreement; and
- we have not fulfilled our obligations within a reasonable period; and
- you have made a formal written complaint under our complaints procedure (see paragraph 9.1); and
- you have finished the complaints procedure and you are still dissatisfied, or 3 months has passed since you made the formal written complaint under the complaints procedure.

YOU ARE STRONGLY ADVISED TO OBTAIN LEGAL ADVICE BEFORE WITHHOLDING YOUR RENT. YOUR HOME IS AT RISK IF YOU WRONGLY WITHHOLD RENT. IT IS ESSENTIAL IN ALL CASES THAT ALL THE RENT WITHHELD IS PLACED IN A SECURE ACCOUNT AND THAT YOU CAN PROVIDE EVIDENCE OF THIS.

Section 10: General Provisions

10.1 Management Services

You have the right, in terms of Section 55 of the Housing (Scotland) Act 2001 together with others in a tenant management co-operative, to seek to exercise the management of one or more aspects of the housing service that we provide. We will provide more details to you about this right on request.

10.2 Permissions

- Where this Agreement requires you to obtain our permission for anything you must make your request in writing. We will not refuse the request unreasonably.
- If we refuse permission, we will tell you what the reason is. We will give you our decision in writing as soon as possible.
- We may give you permission on certain conditions. If you object to our decision, you can appeal using our complaints procedure.

- If the request for permission is about taking a lodger, subletting, assignation, or exchanging your home or creating a joint tenancy (see section 4 of this Agreement), we will reply to your written request within one month of receipt of the written application. If we do not reply within one month, we are taken to have agreed to your request. If we refuse this kind of permission, we will notify you of the reasons for our refusal in writing within one month of receipt of your application. If you are unhappy about our refusal you have the right to make application to the sheriff.
- If the request for permission is about alterations or improvements etc. to your home (see paragraph 5.19 of this Agreement), we will reply to your written request within one month of receipt of the written application. In that reply we will tell you if we agree to the proposed alterations etc. and if so, whether we attach any conditions. If we do not reply within one month, we are taken to have agreed to your request. If we refuse this kind of permission, we will let you know in writing our reasons for refusal within one month of receipt of your written application. If you are unhappy about our refusal or the conditions that we have attached, you have the right to make application to the sheriff.
- If the request for permission is about changing the terms of the tenancy relating to your use or enjoyment of the home (see paragraphs 2.4 and 2.18) and we refuse permission, you have a right of application to the sheriff.

10.3 Notices

- If you want to send any form of document to us, it will be sufficient if you send or deliver it to us at our headquarters or our local office. If we want to give you any document, we will deliver it to you, leave it at your last known address or send it by recorded delivery to your last known address. We will assume that this is your current address and that all documents to you should be sent there unless you tell us that you want anything to be sent to another address.
- If you are notifying us that someone is moving into or out of the property or any other changes in the household, you should follow the process set out in our tenant handbook. Only notice given in this way will be accepted by us for the purposes of subletting, assignation, joint tenancies and succession.

10.4 Completion of this Agreement

By signing below, you are completing a legally binding contract committing you to all of the terms of this Agreement. This Agreement does not terminate any existing tenancy. The terms and conditions of this Agreement replace the terms and conditions under any other tenancy agreement that you had with us, immediately before this Agreement came into effect, in relation to the home.

Signed for Landlord

Name

Witness Name

Witness Signature

Witness Address

Date

Signed by Tenant/Joint Tenant

Witness Name

Witness Signature

Witness Address

Date

Signed by Tenant/Joint Tenant

Witness Name

Witness Signature

Witness Address

Date



To: Communities, Housing and Planning Policy Board

On: 29 October 2019

Report by: Director of Communities, Housing and Planning

Heading: Paisley West End Regeneration Update

1. Summary

- 1.1 This report provides an update on progress in implementing the regeneration masterplan in partnership with Sanctuary Scotland for Paisley West End.
 - 1.2 The report also seeks authority to initiate a Compulsory Purchase Order application with the Scottish Government to enable the purchase of seven privately owned properties at 22 Well St / 1 Underwood Lane, Paisley.
-

2. Recommendations

- 2.1 It is recommended that the Policy Board:
 - (i) notes the progress being made in implementing the Regeneration Masterplan for the West End of Paisley in partnership with Sanctuary Scotland; and
 - (ii) authorises the Director of Communities, Housing and Planning Services to pursue the compulsory acquisition by the promotion and submission for confirmation to the Scottish Ministers of Compulsory Purchase Orders in respect of the 7 privately owned properties as identified in Table 1 of this report, to enable these properties to be demolished.
-

3. West End Regeneration Masterplan Update

- 3.1 The Leadership Board approved a Regeneration Masterplan for Paisley West End on 12 December 2017 to be implemented in partnership with Sanctuary Scotland.
- 3.2 Sanctuary Scotland have successfully completed the development of 39 new homes for social rent on the site of the former Co-op at Wellmeadow Street. This provided an early boost to the regeneration of the area by allowing Sanctuary the opportunity to rehouse some existing Council tenants and resident owners from the wider West End area.
- 3.3 All Council tenants within the masterplan area have now been rehoused. The ownership of vacant Council owned properties in the masterplan area will be transferred to Sanctuary on a phased basis in line with their acquisition and demolition phasing strategy.
- 3.4 Members will be aware of the recent fire within number 6 Well Street. As part of the Council's response to this emergency situation, temporary accommodation was provided for two households. The adjacent road had to be closed for a temporary period while the building was made safe.
- 3.5 Building Standards instructed the required emergency work and the road was reopened the following week. The impact on traffic in the surrounding area was not considered significant during this time and this is a factor that will be considered as part of the redevelopment proposals.
- 3.6 Working in partnership with the West End Growing Ground Association (WEGGA), the Sutherland Street growing grounds have been relocated from their temporary site to a more prominent, visible location on Underwood Road. Assisted by funds from the Council's Community Empowerment Fund and from Sanctuary's community benefit programme, the group have been able to increase their offering to the wider community at the new larger location.

4. Next Steps

- 4.1 Sanctuary Scotland are negotiating with private owners to achieve the voluntary acquisition of properties in the area where possible. Any private residential tenants in the area have been made aware of the West End masterplan and offered Housing Options advice from the Council.
- 4.2 Sanctuary issued a letter and newsletter to all residents and businesses in the area in September. This provided a general update and included a phasing plan for the acquisition of private properties
- 4.3 Where acquisitions involve trading commercial premises, the Council and Sanctuary's valuers will work with tenants and landlords to assist them to identify suitable alternative premises.

- 4.4 Sanctuary are now progressing plans for the re-development of the two vacant Sutherland Street sites and site investigations are already underway with a view to a development of around 28 new affordable homes for social rent being built by March 2021.
- 4.5 Sanctuary have also purchased the vacant student accommodation on Underwood Lane from the University of West of Scotland and demolition is already underway with a view to the site being developed with 16 units for affordable sale.
- 4.6 The development of the remaining areas will be progressed in line with a revised masterplan which will now be subject to further consultation and engagement.
- 4.7 It is anticipated that a revised masterplan which will confirm the next phases of development and the mix of housing types and tenure will be reported to the Communities, Housing and Planning Board in Spring 2020.

5. Properties at 22 Well Street/ 1 Underwood Lane

- 5.1 There are 12 properties at 22 Well Street/ 1 Underwood Lane (9 residential and 3 commercial) which sit within the West End Regeneration Masterplan area.
- 5.2 The Leadership Board agreed in December 2017 that 129 properties, including the properties at 22 Well St/ 1 Underwood Lane, should be demolished to facilitate delivery of the Regeneration Masterplan
- 5.3 A Dangerous Buildings Notice was served on the owners of properties at 22 Well Street / 1 Underwood Lane in March 2018. This notice requires owners to make the building safe by demolition. Officers from the Council have been in contact with owners of properties in the building in an effort to reach agreement on voluntarily sale to the Council or participation in a scheme to demolish the building. Full ownership or agreement with all remaining owners is required to initiate the required demolition of the block which in turn will allow pedestrian and vehicle access from Well Street into Underwood Lane.
- 5.4 The Council has been successful in acquiring 5 of the 12 properties in this block to date. However, despite protracted attempts to negotiate mutually acceptable terms, there are seven properties that remain in private ownership. Some owners have been difficult to locate and agents have been commissioned to trace these absent owners.
- 5.5 When the Leadership Board approved the 12 December 2017 report, it agreed that the Council should use its Compulsory Purchase Order powers to facilitate delivery of the Regeneration Masterplan if, despite all reasonable attempts to voluntarily acquire properties in the Masterplan area has not been possible.

- 5.6 The Director of Communities, Housing and Planning now wishes to instigate Compulsory Purchase Order proceedings through promotion and submission of a Compulsory Purchase Order to the Scottish Government along with all required supporting evidence. This Compulsory Purchase Order application would run in parallel with continued efforts to voluntarily acquire the seven properties listed below from private owners.

Table 1: Compulsory Purchase Order Application Addresses	
1/2	1 Underwood Lane
1/3	1 Underwood Lane
3/1	1 Underwood Lane
3/3	1 Underwood Lane
	Shop, Ground Floor 22 Well Street
	Shop, Ground Floor (Left) 22 Well Street
	Shop, 22 Well Street & 1 Underwood Lane

- 5.7 Throughout this process it is proposed that the Council will remain open to negotiations with all remaining owners. In the event of any of the properties being acquired voluntarily, the Compulsory Purchase Order process would cease in connection with that property.

Implications of the Report

1. **Financial** – The acquisition of properties at 22 Well Street/1 Underwood Lane will be met from grant eligible funding within the approved Strategic Housing Investment Plan
2. **HR & Organisational Development** – None
3. **Community/Council Planning** –
 - *Our Renfrewshire is safe – removing a dangerous building within a regeneration area that is causing concern to residents.*
 - *Working together to improve outcomes – Taking on board requests from the communities in which we operate.*
4. **Legal** – There will be a requirement for Legal Services to carry out conveyancing work in relation to the acquisition of these 7 outstanding properties and with respect to the CPO application.
5. **Property/Assets** – early removal of properties highlighted for demolition
6. **Information Technology** – None
7. **Equality & Human Rights** -

- (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – None
9. **Procurement** – None
10. **Risk** – The Council have been served with a Statutory Notice as an owner within the block at 1 Underwood Lane/22 Well Street, to demolish the property at 22 Well Street/ 1 Underwood Lane which they can not enact without full ownership or full agreement of all owners in the block.
11. **Privacy Impact** – None
12. **COSLA Policy Position** – None
13. **Climate Risk** – n/a
-

List of Background Papers

- (a) Background Paper 1:

Report to Leadership Board on 12 December 2017: Paisley West End Regeneration.

The foregoing background papers will be retained within Communities, Housing and Planning Services for inspection by the public for the prescribed period of four years from the date of the meeting. The contact officer within the service is Lesley Muirhead, Planning and Housing Manager, 0141 618 6259, Lesley.muirhead@renfrewshire.gov.uk



To: Communities, Housing and Planning Policy Board

On: 29 October 2019

Report by: Director of Communities, Housing and Planning

Heading: Tannahill Area, Ferguslie Park – Update

1. Summary

- 1.1 This report provides Members with an update on progress in implementing the housing-led investment strategy for the Tannahill area in Ferguslie Park and to note that engagement and consultation is progressing in relation to a Development Framework for the wider Ferguslie area.
-

2. Recommendations

- 2.1 It is recommended that the Policy Board:
- (i) notes the positive progress being made in implementing the housing investment strategy for the Tannahill area and that further updates will be provided to the Board in relation to the Development Framework that covers the wider community across Ferguslie.
-

3. Implementing the Housing Investment Strategy

- 3.1 The Communities, Housing and Planning Policy Board approved a housing investment strategy for the Tannahill area of Ferguslie Park in October 2018 involving the construction of around 100 newbuild Council homes and the preparation of a Development Framework for the wider Ferguslie Park area in consultation with the local community.
- 3.2 Following the completion of a procurement exercise, approval was granted by the Finance, Resources and Customer Services Policy Board on 4 September 2019 to award a contract to AS Homes (Scotland) Limited for the Design and Build of 101 new Council dwellings on the site of the former St Fergus' Primary School.

- 3.3 The newbuild properties will provide a mix of house types to meet housing needs including terraced / semi-detached houses, own door flats and bungalows.
- 3.4 Tenants and residents will be engaged in the design process and in this respect, arrangements are being made for the appointed design consultants to meet with local residents and groups.
- 3.5 Council Officers will also arrange site visits to new Council housing developments within Renfrewshire to provide future residents with first-hand experience of the quality of housing that is being built by Renfrewshire Council.
- 3.6 It is also noted that officers continue to meet with the Tannahill Liaison Group on a six-weekly cycle to ensure tenants and residents are kept up to date with progress.
- 3.7 In addition drop-in sessions for tenants and residents are held in the Ferguslie Library two mornings each week, while officers continue to undertake weekly walk-rounds to identify and address any local estate management issues.
- 3.8 With regard to the timetable for the new build housing it is anticipated that work will start on site on the construction of the new housing in June 2020 and be completed in late 2021.

4. Wider Area Framework

- 4.1 To complement the housing investment strategy for the Tannahill area, the Policy Board agreed that a Development Framework for the wider Ferguslie Park area should be prepared in consultation with the local community.
- 4.2 Award winning regeneration specialists, Collective Architecture have now been appointed to support the preparation of the framework, which will include a comprehensive programme of community and stakeholder engagement to inform plans.
- 4.3 Consultation and engagement on the framework will begin imminently. This will consider potential uses for vacant land and buildings, opportunities for new community and cultural activities as well as the potential that exists for greenspace and environmental improvements for the area.
- 4.4 It is also anticipated that this consultation while focussed on the existing community will also provide an opportunity for public agencies and private sector organisations to engage in a long term and strategic regeneration plan that maximises their commitment to Ferguslie and seeks to secure the most effective benefits to the existing community as well as new residents who seek to take advantage of the improvements being delivered in this area.
- 4.5 An update on the Framework and its recommendations will be provided to future meetings of the Policy Board.

Implications of the Report

1. **Financial** – None.
2. **HR & Organisational Development** – None.
3. **Community/Council Planning** –
 - Working together to improve outcomes – engaging with our communities.
4. **Legal** – None
5. **Property/Assets** – As set out in the report.
6. **Information Technology** – None
7. **Equality & Human Rights** - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – None
9. **Procurement** – Any contract will be procured in line with approved Standing Orders and Financial Regulations.
10. **Risk** – N/A
11. **Privacy Impact** – None
12. **COSLA Policy Position** – None
13. **Climate Risk** – N/A

List of Background Papers

Background Paper 1: Housing Investment Strategy for the Tannahill Area, Ferguslie Park. Communities, Housing and Planning Policy Board, 30th October 2018.

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

Author: Lesley Muirhead, Planning and Housing Manager, 0141 618 6259,
Lesley.muirhead@renfrewshire.gov.uk



To: Communities, Housing and Planning Policy Board

On: 29 October 2019

Report by: Director of Communities, Housing and Planning Services

Heading: Support for Veterans

1. Summary

- 1.1 At the last meeting of the Communities, Housing and Planning Board a request was made for further information on the role of the Veterans Support Advisor.
 - 1.2 This report provides an update on the work of the Veteran's Support Advisor in developing pathways for service Veterans through the customer service model developed in partnership with East Renfrewshire and Inverclyde Councils.
-

2. Recommendations

- 2.1 It is recommended that the Communities, Housing and Planning Policy Board:
 - (i) notes the work of the Council in supporting service Veterans and of the progress made in development of a customer service model and pathways for Veterans of the armed forces.
-

3. Background

- 3.1 In February 2012 the Council agreed to sign up to a Community Covenant with the Armed Forces. The Community Covenant Agreement is a voluntary statement of mutual support between a civilian community and its local Armed Forces Community. The aim of the Community Covenant is to encourage local communities to support the service community in their area and to promote understanding and awareness amongst the public of issues affecting the Armed Forces Community.

- 3.2 By signing up to the agreement, the Council and its partners became eligible to apply for funding from the Ministry of Defence Community Covenant and Libor funds for projects which would provide a benefit to service personnel and the communities in which they live.
- 3.3 Officers from Renfrewshire Council, Inverclyde Council and East Renfrewshire Council met regularly as part of local “Firm Base” arrangements over the period since 2012 and developed a joint bid for funding from the Community Covenant scheme to enable the development of a Veterans support model and customer access model. The bid was successful in attracting £87,000 of funding in 2014/2015. This partnership between the three councils was the first of its kind in the UK.
- 3.5 A Veterans Support Advisor (VSA) was appointed as a focal point to work on behalf of the three councils, strengthening the partnership and becoming responsible for coordinating the delivery of this project’s outcomes, sharing resources, expertise and minimising duplication of effort. The VSA has served 22 years in the armed forces which proves to be crucial by bringing a depth of knowledge of this community and experience to the councils to support their efforts to ensuring the Armed Forces Covenant commitments are met. She splits her time equally between the three councils. Each council identified Veterans Champions who work at the frontline for services provided and are trained by the Veterans Support Advisor. The first training session was completed in August 2014 and 15 customer service champions and three customer service managers completed this training. Close support is provided within the council by money advice advisors, homelessness officers, HSCP and personnel from the Scottish Welfare Fund who will work closely with the Veterans Support Advisor to ensure specialist and targeted support as required by the individual client is provided.
- 3.6 The establishment of a partnership agreement and pathway to the Veterans Welfare Service was a critical part of the project as this is the organisation that holds the information on all serving and ex serving regular and reserve members of the armed forces.
- 3.7 Work to complete the customer service model was also finalised and rolled out across the three councils.
- 3.8 Meetings have also taken place with charities and associations within the three council areas, and meetings with national Veterans charities have also taken place and are an ongoing and critical part of the work.
- 3.9 The project has been recognised as best practice in statements to the Scottish Parliament where Jane Duncan, the Veterans Support Adviser, was praised for her work, and through the Veterans Commissioner’s Transition in Scotland report. It has also been published in a guide to housing solutions on the Scottish Governments website that will be circulated to all LA Chief Executives, Directors of Housing and Armed Forces Champions.

- 3.10 Enquiries range from straightforward queries that can be handled by simply signposting customers to a relevant service to more complex situations requiring a range of provision. Partnerships have been formed with national and local agencies to support these referrals.
- 3.11 In total over 700 members of the Armed Forces community from Renfrewshire were supported between March 2016 and August 2019. The VSA has assisted service users by working with a range of services, Advice Works, DWP, Housing Providers, the Ministry of Defence, Combat Stress, Erskine, Scotland's Bravest Manufacturing Company, Scottish War Blinded, Hearing Loss Scotland, FDM, British Limbless Ex-Service Men's Association, SSAFA, RBL and Poppy Scotland. The VSA can keep up to date with local support provision, specialist government and charitable funding, and has developed close links with SSAFA, the "gatekeeper" for Veteran's charities.
- 3.12 Since the appointment of the VSA, support for the Armed Forces community has grown and an awareness of the challenges faced by this community and the opportunities available to support them are embedded in service area.

4. Grants Awarded

- 4.1 Over £500,000 has been awarded to local charities supporting service personnel within the last two years. The VSA is a member of The Scottish Veterans Fund team and has delivered training to local charities on writing a successful bid. She is also the link as the Local Authority Lead for supporting bids to funding.
- 4.2 Successful bids include SACRO, SBMC, Bravehound, West of Scotland College, Fare 4 Free, Erskine and Health 4 Heroes.

Implications of the Report

1. **Financial** – None
2. **HR & Organisational Development** - None
3. **Community Planning**
Community Care, Health & Well-being - The Veterans Support project provides support to serving and former serving members of the armed forces, regular and reserve, their partners, dependants and carers.
4. **Legal** - none
5. **Property/Assets** - none
6. **Information Technology** - none
7. **Equality & Human Rights** -
 - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the

recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

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

List of Background Papers

- (a) Background Paper 1 (Report to Council February 2012, Community Covenant with the Armed Forces)

The foregoing background papers will be retained within Communities, Housing and Planning Services for inspection by the public for the prescribed period of four years from the date of the meeting. The contact officer within the service is Mary Crearie, Director of Communities, Housing and Planning Services, ext 6256

Author:: Mary Crearie, Director of Communities, Housing and Planning Services
Tel: 0141 618 6256



To: Communities, Housing and Planning Policy Board

On: 29 October 2019

Report by: Director of Communities, Housing and Planning Services

Heading: Whole House Retrofit Innovation – Award of Funding

1. Summary

- 1.1 The UK Government Department for Business, Energy and Strategy (BEIS) launched a Whole House Retrofit Innovation competition in June 2019 and invited applications to a £9.4million grant funding programme, for projects which met criteria which sought to reduce energy consumption and delivered cost reductions in the delivery of large scale projects to improve the thermal efficiency of domestic buildings.
- 1.2 Renfrewshire Council have secured £1,883,402 from this competition and this report sets out the background to the application and provides members with summary details on the project which will be delivered.
-

2. Recommendations

- 2.1 It is recommended that the Policy Board
- (i) accepts the award of £1,833,402 funding as part of the BEIS Whole House Retrofit Innovation competition and authorises the Director of Communities, Housing and Planning Services to oversee the delivery and operational management of the programme; and
 - (ii) notes the use of resources from the Housing Revenue Account (HRA) Capital Programme to supplement the funding as set out in paragraph 4.1 of this report
-

3. BEIS Whole House Retrofit Innovation Competition

- 3.1 In June 2019 BEIS launched a Whole House Retrofit Competition to provide financial support as a key early step in delivering their “Building Mission”.
- 3.2 Bids were invited for a share of a £9.4million grant fund for projects which met their criteria of demonstrating cost reduction through innovative approaches to deployment at scale, in the deep retrofitting of domestic buildings.
- 3.3 A potential project to upgrade terraced properties of ‘Crosswall’ construction type was identified and application for £1,833,402 of grant funding was submitted to BEIS in August.
- 3.4 The nature of this construction type means the works required to ensure that these properties meet the Energy Efficiency Standard for Social Housing (EESH) will be more complex and of higher cost than that of standard construction type stock, with costs estimated to be in excess of £60,000 per property.
- 3.5 The BEIS competition offered the opportunity to apply for funding to support the cost of these works and therefore substantially reduce the cost to the Council.
- 3.6 The Council was advised on 26 September that the application had been successful and grant funding of £1,833,402 had been awarded. Renfrewshire Council is the only Scottish Council which has been awarded this funding.

4 Renfrewshire Council - Whole House Retrofit Programme

- 4.1 Renfrewshire Council has 144 Crosswall properties within its housing stock, a mixture of mid and end terraced houses. 75 of these properties will be incorporated into the programme, with additional support of £2,730,103 from the Council’s own financial resources which will be delivered as part of our Housing Investment Programme (External Works) with resources allocated from our Housing Revenue Account (HRA) Capital Programme.
 - 4.2 This innovative project will be the first of its kind in Scotland, where existing housing stock will be retrofitted to the EnerPHit standard, delivering high levels of energy efficiency through improving the building fabric.
 - 4.3 In terms of benefits to tenants, this means their homes will be well insulated and warmer, with their fuel bills expected to reduce to approximately £150 per year on completion of all works.
 - 4.4 Work is currently underway to identify the properties which will be included in this project and a further report will be brought to a future meeting of this Board which will set out the details of the project.
-

Implications of the Report

1. **Financial** – UK Government Department of Business, Energy and Industrial Strategy (BEIS) funding allocation of £1,833,402 to support the delivery of an innovative Whole House Retrofit project and £2,730,103 of Council resources allocated from HRA Capital Investment Programme.
2. **HR & Organisational Development** - None.
3. **Community/Council Planning** –
 - Reshaping our place, our economy and our future – investment in the refurbishment of housing stock will support employment and contribute to the economy
 - Building strong, safe and resilient communities – improving housing conditions benefitting council tenants and addressing fuel poverty
4. **Legal** - None
5. **Property/Assets** – Improvements in the energy performance of social rented dwellings.
6. **Information Technology** - None
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** - None
9. **Procurement** – Project will be delivered either through use of existing contracts or through use of Scotland Excel Energy Framework.
10. **Risk** - None
11. **Privacy Impact** - None
12. **COSLA Policy Position** – N/A.
13. **Climate Risk** – This funding will be utilised to improve energy efficiency in council housing stock, which will contribute to resident using less energy, thus reducing emissions.

List of Background Papers

None

Author – Louise Feely, Asset and Investment Manager, Tel; 0141 618 6049



To: COMMUNITIES, HOUSING AND PLANNING POLICY BOARD

On: 29 OCTOBER 2019

Report by: DIRECTOR OF COMMUNITIES, HOUSING AND PLANNING

**Heading: CONSULTATION: INFLUENZA PANDEMIC PREPAREDNESS:
GUIDANCE FOR HEALTH AND SOCIAL CARE SERVICES IN
SCOTLAND – RENFREWSHIRE RESPONSE**

1. Summary

- 1.1 The Scottish Government launched a consultation on Influenza Pandemic Preparedness: Guidance for Health and Social Care Services in Scotland.
 - 1.2 A paper was presented to this Policy Board on 20 August 2019 outlining the guidance. As highlighted, the response was being prepared for the deadline of 13 September 2019 and as requested, the response is now attached to this paper as Appendix 1 for the information of members.
 - 1.3 The response is broadly supportive of the content of the guidance with the most significant issue raised in relation to the guidance being the requirement for greater clarity around the role of Health and Social Care partnerships as Category 1 responders in relation to the Civil Contingencies Act 2004. Within the guidance this is currently not clear and the response from the Council reinforces the need to make this clear and notes the requirement and the duty of Category 1 responders set out in the Act.
-

2. Recommendations

- 2.1 It is recommended that the Communities, Housing and Planning Policy Board:
 - (i) notes the consultation response by Renfrewshire Council on Influenza Pandemic Preparedness: Guidance for Health and Social Care Services in Scotland attached to this paper as Appendix 1.
-

3. Background

- 3.1 The UK National Risk Register 2017 identifies pandemic flu as the highest risk facing the nation.
- 3.2 Influenza (commonly known as 'flu') is a widespread and familiar infection, especially during the winter months. Illness caused by the influenza virus is usually relatively mild and self-limiting. However, some groups of people such as older people, young children and people with certain medical conditions, may be more at risk of severe infection or even death.
- 3.3 Pandemic flu is different from seasonal influenza. It occurs when a new flu strain emerges in the human population and spreads from person to person worldwide. As it is a new virus, the entire population is susceptible as very few people have immunity to it. Therefore, healthy adults, as well as older people, young children and those with existing medical conditions, may be affected. The lack of immunity in the population means that the virus has the potential to spread very quickly from person to person, leading to more people becoming severely ill and potentially many more deaths.
- 3.4 Influenza Pandemic Preparedness documents have been developed to provide guidance for local authorities and health and social care organisations in Scotland to understand the challenges of a pandemic and their roles and responsibilities during various phases.
- 3.5 The document highlights that pandemic planning is taking place at a UK level, with the four UK nations working together to update the UK Influenza Pandemic Preparedness Strategy 2011, on which this guidance is based. It also emphasises key messages from recent national pandemic flu exercises – of agencies planning together to enable an integrated response; and further developing plans to respond to significant increases in demand for services.
- 3.6 Reflecting the particular integrated health and social care landscape in Scotland, this document sets out an expectation that NHS Boards and Health and Social Care Partnerships (HSCP) will work closely together to develop scalable plans and enhance each other's as well as the overall resilience of their respective sectors.
- 3.7 The guidance document sets out a strategic approach and principles for combatting a new influenza virus, namely:
 - **Precautionary** – Plan for an initial response that reflects the level of risk based on information available at the time, accepting that uncertainty will initially exist;
 - **Proportionality** – Plan to be able to scale up and down in response to the emerging epidemiological, clinical and virological characteristics of the virus and its impact at the time.
 - **Flexibility** – Plan for the capacity to adapt to local circumstances that may be different from the overall UK picture, for instance in 'hotspot' areas.

- 3.8 The guidance further highlights the planning assumptions for excess deaths, scenario planning and the legislative framework – work where the Council will have a significant role alongside the Health and Social Care Partnership.
- 3.9 Planning and preparedness for an influenza outbreak in Scotland is currently robust and strong. The West of Scotland Regional Resilience Partnership has produced a Mass Fatalities Plan to be used in the case of an outbreak and Renfrewshire Council has a local framework document working alongside this wider regional plan.
- 3.10 The Civil Contingencies Service co-ordinates and leads on work with services in Renfrewshire Council and local partner agencies to prepare and update Business Continuity Plans regularly, with a specific focus on preparations for a potential flu pandemic.
-

Implications of the Report

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

Renfrewshire is well – By reviewing and contributing to the guidance, Renfrewshire Council is in a stronger position to prepare and react to an influenza pandemic. This includes ensuring staff and communities are well and able to continue to function during a pandemic flu.
4. **Legal**– none
5. **Property/Assets** – none
6. **Information Technology**– none
7. **Equality & Human Rights** - Duty to notify by providing information about potential victims of trafficking will ensure that victims receive appropriate support and assistance contributing to the core component of a human rights approach to ensure equal protection and equal access to support services
8. **Health & Safety** – none
9. **Procurement** – none.
10. **Risk** – This risk of pandemic flu is covered by the national planning assumptions rather than Council Risk Registers.
11. **Privacy Impact** – none
12. **Cosla Policy Position** - not applicable

13. **Climate Risk** – not applicable

List of Background Papers

None

Author: Oliver Reid, Head of Communities and Public Protection

Email: oliver.reid@renfrewshire.gov.uk

**CONSULTATION: INFLUENZA PANDEMIC PREPAREDNESS: GUIDANCE FOR HEALTH AND SOCIAL CARE SERVICES
IN SCOTLAND – September 2019**

Organisation Responding	Renfrewshire Council/Renfrewshire HSCP
Q1.	What are the most helpful elements of the guidance?
<i>Response</i>	The guidance is detailed and sets out the different phases for a pandemic flu outbreak. The Health and Social Care partnership will take cognisance of this guidance. It is helpful as it links to other key guidance/planning documents e.g. Planning Assumption for Excess Deaths that Renfrewshire Council and Civil Contingency Service currently have a plan in place for. The ties into the legal framework are also noted to be helpful including the wider resilience planning through the Resilience Partnerships.
Q2.	What are the least helpful and/or superfluous parts of the guidance?
<i>Response</i>	There are no parts that are seen as unhelpful as it is noted that it is difficult to plan for exactly what may happen with a Pandemic Flu outbreak.
Q3.	Is there additional guidance, not currently included, which would significantly improve the document?
<i>Response</i>	No.
Q4.	Does the guidance accurately describe the multi-agency context in Scotland – including suggested arrangements for co-ordinated local planning arrangements across partners?
<i>Response</i>	Clarification is required around Sections 5.6 and 5.8. It is our understanding that the HSCP are part of Renfrewshire Council and therefore has a duty to “respond” in the same way that any specific service/department within a Cat 1 organisation does. If they are a part of the NHS (and not Renfrewshire Council) they therefore are still a CAT 1 responder.

Q5.	Are the suggested actions at Annex A helpful and sufficiently comprehensive?
<i>Response</i>	The Renfrewshire Health and Social Care Partnership has a pandemic flu plan, created using a standard template that the Scottish Government Guidance is based upon. Following recent meetings with the Scottish Government, this plan is currently being updated and this links to the Actions details within Annex A.
Q6.	Other Key Areas Not Covered Above?
<i>Response</i>	There is nothing at this time.

RENFREWSHIRE COUNCIL

SUMMARY OF PROPOSAL OF APPLICATION NOTICES TO BE PRESENTED TO THE COMMUNITIES, HOUSING & PLANNING POLICY BOARD ON 29/10/2019

APPN. NO: WARD:	APPLICANT:	LOCATION:	PROPOSAL:	Item No.
19/0511/NO 10 - Houston, Crosslee and Linwood	Maclean & Speirs Ltd	Land adjacent to East Fulton Farm, Darluith Road, Linwood, Paisley, PA3 3TP	Erection of residential development and associated works	A
RECOMMENDATION:	GRANT			
19/0577/NO 1 - Renfrew North and Braehead	Park Lane (Scotland) Ltd	Site on North Western boundary of No 2, Row Avenue, Renfrew	Erection of residential development	B
RECOMMENDATION:	Accepted			
19/0607/NO 4 - Paisley Northwest	Cairn Hotels group	Land to East of No 1, Marchburn Drive, Glasgow Airport, Paisley	Erection of hotel with car parking, access, landscaping and other associated works	C
RECOMMENDATION:	Accepted			
19/0616/NO 2 - Renfrew South and Gallowhill	Arnold Clark Automobiles Limited	Land to South of M8 motorway, Mossland Road, Hillington Park, Glasgow	Erection of motor vehicle dealership with service facilities, formation of access and associated landscaping and infrastructure works	D
RECOMMENDATION:	GRANT			
19/0710/NO 5 - Paisley East and Central	Park Lane Developments (Renfrewshire) LLP & Link Group Ltd	Site bounded by Smithhill St, lawn St, Abbey View and Wier St, Paisley	Erection of residential development with ancillary roads, parking and landscaping	E
RECOMMENDATION:				

Total Number of Applications to be presented = 5

Prospective Planning Application

Reference No. 19/0511/NO



Renfrewshire
Council

Site Description and Proposal		(4)	Whether parking, circulation, servicing and other traffic and transport arrangements including junction and road capacity is acceptable;
The site is currently a small industrial/commercial centre, housing a variety of businesses and uses. There is also a farmhouse and associated outbuildings on site.		(5)	Whether the local infrastructure, particularly sewerage and drainage are capable of accepting the requirements of the proposed development;
The proposal would be for a residential development on the site.		(6)	Whether there are any other environmental considerations that require to be addressed, and;
Relevant Site History		(7)	Whether education capacity is available to serve the development within the local catchment area.
None relevant.			
Community Consultation			
The applicant's Proposal of Application Notice advises that a Community Open Event will take place. Details of which have yet to be confirmed by the applicant.			
A copy of the Proposal of Application Notice has been sent to Linwood Community Council and Local Members.			
A report, prepared by the applicant, on the results of the community consultation event will require to accompany any forthcoming application for planning permission.			
Key Issues			
The principle matters which would require to be assessed should the prospective application be submitted are:-			
(1)	Whether the development would be acceptable in principle, having regard to the Development Plan and any other material considerations;		
(2)	Whether the design, layout, density, form and external finishes respect and fits well the character of the area as well as the surrounding built and natural environment;		
(3)	Whether there is access and connectivity to walking, cycling and public transport networks, where appropriate, safe routes to school;		
			Recommendation
			That the Board note the key issues identified to date and advise of any other issues that it considers should be brought to the attention of the prospective applicant.
			Members are reminded of the advice contained in 'Guidance on the Councillors' Code of Conduct' (Standards Commission Scotland, 2011); 'Guidance on the Role of Councillors in Pre-Application Procedures' (Commissioner for Ethical Standards in Public Life in Scotland/CoSLA 2014); and 'The Planning System in Scotland: An Introduction for Elected Members' (The Improvement Service, 2011). Members must be mindful that any opinions or views expressed at this stage are done so having regard to the overarching requirements of fairness and impartiality and of keeping an open mind.
			Local Government (Access to Information) Act 1985 - Background Papers: For further information or to inspect other background papers, please contact Sharon Marklow on 0141 618 7835.

Prospective Planning Application

Reference No. 19/0577/NO



Renfrewshire
Council

KEY INFORMATION

Ward: (1)

Renfrew North and
Braehead

Prospective Applicant

Park Lane (Scotland) Ltd
with Mast Architects as
agent

Report by Director of Communities, Housing and Planning
Services

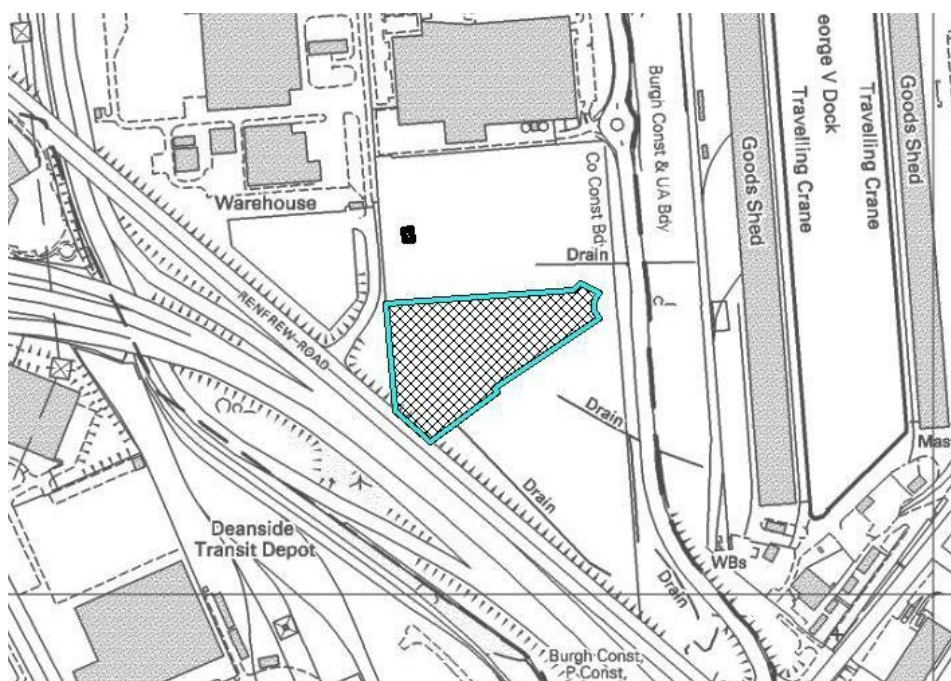
PROPOSAL: Erection of residential development

LOCATION: Site on North Western boundary of No 2, Row
Avenue, Renfrew

APPLICATION FOR: Park Lane (Scotland) Ltd

RECOMMENDATION

That the Board note the
key issues identified to
date and advise of any
other issues.



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Fraser Carlin
Head of Planning and
Housing

CONSIDERATIONS

- The site is identified within both the Adopted and Proposed Renfrewshire Local Development Plans as a C1 'Commercial Centre'.
- Development will require to take account of the provisions of the Adopted Renfrewshire Local Development Plan (2014) and the New Development Supplementary Guidance as well as the emerging Renfrewshire Local Development Plan (2019) and its Supplementary Guidance.
- Any proposed future layout will also require to ensure that the site is well connected to the walking, cycling and the public transport network as well as ensure safe walking routes to school along with assessing the capacity in the local road network and junction capacities in the vicinity of the site.
- Additional technical information demonstrating that all necessary infrastructure can either be accommodated or can be implemented is required.

Prospective Planning Application

Reference No. 19/0577/NO



Renfrewshire
Council

Site Description and Proposal

The site is a brownfield, vacant relatively flat site to the south of Braehead. It is surrounded by Dobbie's Garden Centre to the north, King George V Dock and storage sheds to the east, a restaurant to the south as well as football pitches and the M8 motorway to the west.

It is proposed to erect a residential development within the site, comprising more than 50 units.

Relevant Site History

03/0278/PP - Mixed use facility consisting of a changing/toilet facility, full size football pitch with associated fencing and lighting; Sports Hall with changing/toilet facilities, office/committee room and cafe/function area; Children's Nursery. Granted subject to conditions June 2003

05/1353/PP – Formation of new roundabout and access road off Kings Inch Drive to serve Shields Gate. Granted subject to conditions February 2006.

Community Consultation

A Community Consultation Open Event is to be held at INTU Braehead Centre on 6 November 2019, between the hours of 3pm and 7pm.

A copy of the Proposal of Application Notice has been sent to Renfrew Community Council and Local Members.

A report, prepared by the applicant, on the results of the community consultation event will require to accompany any forthcoming application for planning permission.

Key Issues

The principle matters which would require to be assessed should the prospective application be submitted are:-

- (1) Whether the development would be acceptable in principle, having regard to the Development Plan and any other material considerations;
- (2) Whether the design, layout, density, form and external finishes respect and fits well the character of the area as well as the surrounding environment;

- (3) Whether there is access and connectivity to walking, cycling and public transport networks, where appropriate, safe routes to school;
- (4) Whether parking, circulation, servicing and other traffic and transport arrangements including junction and road capacity is acceptable;
- (5) Whether the local infrastructure, particularly sewerage and drainage are capable of accepting the requirements of the proposed development;
- (6) Whether there are any other environmental considerations that require to be addressed, and;
- (7) Whether education capacity is available to serve the development within the local catchment area.

Recommendation

That the Board note the key issues identified to date and advise of any other issues that it considers should be brought to the attention of the prospective applicant.

Members are reminded of the advice contained in 'Guidance on the Councillors' Code of Conduct' (Standards Commission Scotland, 2011); 'Guidance on the Role of Councillors in Pre-Application Procedures' (Commissioner for Ethical Standards in Public Life in Scotland/CoSLA 2014); and 'The Planning System in Scotland: An Introduction for Elected Members' (The Improvement Service, 2011). Members must be mindful that any opinions or views expressed at this stage are done so having regard to the overarching requirements of fairness and impartiality and of keeping an open mind.

Local Government (Access to Information) Act 1985 - Background Papers: For further information or to inspect other background papers, please contact Sharon Marklow on 0141 618 7835.

Prospective Planning Application

Reference No. 19/0607/NO



Renfrewshire
Council

KEY INFORMATION

Ward: (4)

Paisley Northwest

Prospective Applicant

Cairn Hotels Group with
Iceni Projects Ltd as agent

Report by Director of Communities, Housing and Planning
Services

PROPOSAL: Erection of hotel with car parking, access,
landscaping and other associated works

LOCATION: Land to East of No 1, Marchburn Drive, Glasgow
Airport, Paisley

APPLICATION FOR: Cairns Hotels Group

RECOMMENDATION

That the Board note the
key issues identified to
date and advise of any
other issues.



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Fraser Carlin
Head of Planning and
Housing

CONSIDERATIONS

- The site is identified within both the Adopted and Proposed Renfrewshire Local Development Plans as an E1 'Local Industrial Area'.
- Development will require to take account of the provisions of the Adopted Renfrewshire Local Development Plan (2014) and the New Development Supplementary Guidance as well as the emerging Renfrewshire Local Development Plan (2019) and its Supplementary Guidance.
- Additional technical information demonstrating that all necessary infrastructure can either be accommodated or can be implemented is required.
- The layout will also require to ensure that the site is well connected to the walking, cycling and public transport network along with assessing the capacity in the local road network, with a transportation statement considering all of these elements for any proposal.

Prospective Planning Application

Reference No. 19/0607/NO



Renfrewshire
Council

Site Description and Proposal

The site is a brownfield, vacant, relatively flat site to the south of Marchfield Drive. It is surrounded by other hotels to the north, and west, residential development to the east and commercial and residential development to the south.

It is proposed to erect a hotel with car parking, access, landscaping and other associated works.

Relevant Site History

06/0250/PP – Formation of vehicular access to site from existing roundabout. Granted subject to conditions July 2006.

11/0265/PP – Renewal of consent 06/0250/PP for a further 3 years. Granted subject to conditions July 2011.

14/0270/PP – Renewal of consent 11/0265/PP for a further 3 years. Granted subject to conditions June 2014.

17/0292/PP – Formation of vehicular access to site (renewal of planning permission 14/0270/PP). Granted subject to conditions June 2017.

Community Consultation

A public exhibition was held at the Courtyard by Marriott, Glasgow Airport on 8 October 2019, between the hours of 2pm and 7pm.

A copy of the Proposal of Application Notice has been sent to Paisley North Community Council and Local Members.

A report, prepared by the applicant, on the results of the community consultation event will require to accompany any forthcoming application for planning permission.

Key Issues

The principle matters which would require to be assessed should the prospective application be submitted are:-

- (1) Whether the development would be acceptable in principle, having regard to the Development Plan and any other material considerations;

- (2) Whether the design, layout, density, form and external finishes respect and fits well the character of the area as well as the surrounding environment;
- (3) Whether there is access and connectivity to walking, cycling and public transport networks;
- (4) Whether parking, circulation, servicing and other traffic and transport arrangements including junction and road capacity is acceptable;
- (5) Whether the local infrastructure, particularly sewerage and drainage are capable of accepting the requirements of the proposed development;
- (6) Whether there are any other environmental considerations that require to be addressed.

Recommendation

That the Board note the key issues identified to date and advise of any other issues that it considers should be brought to the attention of the prospective applicant.

Members are reminded of the advice contained in 'Guidance on the Councillors' Code of Conduct' (Standards Commission Scotland, 2011); 'Guidance on the Role of Councillors in Pre-Application Procedures' (Commissioner for Ethical Standards in Public Life in Scotland/CoSLA 2014); and 'The Planning System in Scotland: An Introduction for Elected Members' (The Improvement Service, 2011). Members must be mindful that any opinions or views expressed at this stage are done so having regard to the overarching requirements of fairness and impartiality and of keeping an open mind.

Local Government (Access to Information) Act 1985 - Background Papers: For further information or to inspect other background papers, please contact Sharon Marklow on 0141 618 7835.

Prospective Planning Application

Reference No. 19/0616/NO



KEY INFORMATION

Ward: (2)
Renfrew South & Gallowhill

Prospective Applicant
Arnold Clark Automobiles Ltd, with Ryden LLP as agent.

Report by Director of Communities, Housing and Planning Services

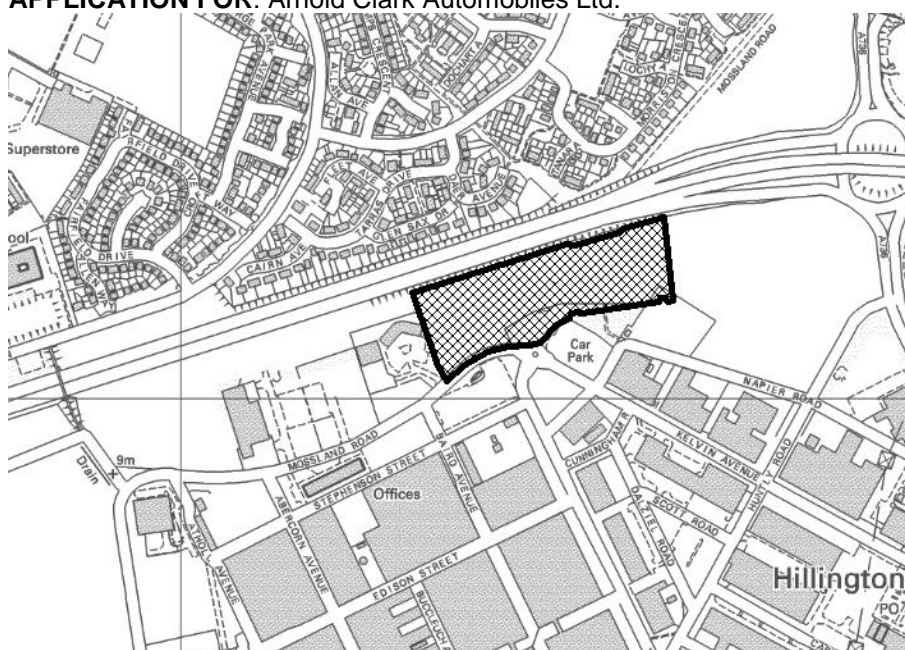
PROPOSAL: Erection of motor vehicle dealership with service facilities, formation of access and associated landscaping and infrastructure works

LOCATION: Land to South of M8 motorway, Mossland Road, Hillington Park, Glasgow

APPLICATION FOR: Arnold Clark Automobiles Ltd.

RECOMMENDATION

That the Board note the key issues identified to date and advise of any other issues.



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Fraser Carlin
Head of Planning and Housing

CONSIDERATIONS

- The site is identified within both the Adopted and Proposed Renfrewshire Local Development Plans as Policy E1 – 'Strategic Economic Investment Locations' (SEIL).
- Development will require to take account of the provisions of the Adopted Renfrewshire Local Development Plan (2014) and the New Development Supplementary Guidance as well as the emerging Renfrewshire Local Development Plan (2019) and its Supplementary Guidance.
- Additional technical information demonstrating that all necessary infrastructure can either be accommodated or can be implemented is required.
- The layout will also require to ensure that the site is well connected to the walking, cycling and public transport network along with assessing the capacity in the local road network, with a transportation statement considering all of these elements for any proposal.

Prospective Planning Application

Reference No. 19/0616/NO



Renfrewshire
Council

Site Description and Proposal	
<p>The site is currently vacant land on the Hillington Frontage, adjacent to the M8 motorway.</p> <p>The proposal would be for a new car dealership showroom (and associated works) on the site.</p>	
Relevant Site History	
<p>00/0885/PP - Erection of 3 no. class 4 office pavilions formation of access, parking and landscaping. Granted subject to conditions and a Section 75 legal obligation, January 2004.</p> <p>13/0753/EO - Screening opinion in respect of establishing a Simplified Planning Zone (SPZ). Environmental Assessment not required.</p> <p>13/0754/SZ - Proposal to Prepare a Simplified Planning Zone (SPZ) Scheme. Accepted April 2016.</p>	<p>(2) Whether the design, layout, density, form and external finishes respect and fits well the character of the area as well as the surrounding environment;</p> <p>(3) Whether there is access and connectivity to walking, cycling and public transport networks;</p> <p>(4) Whether parking, circulation, servicing and other traffic and transport arrangements including junction and road capacity is acceptable;</p> <p>(5) Whether the local infrastructure, particularly sewerage and drainage are capable of accepting the requirements of the proposed development;</p> <p>(6) Whether there are any other environmental considerations that require to be addressed.</p>
Community Consultation	Recommendation
<p>The applicant's Proposal of Application Notice confirms that a Community Open Event took place on Wednesday 23 October 2019 at the Arnold Clark Head Office, 454 Hillington Road, Glasgow, G52 4FH.</p> <p>A copy of the Proposal of Application Notice has been sent to Renfrew Community Council and Local Members.</p> <p>A report, prepared by the applicant, on the results of the community consultation event will require to accompany any forthcoming application for planning permission.</p>	<p>That the Board note the key issues identified to date and advise of any other issues that it considers should be brought to the attention of the prospective applicant.</p> <p>Members are reminded of the advice contained in 'Guidance on the Councillors' Code of Conduct' (Standards Commission Scotland, 2011); 'Guidance on the Role of Councillors in Pre-Application Procedures' (Commissioner for Ethical Standards in Public Life in Scotland/CoSLA 2014); and 'The Planning System in Scotland: An Introduction for Elected Members' (The Improvement Service, 2011). Members must be mindful that any opinions or views expressed at this stage are done so having regard to the overarching requirements of fairness and impartiality and of keeping an open mind.</p> <p>Local Government (Access to Information) Act 1985 - Background Papers: For further information or to inspect other background papers, please contact Sharon Marklow on 0141 618 7835.</p>
Key Issues	
<p>The principle matters which would require to be assessed should the prospective application be submitted are:-</p> <p>(1) Whether the development would be acceptable in principle, having regard to the Development Plan and any other material considerations;</p>	

Prospective Planning Application

Reference No. 19/0710/NO



KEY INFORMATION

Ward: (2 & 5) Paisley East and Central & Renfrew South and Gallowhill

Prospective Applicant
Park Lane Developments
(Renfrewshire) LLP & Link
Group Ltd.

Report by Director of Communities, Housing and Planning Services

PROPOSAL: Residential development with ancillary roads, parking and landscaping

LOCATION: Site bounded by Smithhills Street, Lawn Street, Abbey View and Weir Street, Paisley

APPLICATION FOR: Park Lane Developments (Renfrewshire) LLP & Link Group Ltd

RECOMMENDATION

That the Board note the key issues identified to date and advise of any other issues.



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Fraser Carlin
Head of Planning and
Housing

CONSIDERATIONS

- The site is identified within the Adopted Renfrewshire Local Development Plan (2014) and within the Proposed Renfrewshire Local Development Plan (2019) as Policy C1 – Renfrewshire's Network of Centres – Strategic Centre.
- Development will require to take account of the provisions of the Adopted Renfrewshire Local Development Plan (2014) and the New Development Supplementary Guidance as well as the emerging Renfrewshire Local Development Plan (2019) and its Supplementary Guidance.
- Any proposed future layout will also require to ensure that the site is well connected to the walking, cycling and the public transport network as well as ensure safe walking routes to school along with assessing the capacity in the local road network and junction capacities in the vicinity of the site.
- Additional technical information demonstrating that all necessary infrastructure can either be accommodated or can be implemented is required.

Prospective Planning Application

Reference No. 19/0710/NO



Renfrewshire
Council

Site Description and Proposal	
<p>The site is flat site which currently comprises a parking area and vacant land.</p> <p>The site is part of the former Arnotts Department Store site. It is surrounded by the railway to the north, Piazza Shopping Centre to the west and a mix of flat properties and tenemental flats with commercial units on the ground floor to the other sides of the site.</p> <p>The proposal would be for a residential development on the site.</p>	<p>networks, where appropriate, safe routes to school;</p> <p>(4) Whether parking, circulation, servicing and other traffic and transport arrangements including junction and road capacity is acceptable;</p> <p>(5) Whether the local infrastructure, particularly sewerage and drainage are capable of accepting the requirements of the proposed development;</p> <p>(6) Whether there are any other environmental considerations that require to be addressed, and;</p> <p>(7) Whether education capacity is available to serve the development within the local catchment area.</p>
Relevant Site History	
None relevant.	
Community Consultation	
<p>The applicant's Proposal of Application Notice advises that a Community Open Event will take place. Details of which have yet to be confirmed by the applicant.</p> <p>A copy of the Proposal of Application Notice has been sent to both Paisley West and Central & Paisley East and Whitehaugh Community Councils as well as Local Members.</p> <p>A report, prepared by the applicant, on the results of the community consultation event will require to accompany any forthcoming application for planning permission.</p>	
Key Issues	
<p>The principle matters which would require to be assessed should the prospective application be submitted are:-</p> <p>(1) Whether the development would be acceptable in principle, having regard to the Development Plan and any other material considerations;</p> <p>(2) Whether the design, layout, density, form and external finishes respect and fits well the character of the area as well as the surrounding built and natural environment;</p> <p>(3) Whether there is access and connectivity to walking, cycling and public transport</p>	<p>Recommendation</p> <p>That the Board note the key issues identified to date and advise of any other issues that it considers should be brought to the attention of the prospective applicant.</p> <p>Members are reminded of the advice contained in 'Guidance on the Councillors' Code of Conduct' (Standards Commission Scotland, 2011); 'Guidance on the Role of Councillors in Pre-Application Procedures' (Commissioner for Ethical Standards in Public Life in Scotland/CoSLA 2014); and 'The Planning System in Scotland: An Introduction for Elected Members' (The Improvement Service, 2011). Members must be mindful that any opinions or views expressed at this stage are done so having regard to the overarching requirements of fairness and impartiality and of keeping an open mind.</p> <p>Local Government (Access to Information) Act 1985 - Background Papers: For further information or to inspect other background papers, please contact Sharon Marklow on 0141 618 7835.</p>

RENFREWSHIRE COUNCIL

SUMMARY OF APPLICATIONS TO BE CONSIDERED BY THE COMMUNITIES, HOUSING & PLANNING POLICY BOARD ON 29/10/2019

APPN. NO: WARD:	APPLICANT:	LOCATION:	PROPOSAL:	Item No.
19/0541/PP 4 - Paisley Northwest	Renfrewshire Council	Paisley Museum and Art Galleries, 68 High Street, Paisley, PA1 2BA	Erection of extension to side of museum including external alterations associated with the refurbishment of museum and observatory.	A
RECOMMENDATION:	GRANT subject to conditions			
19/0544/LB 4 - Paisley Northwest	Renfrewshire Council	Paisley Museum and Art Galleries, 68 High Street, Paisley, PA1 2BA	Erection of extension to side of museum including internal and external alterations associated with the refurbishment of museum and observatory.	B
RECOMMENDATION:	GRANT subject to conditions			
19/0169/PP 1 - Renfrew North and Braehead	Ambassador Homes (Scotland) Ltd	Renfrew Golf Club, Inchinnan Road, Renfrew, PA4 9EG	Demolition of two dwellinghouses, and erection of residential development comprising 10 dwellinghouses with associated infrastructure and landscaping.	C
RECOMMENDATION:	GRANT subject to conditions			
18/0050/PP 10 - Houston, Crosslee and Linwood	Mr Burke	Caravan A, 5 East Fulton Holdings, Clippens Road, Linwood, Paisley, PA3 3TR	siting of four mobile homes, erection of 7 sheds, erection of boundary fences and formation of landscaping (in retrospect).	D
RECOMMENDATION:	GRANT subject to conditions			
18/0051/PP 10 - Houston, Crosslee and Linwood	Mr McGregor	Caravan F, 5 East Fulton Holdings, Clippens Road, Linwood, Paisley, PA3 3TR	Siting of 2 mobile homes, 4 sheds, erection of boundary fence and associated landscaping (in retrospect).	E
RECOMMENDATION:	GRANT subject to conditions			

Total Number of Applications to be considered = 5

Planning Application: Report of Handling

Reference No. 19/0541/PP



Renfrewshire
Council

KEY INFORMATION

Ward: (4)
Paisley Northwest

Applicant:
Renfrewshire Council

Registered:
13 August 2019

Report by Director of Communities, Housing and Planning Services

PROPOSAL: Erection of extension to side of museum including external alterations associated with the refurbishment of museum and observatory.

LOCATION: Paisley Museum and Art Galleries, 68 High Street, Paisley

APPLICATION FOR: Full Planning Permission



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RECOMMENDATION

Grant Subject to
Conditions

IDENTIFIED KEY ISSUES

The proposals accord with both the Adopted and Proposed Renfrewshire Local Development Plan and the New Development Supplementary Guidance as well as Historic Environment Scotland's Policy Statement.

Historic Environment Scotland is supportive of the proposals and consider them to be positive, well justified and sensitively respond to the listed building.

No representations have been received.

It is considered that the extensions and alterations and overall refurbishment of the Museum would be sympathetic to preserving the special character of the building and wider built environment and would significantly improve the facilities on offer at the Museum.

Fraser Carlin
Head of Planning and
Housing

RENFREWSHIRE COUNCIL

COMMUNITIES, HOUSING AND PLANNING SERVICES
REPORT OF HANDLING FOR APPLICATION (19/0541/PP)

APPLICANT:	Renfrewshire Council
SITE ADDRESS:	Paisley Museum and Art Galleries, 68 High Street, PA1 2BA
PROPOSAL:	Erection of extension to side of museum including external alterations associated with the refurbishment of museum and observatory.
APPLICATION FOR:	Full Planning Permission

NUMBER OF REPRESENTATIONS AND SUMMARY OF ISSUES RAISED:	No representations have been received.
CONSULTATIONS:	<p>Historic Environment Scotland (HES): - No objections. Historic Environment Scotland welcome the proposal and the investment the Council is making.</p> <p>The proposals are very positive, well justified and sensitively respond to the building and the requirement to provide step-free access.</p> <p>Historic Environment Scotland have commented that although the new access would provide a step free access, the original access should be retained for use on a regular basis.</p> <p>They comment that benches in front of the existing entrance portico would impact on the architectural character of the building.</p> <p>Historic Environment Scotland suggest that the new entrance should be clearly identified with clear signage.</p> <p>Response: The Design and Access Statement submitted alongside the application states that the original entrance will be retained for use on special occasions.</p> <p>A glass window would be installed to replace the existing double doors which would provide views in and out of the building.</p> <p>The Design and Access Statement outlines that the purposes of the benches are to re-affirm that the existing access is no longer an access into the building, however people can still sit and actively use this area as part of the public realm outside the museum.</p>

	<p>It is considered appropriate to attach a condition with respect to the exact siting of the benches as part of the public realm works associated with the development of the Museum including signage.</p> <p>Historic Environment Scotland comment that the main part of the proposed extension is well conceived.</p> <p>It is also the view that the strong red glazing /cladding could be an incongruous element of the proposal. However, the terms set out in the Design and Access Statement are accepted by Historic Environment Scotland.</p> <p>Response: It is considered that the Design and Access Statement adequately sets out a well defined context behind the theme of the strong red colour at the new entrance.</p> <p>The Design and Access Statement states that the project has conceived a "red thread" (a nod to Paisley's past) that informs a series of moves that ensures the re-imaging of Paisley Museum is not just an isolated building at the end of the High Street, but a destination, an integrated and active part of the Town Centre.</p> <p>The red thread is to be a bold pattern laid into the pavement and would weave its way along the length of the pavement taking in the Library, Secret Collection and the Museum.</p> <p>The outdoor space at the new entrance would be tinted by "red thread" and the red frontage would give a bold statement that is a dynamic and inviting presence on the High Street.</p> <p>Historic Environment Scotland comment that the new landscaping proposals are particularly welcomed, and the siting of the new extension allows views up to the A-listed Observatory from the High Street.</p> <p>The works would enhance the setting of both the Observatory and the Museum Building.</p> <p>Environmental and Infrastructure Services (Design Services): - No objections.</p> <p>Response: Noted.</p> <p>Environmental Protection Service (Environmental Health): - No objections. An informative should be attached to advise the applicant to seek appropriate advice in the event of any unsuspected contamination.</p> <p>Response: Noted. An appropriate informative could be attached with this regard.</p> <p>Glasgow Airport Limited: - No objections. Conditions with</p>
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	<p>respect to a Bird Hazard Management Plan should be attached.</p> <p>Response: Noted. This could be addressed with the imposition of appropriate planning conditions.</p> <p>NATS Safeguarding: - No objections.</p> <p>Response: Noted.</p> <p>Environment and Infrastructure Services (Roads): - Cycle and servicing provision requires to be provided.</p> <p>Response: Appropriate conditions with respect to cycle provision and signage as well as servicing should be attached to a consent.</p> <p>The Coal Authority: - No objections. In line with the recommendations outlined in the Coal Mining Risk Assessment submitted with the application, intrusive site investigation works should be carried out to establish the exact situation regarding coal mining legacy issues on the site.</p> <p>Response: Noted. This could be addressed with the imposition of appropriate conditions.</p>
PRE-APPLICATION COMMENTS:	<p>Several pre-application meetings were undertaken, with Historic Environment Scotland, Planning and the applicant. The details of all of the proposed development elements were discussed comprehensively as the proposals evolved.</p>
DESIGN/PLANNING STATEMENT:	<p>A Design and Access Statement was submitted with the application which provides an overview of the project objectives, the design concepts, the design proposals, details of any changes, additions and alterations to the existing museum, proposed landscaping and public realm works.</p> <p>A Heritage Statement – Paisley Museum Re-Imagined has also been submitted to accompany the application. This statement outlines the heritage assets and the significance of the museum building. The statement outlines the proposed works in detail which includes all internal and external alterations.</p> <p>The Heritage Statement concludes that the proposed extension will affect the appearance and character of the building but will result in very limited loss of the historic fabric and has been carefully positioned to minimise its impact on the highly significant south façade of the building.</p> <p>The proposed internal changes are necessary to provide much-needed level access throughout the building, improving the visitor experience and widening engagement and enjoyment of the historic buildings and collections.</p>

	It is considered that the Design and Access statement and the Heritage Statement provides a comprehensive overview of the project and the detailed consideration of all of the alterations and additions proposed for this application.
OTHER ASSESSMENTS:-	<p>A Coal Mining Risk Assessment was submitted with the application.</p> <p>The Coal Authority were consulted and advise that there are no objections subject to the imposition of an appropriate condition with respect to the undertaking of intrusive site investigation works to establish the exact situation regarding coal mining legacy issues on site.</p>
LOCAL DEVELOPMENT PLAN POLICIES/ OTHER MATERIAL CONSIDERATIONS	<p><u>Development Plan</u></p> <p><u>Renfrewshire Local Development Plan 2014</u> Policy C1(STC) - Strategic Town Centre</p> <p>Policy ENV3 - Built Heritage.</p> <p><u>New Development Supplementary Guidance</u> Strategic Town Centres</p> <p>Built Heritage</p> <p><u>Renfrewshire Local Development Plan - Proposed Plan 2019</u> Policy C1 - Renfrewshire's Network of Centres</p> <p>Policy ENV3 - Built and Cultural Heritage <u>New Development Supplementary Guidance 2019 (Proposed)</u> Listed Buildings</p> <p><u>Material considerations</u> Historic Environment Scotland's Historic Environment Policy for Scotland (HEPS) 2019 and associated "Managing Change in the Historic Environment" guidance notes.</p>
PLANNING HISTORY	<p>As part of the enabling works, Listed Building Consent was approved for the demolition of side and rear extensions which were modern un-sympathetic additions to the building on the 30 October 2018. (Ref: 18/0515/LBC)</p> <p>An application for Listed Building Consent has also been submitted and is pending consideration (19/0544/LBC). This is a concurrent application and will also be under the consideration of this Board.</p>
DESCRIPTION	This application seeks planning permission for the erection of extensions to the side of Paisley Museum (Category A Listed Building) which is located on the north side of High Street, Paisley within Paisley Town Centre Conservation Area.

	<p>The proposal also includes other external and internal alterations associated with the refurbishment of the museum and observatory for 'Paisley Museum Re-Imagined' transformative project which seeks to turn Paisley Museum into an international visitor destination.</p> <p>The Paisley Museum Re-Imagined Project comprises of the creation of a new entrance courtyard which would be accessed from High Street and provide level access into the new entrance which would be formed to the west of the existing building with the erection of an extension.</p> <p>The proposed extension comprises of a glazed facade with a cylindrical transparent red glazed entrance and a curved, flat roofed rectangular extension which would extend the length of the west elevation to provide both access to the museum and also to the visitor cafe which would be located at the upper level to the north of the museum, adjacent to the observatory.</p> <p>The Design and Access Statement states that at the southern end of the extension, where it would meet the existing building, a distinct entrance would be created where the curve red volume would be highly visible with the red tinted glass contrasting from the historic building.</p> <p>The western extension would be the home to the museums social spaces including the cafe which would include access to the garden gallery at level 2 where there would also be picnicking spaces and seating with views through to the garden.</p> <p>The cafe would also be located at level 3 at the northern end of the extension with access to the garden area.</p> <p>The Design and Access Statement that accompanies the application states that the western extension has been designed with consideration of the potential of a new night time focus where the cafe, garden and other parts of the museum would be opened to coincide with night time Observatory viewings.</p> <p>The currently unused Oakshaw Cottages would be transformed into a new Learning Studio and Maker Spaces.</p> <p>As part of the Re-Imagined Museum project, the Museum buildings, the Observatory, Observatory House, Transit House and the Oakshaw Cottages would all have a public function and would be connected by the new Observatory Garden.</p> <p>The proposals would provide new connections through the museum towards the north and east of the building.</p>
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	<p>The proposed new entrance and alterations to the Museum Hall would create a new accessible entrance for the Museum and would place the 1870 Museum Hall at the centre of the re-imagined museum and would return the Museum Hall to gallery use.</p> <p>It is also proposed to replace existing rooflights with high performance double glazed rooflights and the roof glazing panels on the roof of the factory hall would be revised to improve rooflight performance.</p> <p>The proposed landscaping would have different character areas which are: -</p> <ul style="list-style-type: none"> • Entrance Courtyard and Museum Frontage • Cafe Terrace Level • Museum Garden • Nocturnal Garden and Observatory Terrace • The Grove <p>The High Street Frontage and Entrance Courtyard would be outward facing and highly visible from public areas.</p> <p>The Cafe Terrace, Nocturnal Garden and Observatory Terrace would be smaller in scale and associated with adjacent museum uses.</p> <p>The new entrance courtyard would provide the main access into the museum and would also serve as a new public space along the High Street.</p> <p>The Design and Access Statement states that the paving inlays have been inspired by the punchcards used for the operation of Jacquard Looms.</p> <p>Large circular seats would also create a varied surface texture and delineate pedestrian and vehicular circulation zones.</p> <p>The museum is a Category A listed building which was built in phases between 1868 and 1978. The museum is Greek Ionic and fronts onto High Street where the front entrance area is single storey on a banded podium.</p> <p>The original part of the building (western), has 4 Ionic columns approached by steps with 3 bays set behind columns on each side.</p> <p>The museum is located on the north side of High Street and occupies a prominent position within Paisley Town Centre Conservation Area.</p> <p>Coats Observatory (category A listed) is located to the north of the museum and a traditional red sandstone, 3 storey building</p>
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	(category B listed) is located to the west, beyond which is the category A listed Coats Memorial Church.
OTHER COMMENTS	<p><u>Renfrewshire Local Development Plan 2014</u></p> <p>Policy C1 contained within the Adopted Renfrewshire Local Development Plan states that each of the centres in Renfrewshire form part of a diverse, interconnected network of places to live, shop, work, enjoy entertainment, leisure and cultural activities.</p> <p>The Policy also states that the Council welcomes development that will strengthen the network and enhance its centres, ensuring they are places which are vibrant, inclusive, accessible and complementary, as well as compatible with surrounding land uses.</p> <p>The New Development Supplementary Guidance also states that the proposed use should not undermine the principal function of the centre and is complementary to existing uses and activities and that the scale, design and layout should also contribute towards and compliments the surrounding area.</p> <p>As set out above, the proposal would provide the infrastructure to activate the Museum and provide necessary links to utilise the building, garden area and public space to there full potential whilst creating a landmark within Paisley Town Centre which would be complimentary to the mix of commercial uses in the immediate vicinity.</p> <p>The Local Development Plan Policy context for Centres is for the delivery of high quality development that will enhance the economic, social, environmental, heritage and cultural life of the centre. In particular, increasing the footfall of centres by such an activity is supported and encouraged.</p> <p>In terms of contributing to the vitality and viability of the Centre, it is considered that the proposal will support a balanced provision of activities that caters for varied needs during the daytime and evening.</p> <p>It is considered that the proposal would be a positive addition, creating a high quality place which will aim to protect the built and cultural heritage of the Centre. The proposal is considered to enhance Paisley as a sustainable visitor destination.</p> <p>The proposed alterations to the building would enhance the quality of the built environment with repair, maintenance and good contemporary design which is appropriate for this building in the streetscape which would positively contribute to the visual amenity and viability of the Town Centre.</p>

	<p>It is considered that the proposal, together with, the Town Hall refurbishment and the Cultural and Learning Hub would assist in strengthen the regeneration of the town centre and encourage visitor attraction.</p> <p>As such, the proposal would accord with Policy C1 and the New Development Supplementary Guidance.</p> <p>Policy ENV3 and Historic Environment Scotland's Guidance both state that the built heritage which includes, listed buildings and conservation areas should be safeguarded and enhanced, where appropriate.</p> <p>The New Development Supplementary Guidance also states that high standards of design should be employed which has regard to the architecture and character of the area and ensure the maintenance and enhancement of local distinctiveness.</p> <p>As set out above, it is considered that the proposed extensions and alterations have been well-conceived and the red entrance together with the extension would provide a bold statement which would be highly visible from the High Street.</p> <p>It is considered that the proposal maintains an important distinction between old and new, with materials and colour. It would provide a barrier free access to the museum as well as creating a cohesive, understandable, well connected and accessible campus from Museum, Observatory and Library buildings.</p> <p>Historic Environment Scotland advise that the proposals are very positive, well-justified and sensitively respond to the building and the requirement to provide step free access into it.</p> <p>The Design and Access Statement states that the Museum should aspire to being world-class in all aspects, not just in the way it looks, but in the way it operates, welcomes and engages visitors.</p> <p>It is also considered that the proposals would provide the necessary infrastructure to activate the Museum and provide enhanced connections to utilise the building, garden area and public space to its full potential, whilst creating a landmark within Paisley Town Centre.</p> <p>In conclusion, it is considered that the proposal would significantly improve the capacity and facilities at a key flagship visitor attraction within Paisley Town Centre and the extensions and alterations would be sympathetic to preserving the special character of the building and wider built environment.</p> <p>In view of the above, it is considered that the proposal would accord with the relevant provisions of the Adopted</p>
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	<p>Renfrewshire Local Development Plan.</p> <p><u>Proposed Local Development Plan and New Supplementary Guidance 2019</u></p> <p>Policy C1 and the Proposed New Development Supplementary Guidance (2019) is similar to the requirements of the Adopted Local Development Plan in that development which would enhance the vitality and viability of centres and strengthen their key role within Renfrewshire's Network of Centres would be welcomed.</p> <p>For the reasons set out above, it is considered that the proposal would be complimentary to the existing commercial uses within the town centre and together with the proposed external works, would contribute to the vitality and viability of the area, all to the benefit of the Paisley Town Centre Conservation Area.</p> <p>Policy ENV3 and the New Development Supplementary Guidance (2019) for Built and Cultural Heritage is also similar to the requirements if the Adopted Renfrewshire Local Development Plan (2014) where high standards of design should demonstrate regard to the architecture and character of the area and enhancement of local distinctiveness.</p> <p>The proposals are also considered to preserve as well as enhance the special character of the building and wider built environment.</p> <p>For the reasons set out above, the external alterations and overall refurbishment of the Museum which would significantly improve the facilities on offer at a key flagship venue within Paisley Town Centre all to the benefit of the vitality and viability of the Town Centre.</p> <p>It is considered that the proposal would accord with the relevant provisions of the Adopted and Proposed Local Development Plan. It is therefore recommended that the Board grant listed building consent subject to conditions.</p>
RECOMMENDATION	Grant subject to conditions.

1 Reason for Decision

The proposal accords with the provisions of the Development Plan and there were no material considerations which outweighed the presumption in favour of development according with the Development Plan

Conditions

- 2** That within 6 months of the date of this consent, full details of external finishes

shall be submitted to, and approved in writing by Renfrewshire Council as Planning Authority. For the avoidance of doubt, this shall include finishing materials of the proposed extension on the west elevation and external courtyard. Thereafter only the approved materials shall be used in the development of the site.

Reason: In the interest of preserving the character of the listed building.

- 3 That within 6 months of the date of this consent, full details of the public realm works/cycle rack provision and signage associated with the development of the Museum, shall be submitted to and approved in writing by Renfrewshire Council as Planning Authority. Thereafter, these works as may be approved shall proceed in accordance unless otherwise agreed in writing by Renfrewshire Council as Planning Authority.

Reason: These details have not been submitted.

- 4 That prior to the commencement of development, a Bird Hazard Management Plan shall be submitted to and approved in writing by Renfrewshire Council as Planning Authority in consultation with Glasgow Airport.

The Bird Hazard Management Plan shall be implemented as approved, on completion of the development and shall remain in force for the life of the building/buildings. No subsequent alterations to the plan are to take place unless first submitted to and approved in writing by the Planning Authority in consultation with Glasgow Airport.

Reason: It is necessary to manage the development in order to minimise its attractiveness to birds which could endanger the safe movement of aircraft and the operation of Glasgow Airport.

- 5 That prior to the commencement of development, full details of a soft and water landscaping scheme which must comply with Advice Note 3 'Potential Bird Hazards from Amenity Landscaping & Building Design'. These details shall include:

- Any Earth Works
- Grassed Areas
- Details of any water features
- The species, number and spacing of trees and shrubs
- Drainage details including SUDs which shall comply with Advice Note 6 'Potential Bird Hazards from Sustainable Urban Drainage Schemes (SUDs).

No subsequent alterations to the approved landscaping or SUDS scheme shall take place unless submitted to and approved in writing by Renfrewshire Council as Planning Authority.

Reason: To avoid endangering the safe movement of aircraft and the operation of Glasgow Airport through the attraction of birds and an increase in the bird hazard risk of the application site.

- 6 That prior to the commencement of development and in line with the Coal Mining Risk Assessment (Ove Arup and Partners) dated 15 August 2019, an appropriate scheme of intrusive site investigations shall be undertaken (subject to agreement with the Coal Authority's Permitting Team). Thereafter a scheme of mining remedial

works shall be submitted for the written approval of the Planning Authority.

Reason: To ensure that the site is or can be made safe and stable for the development proposed.

- 7 That prior to development hereby approved becoming operational, a Verification Report confirming completion of the works for specified within the Mining Remediation Strategy, as may approved through condition 6 above, shall be submitted to the Planning Authority.

Reason: To demonstrate that the works necessary to make the site suitable for use have been completed.

- 8 That prior to the development hereby approved becoming operational, full details of the servicing plan for the museum shall be submitted and approved in writing by Renfrewshire Council as Planning Authority. For the avoidance of doubt, this shall include full details of provision for refuse collection and deliveries.

Reason: This information has not been submitted.

Fraser Carlin
Head of Planning and Housing

Local Government (Access to Information) Act 1985 - Background Papers
For further information or to inspect any letters of objection and other background papers, please contact Sharon Marklow on 0141 618 7835.

Planning Application: Report of Handling

Reference No. 19/0544/LB



KEY INFORMATION

Ward: (4)
Paisley Northwest

Applicant:
Renfrewshire Council

Registered:
13 August 2019

Report by Director of Communities, Housing and Planning Services

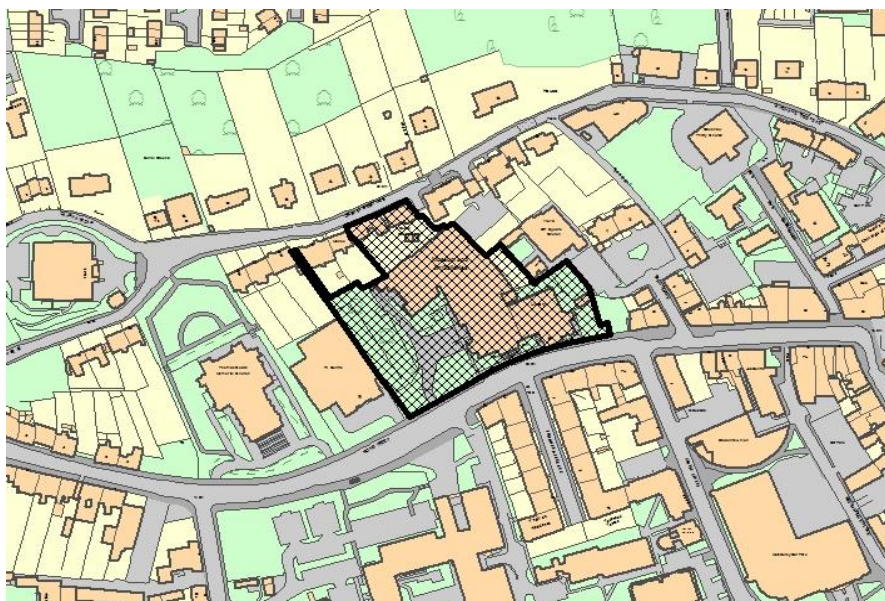
PROPOSAL: Erection of extension to side of museum including external alterations associated with the refurbishment of museum and observatory.

LOCATION: Paisley Museum and Art Galleries, 68 High Street, Paisley

APPLICATION FOR: Listed Building Consent

RECOMMENDATION

Grant Subject to Conditions



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Fraser Carlin
Head of Planning and Housing

IDENTIFIED KEY ISSUES

The proposals accord with both the Adopted and Proposed Renfrewshire Local Development Plan and the New Development Supplementary Guidance as well as Historic Environment Scotland's Policy Statement.

Historic Environment Scotland is supportive of the proposals and consider them to be positive, well justified and sensitively respond to the listed building.

There has been one representation where the main point raised was the servicing in relation to deliveries for art exhibitions.

It is considered that the extensions and alterations and overall refurbishment of the Museum would be sympathetic to preserving the special character of the building and wider built environment and would significantly improve the facilities on offer at the Museum.

RENFREWSHIRE COUNCIL

COMMUNITIES, HOUSING AND PLANNING SERVICES
REPORT OF HANDLING FOR APPLICATION (19/0544/LB)

APPLICANT:	Renfrewshire Council
SITE ADDRESS:	Paisley Museum and Art Galleries, 68 High Street, Paisley, PA1 2BA
PROPOSAL:	Erection of extension to side of museum including internal and external alterations associated with the refurbishment of museum and observatory.
APPLICATION FOR:	Listed Building Consent

NUMBER OF REPRESENTATIONS AND SUMMARY OF ISSUES RAISED:	<p>One representation has been received where concerns were raised over a delivery strategy to the museum in the event of art exhibitions.</p> <p>Response: This would be a matter to be considered through the planning application and not listed building consent. Notwithstanding this, Environment and Infrastructure Services (Roads) have no objections to the planning application (Ref: 19/0541/PP). The concurrent planning application which is also under consideration alongside this Listed Building application.</p> <p>An appropriate condition with respect to servicing could be attached to planning consent.</p>
CONSULTATIONS:	<p>Historic Environment Scotland (HES): - No objections. Historic Environment Scotland welcome the proposal and the investment the Council is making.</p> <p>The proposals are very positive, well justified and sensitively respond to the building and the requirement to provide step-free access.</p> <p>Historic Environment Scotland have commented that although the new access would provide a step free access, the original access should be retained for use on a regular basis.</p> <p>They comment that benches in front of the existing entrance portico would impact on the architectural character of the building.</p> <p>Historic Environment Scotland suggest that the new entrance should be clearly identified with clear signage.</p> <p>Response: The Design and Access Statement submitted alongside the application states that the original entrance will be retained for use on special occasions.</p>

	<p>A glass window would be installed to replace the existing double doors which would provide views in and out of the building.</p> <p>The Design and Access Statement outlines that the purposes of the benches are to re-affirm that the existing access is no longer an access into the building, however people can still sit and actively use this area as part of the public realm outside the museum.</p> <p>It is considered appropriate to attach a condition with respect to the exact siting of the benches as part of the public realm works associated with the development of the Museum including signage.</p> <p>Historic Environment Scotland comment that the main part of the proposed extension is well conceived.</p> <p>It is also the view that the strong red glazing /cladding could be an incongruous element of the process. However, the terms set out in the Design and Access Statement are accepted by Historic Environment Scotland.</p> <p>Response: It is considered that the Design and Access Statement adequately sets out a well-defined context behind the theme of the strong red colour at the new entrance.</p> <p>The Design and Access Statement states that the project has conceived a "red thread" (a nod to Paisley's past) that informs a series of moves that ensures the re-imaging of Paisley Museum is not just an isolated building at the end of the High Street, but a destination, an integrated and active part of the Town Centre.</p> <p>The red thread is to be a bold pattern laid into the pavement and would weave its way along the length of the pavement taking in the Library, Secret Collection and the Museum.</p> <p>The outdoor space at the new entrance would be tinted by "red thread" and the red frontage would give a bold statement that is a dynamic and inviting presence on the High Street.</p> <p>Historic Environment Scotland comment that the new landscaping proposals are particularly welcome and the siting of the new extension allows views up to the A-listed Observatory from the High Street.</p> <p>The works would enhance the setting of both the Observatory and the Museum Building.</p> <p>Response: Agreed.</p> <p>The final comments from Historic Environment Scotland is that substantial works are proposed in the former lecture theatre. The organ is to be retained in situ and this is welcomed.</p>
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	<p>A condition should be attached with respect to a method statement for the organ protection during building works.</p> <p>Response: Noted. This could be addressed with the imposition of an appropriate condition.</p>
PRE-APPLICATION COMMENTS:	<p>Several pre-application meetings were undertaken, with Historic Environment Scotland, Planning and the applicant. The details of all of the proposed development elements were discussed comprehensively as the proposals evolved.</p>
DESIGN/PLANNING STATEMENT:	<p>A Design and Access Statement was submitted with the application which provides an overview of the project objectives, the design concepts, the design proposals, details of any changes, additions and alterations to the existing museum, proposed landscaping and public realm works.</p> <p>A Heritage Statement – Paisley Museum Re-Imagined has also been submitted to accompany the application. This statement outlines the heritage assets and the significance of the museum building. The statement outlines the proposed works in detail which includes all internal and external alterations.</p> <p>The Heritage Statement concludes that the proposed extension will affect the appearance and character of the building, but will result in very limited loss of the historic fabric and has been carefully positioned to minimise its impact on the highly significant south façade of the building.</p> <p>The proposed internal changes are necessary to provide much-needed level access throughout the building, improving the visitor experience and widening engagement and enjoyment of the historic buildings and collections.</p> <p>It is considered that the Design and Access Statement and the Heritage Statement provides a comprehensive overview of the project and the detailed consideration of all of the alterations and additions proposed for this application.</p>
LOCAL DEVELOPMENT PLAN POLICIES/ OTHER MATERIAL CONSIDERATIONS	<p><u>Development Plan</u></p> <p><u>Renfrewshire Local Development Plan 2014</u> Policy ENV3 - Built Heritage.</p> <p><u>New Development Supplementary Guidance</u> Listed Buildings.</p> <p><u>Renfrewshire Local Development Plan - Proposed Plan 2019</u> Policy ENV3 - Built and Cultural Heritage</p> <p><u>New Development Supplementary Guidance 2019 (Proposed)</u> Listed Buildings</p>

	<p><u>Material considerations</u></p> <p>Historic Environment Scotland's Historic Environment Policy for Scotland (HEPS) 2019 and associated "Managing Change in the Historic Environment" guidance notes.</p>
PLANNING HISTORY	<p>As part of the enabling works, listed building consent was approved for the demolition of side and rear extensions which were modern un-sympathetic additions to the building. (Ref: 18/0515/LBC - GTC 30/10/2018).</p> <p>An application for planning permission was also submitted in tandem for the external works and is pending consideration (Ref: 19/0541/PP). This is a concurrent application and will also be under the consideration of this Board.</p>
DESCRIPTION	<p>This application seeks Listed Building Consent for the erection of extensions to the side of Paisley Museum (Category A listed building) which is located on the north side of High Street, Paisley within Paisley Town Centre Conservation Area.</p> <p>The proposal also includes other external and internal alterations associated with the refurbishment of the museum and observatory for 'Paisley Museum Re-Imagined' transformative project which seeks to turn Paisley Museum into an international visitor destination.</p> <p>The Paisley Re-Imagined Project comprises of the creation of a new entrance courtyard which would be accessed from High Street and provide level access into the new entrance which would be formed to the west of the existing building with the erection of an extension.</p> <p>The proposed extension comprises of a glazed facade with a cylindrical transparent red glazed entrance and a curved, flat roofed rectangular extension which would extend the length of the west elevation to provide both access to the Museum and also to the visitor cafe which would be located at the upper level to the north of the Museum, adjacent to the observatory.</p> <p>The Design and Access Statement states that at the southern end of the extension, where it would meet the existing building, a distinct entrance would be created where the curve red volume would be highly visible with the red tinted glass contrasting from the historic building.</p> <p>The western extension would be the home to the Museum's social spaces including the cafe which would include access to the garden gallery where there would also be picnicking spaces and seating with views through to the garden.</p> <p>The cafe would also be located at level 3 at the northern end of the extension with another access to the garden area.</p>

	<p>The Design and Access Statement states that the western extension has been designed with consideration of the potential of a new night time focus where the cafe, garden and other parts of the Museum would be opened to coincide with night time Observatory viewings.</p> <p>The currently unused Oakshaw Cottages would be transformed into a new Learning Studio and Maker Spaces.</p> <p>As part of the Re-Imagined Museum project, the Museum buildings, the Observatory, Observatory House, Transit House and the Oakshaw Cottages would all have a public function and would be connected by the new Observatory Garden.</p> <p>The proposed new entrance and alterations to the Museum Hall would create a new accessible entrance for the Museum and would place the 1870 Museum Hall at the centre of the re-imagined museum and would return the Museum Hall to gallery use.</p> <p>It is proposed to extend the balcony to enable visitors to see more inside the building. The Design and Access Statement states that this would be achieved by minimising loss of historic fabric by retaining the timber floor structure and the historic cornice profiles of the eastern balcony.</p> <p>The extended balcony balustrade designs would match the profile of the historic balustrade.</p> <p>The Pillar Gallery floor would also be lowered to provide step free access into the Garden Gallery and Balcony Gallery.</p> <p>Other internal alterations include two new openings to the Studio Gallery to connect with the balcony gallery and to the former Yarn store.</p> <p>Detailing to the new openings would be to match the historic detailing of their original partner.</p> <p>It is also proposed to enclose the library stair and re-instate the historic arched window opening design.</p> <p>It is also proposed to replace existing rooflights with high performance double glazed rooflights and the roof glazing panels on the roof of the factory hall would be revised to improve rooflight performance.</p> <p>The proposed landscaping would have different character areas which are: -</p> <ul style="list-style-type: none"> • Entrance Courtyard and Museum Frontage • Cafe Terrace Level • Museum Garden
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	<ul style="list-style-type: none"> • Nocturnal Garden and Observatory Terrace • The Grove <p>The High Street Frontage and Entrance Courtyard would be outward facing and highly visible from public areas.</p> <p>The Cafe Terrace, Nocturnal Garden and Observatory Terrace would be smaller in scale and associated with adjacent museum uses.</p> <p>The new entrance courtyard would provide the main access into the museum and would also serve as a new public space along the High Street.</p> <p>The Design and Access Statement states that the paving inlays have been inspired by the punchcards used for the operation of Jacquard Looms.</p> <p>Large circular seats would also create a varied surface texture and delineate pedestrian and vehicular circulation zones.</p> <p>The museum is a Category A listed building which was built in phases between 1868 and 1978. The museum is Greek Ionic and fronts onto High Street where the front entrance area is single storey on a banded podium.</p> <p>The original part of the building (western), has 4 Ionic columns approached by steps with 3 bays set behind columns on each side.</p> <p>The museum is located on the north side of High Street and occupies a prominent position within Paisley Town Centre Conservation Area.</p> <p>Coats Observatory (category A listed) is located to the north of the museum and a traditional red sandstone, 3 storey building (category B listed) is located to the west, beyond which is the category A listed Coats Memorial Church.</p>
OTHER COMMENTS	<p>The Planning (Listed Buildings and Conservation Areas) (Scotland) Act 1997 states that in considering whether to grant listed building consent for any works, special regard must be had to the desirability of preserving the listed building and its setting, or any features of special architectural or historic merit.</p> <p>Policy ENV3 states that listed buildings should be safeguarded, conserved and enhanced where appropriate. Any development to listed buildings will be required to demonstrate that there is no negative impact to their site or setting and that it is accordance with the provisions set out in the New Development Supplementary Guidance.</p> <p>The New Development Supplementary Guidance on Listed</p>

	<p>buildings, Policy ENV 3 and Historic Environment Scotland's Historic Environment Policy for Scotland require that listed buildings and their settings are to be protected and enhanced and the appropriate maintenance of listed buildings to enable them to remain in active use.</p> <p>Historic Environment Scotland's Historic Environment Policy for Scotland lists some core principles on managing change which recognise that some change is inevitable, change can be necessary for places to thrive and that to manage the historic environment in a sustainable way, its cultural significance and the cultural significance of elements within it have to be understood.</p> <p>Policy ENV3 contained within the Proposed Renfrewshire Local Development Plan and New Supplementary Guidance is similar to the requirements of the Adopted Renfrewshire Local Development Plan in that sensitive restoration, re-use and maintenance of listed buildings is encouraged.</p> <p>It is considered that the proposed extensions and alterations have been well-conceived and the red entrance together with the extension would provide a bold statement which would be highly visible from the High Street.</p> <p>It is considered that the proposal maintains an important distinction between old and new, with materials and colour. It would provide a barrier free access to the museum as well as creating a cohesive, understandable, well connected and accessible campus from Museum, Observatory and Library buildings.</p> <p>Historic Environment Scotland advise that the proposals are very positive, well-justified and sensitively respond to the building and the requirement to provide step free access into it.</p> <p>The Design and Access Statement states that the Museum should aspire to being world-class in all aspects, not just in the way it looks, but in the way it operates, welcomes and engages visitors.</p> <p>It is also considered that the proposals would provide the infrastructure to activate the Museum and provide enhanced connectivity to utilise the building, garden area and public space at the front to its full potential, whilst creating a landmark within Paisley Town Centre.</p> <p>In conclusion, it is considered that the proposal would significantly improve the capacity and facilities at a key flagship visitor attraction within Paisley Town Centre and the extensions and alterations would be sympathetic to preserving the special character of the building and wider built environment.</p>
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	In view of the above, it is considered that the proposal would accord with the relevant provisions of the Adopted and Proposed Local Development Plan. It is therefore recommended that the Board grant Listed Building Consent subject to conditions.
RECOMMENDATION	Grant subject to conditions.

1 Reason for Decision

The proposal accords with the provisions of the Development Plan and there were no material considerations which outweighed the presumption in favour of development according with the Development Plan

Conditions

- 2 That within 6 months of the date of this consent, full details of external and internal finishes shall be submitted to and approved in writing by Renfrewshire Council as Planning Authority. For the avoidance of doubt, this shall include finishing materials of the proposed extension on the west elevation, external courtyard and internal balcony extension. Thereafter only the approved materials shall be used in the development of the site.

Reason: In the interest of preserving the character of the listed building.

- 3 That within 6 months of the date of this consent, full details of the public realm works associated with the development of the Museum, shall be submitted to and approved in writing by Renfrewshire Council as Planning Authority. Thereafter, these works as may be approved shall proceed in accordance unless otherwise agreed in writing by Renfrewshire Council as Planning Authority.

Reason: These details have not been submitted.

- 4 That prior to the commencement of works within the former lecture theatre, a method statement for the protection of the organ throughout building works, should be submitted to and approved in writing by Renfrewshire Council as Planning Authority.

Response: In the interests of preserving the character of the listed building.

Fraser Carlin
Head of Planning and Housing

Local Government (Access to Information) Act 1985 - Background Papers
For further information or to inspect any letters of objection and other background papers, please contact Sharon Marklow on 0141 618 7835.

Planning Application: Report of Handling

Reference No. 19/0169/PP



KEY INFORMATION

Ward: (1)
Renfrew North and
Braehead

Applicant: Ambassador
Homes (Scotland) Ltd

Registered:
18 March 2019

Report by Director of Communities, Housing and Planning
Services

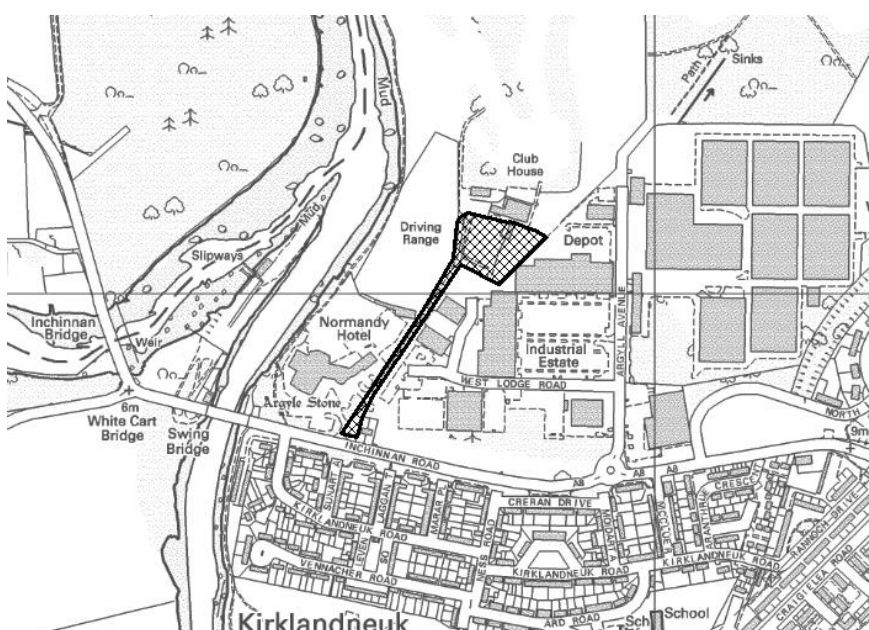
PROPOSAL: Demolition of two dwellinghouses, and erection of
residential development comprising 10 dwellinghouses with
associated infrastructure and landscaping

LOCATION: Renfrew Golf Club, Inchinnan Road, Renfrew

APPLICATION FOR: Full Planning Permission

RECOMMENDATION

Grant Subject to
Conditions



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Fraser Carlin
Head of Planning and
Housing

IDENTIFIED KEY ISSUES

- The application site is identified by Policy ENV1 – Green Belt within the Adopted Renfrewshire Local Development Plan (2014).
- The application site is also identified by Policy P2 within the Proposed Renfrewshire Local Development Plan (2019) which seeks to provide a range and choice of housing sites and support the delivery of sustainable mixed communities throughout Renfrewshire.
- There have been no objections to the proposed development.
- 107 pro-forma letters in support of the application have been received.

RENFREWSHIRE COUNCIL

COMMUNITIES, HOUSING AND PLANNING SERVICES
REPORT OF HANDLING FOR APPLICATION (19/0169/PP)

APPLICANT:	Ambassador Homes (Scotland) Ltd, 231 St Vincent Street, Glasgow, G2 5QY
SITE ADDRESS:	Renfrew Golf Club, Inchinnan Road, Renfrew, PA4 9EG
PROPOSAL:	Demolition of two dwellinghouses, and erection of residential development comprising 10 dwellinghouses with associated infrastructure and landscaping
APPLICATION FOR:	Full Planning Permission

NUMBER OF REPRESENTATIONS AND SUMMARY OF ISSUES:	<p>No objections to the application have been received.</p> <p>107 pro-forma letters in support of the application have been received.</p> <p>The letters of support state that the proposed development is intended to raise funds to assist with staff retention and deliver enhanced facilities for the club membership.</p> <p>It is outlined that this development will help secure the clubs future.</p>
CONSULTATIONS:	<p>The Coal Authority - No objections.</p> <p>Response: Noted.</p> <p>Glasgow Airport Safeguarding - No objections subject to condition requiring the submission of full details of landscaping works.</p> <p>Such works should comply with Advice Note 3 'Potential Bird Hazards from Amenity Landscaping and Building Design'.</p> <p>Response: Noted, condition to be applied.</p> <p>Environmental Protection Section – The Site Investigation report has been approved, and there are no further conditions required with respect to contaminated land.</p> <p>A detailed Noise Impact Assessment was submitted to determine the impact of noise from Golf Club function suite and from adjacent uses surrounding the proposed development.</p> <p>The noise report indicates that any potential noise source can be controlled. A condition regarding noise mitigation measures in relation to the Golf Club function suite can be attached to</p>

	<p>ensure there is not a significant impact to future residential use.</p> <p>Response: Noted.</p> <p>Director of Environment & Infrastructure Service (Roads / Traffic) – No objections.</p> <p>Response: Noted.</p> <p>Director of Environment & Infrastructure Service (Roads Design) – Drainage Strategy and supporting calculations approved.</p> <p>Response: Noted.</p> <p>Health and Safety Executive – Do not advise against.</p> <p>Response: Noted.</p> <p>Scottish Water – No objections. There is currently capacity at Milngavie Water Treatment Works and Shieldhall Waste Water Treatment Works.</p> <p>Response: Noted.</p>
PRE-APPLICATION COMMENTS:	<p>Several pre-application discussions were undertaken with the applicant, the agent and Golf Club members.</p> <p>Initially these primarily focused the principle of residential development at the site. This covered the need for the residential development to generate funds through a high quality, sensitive development.</p> <p>There were various discussions regarding the layout looking in detail at access, drainage, trees, the surrounding uses and compatibility, biodiversity and the links to the surrounding area particularly given the opportunity with the City Deal infrastructure being implemented close to the site.</p>
Drainage Strategy Report – February 2018	<p>The report outlines the existing drainage for the site and identifies proposals for foul and surface water drainage to serve the development.</p> <p>While there are no adopted sewers located within the site boundary, there are existing foul and surface water sewers located to the south and east of the site. There is also a culverted watercourse to the north of the site.</p> <p>It is proposed that surface water is discharged to the existing culverted watercourse which then discharges into the River Cart.</p>

<p>Noise Impact Assessment – 23 May 2018 & 3 October 2019</p>	<p>It is proposed that foul discharge is connected to the private combined system which currently serves the Golf Club.</p> <p>RESPONSE: This report has been approved by the Director of Environment & Infrastructure Services (Roads Design).</p> <p>Scottish Water have also confirmed that there is capacity within the water supply and drainage network.</p> <p>The impact of noise from Renfrew Golf Club function suite to the North, delivery noise within the yard space at Blythswood Retail Park and loading / unloading commercial activity at Allways Freight Solutions to the east, has been assessed for the proposed development site.</p> <p>The report concludes that predicted noise levels associated with the function suite activities is likely to exceed maximum noise criteria limits during the night time period. However, this night time excess noise is slight and can be mitigated by works to an extract fan on the Golf Club function suite building. If the prescribed mitigation measure is installed, then the noise level will be met.</p> <p>Noise levels associated with the retail park and freight solutions depot will not exceed maximum noise criteria during daytime and night time periods.</p> <p>RESPONSE: This report has been considered by the Environmental Protection Section, a condition can be attached regarding noise mitigation measures.</p>
<p>Report on Site Investigations – December 2017</p>	<p>Intrusive investigation has been undertaken to identify ground related risks that could impact on the proposed development of the site.</p> <p>It is concluded that there is a low to moderate risk to site users in relation to a localised contamination hotspot. Limited remedial measures are required.</p> <p>RESPONSE: This report has been approved by the Environmental Protection Section. As the localised hotspot will be underneath a road, there are no further conditions or requirements with respect to contaminated land.</p>
<p>Renfrew Golf Club Development Framework – January 2017</p>	<p>The framework seeks to address detailed matters in support of the proposal for residential use.</p> <p>The framework states that membership at the Golf Club has dropped, and this makes it difficult for the club to raise funds for investment in the course and facilities.</p>

	<p>The club has two underutilised properties as well as this the car park is in poor condition.</p> <p>It is asserted that if the Golf Club were able to sell the land around the underutilised houses and raise funds to improve the car park and invest in the course then it would secure the future of the club for many years.</p> <p>In terms of the Renfrewshire Local Development Plan, the framework acknowledges that the site is within the Green Belt but states that the site does not function as Green Belt.</p> <p>The site is contained on three sides by development and should be considered as partially brownfield as it is occupied by two dwellinghouses.</p> <p>The site is envisaged as a low-density development that promotes a semi-rural character with strong landscaping and planting to complement the golf course and its setting.</p> <p>The works will also include an upgrade to the access road to provide passing places, and improvements to the car park.</p> <p>RESPONSE: The framework provides a contextual analysis of the site, and the layout of the proposed development.</p> <p>The background to the application is also noted as well as the financial position of the Golf Club. However, the provisions of the Local Development Plan must take primacy when seeking to justify the proposed development.</p> <p>The framework highlights the Adopted Local Development Plan and acknowledges the Green Belt designation. However, it is not agreed that the proposal would not conflict with the objectives of the Green Belt policy.</p>
LOCAL DEVELOPMENT PLAN POLICIES/ OTHER MATERIAL CONSIDERATIONS	<p><u>Development Plan - Adopted Renfrewshire Local Development Plan (LDP) 2014</u></p> <p>Policy ENV1 - Green Belt Policy ENV2 - Natural Heritage Policy I1 - Connecting Places Policy I5 - Flooding and Drainage</p> <p><u>New Development Supplementary Guidance</u></p> <p>Delivering the Environment Strategy Delivering the Infrastructure Strategy</p> <p><u>Proposed Renfrewshire Local Development Plan 2019</u></p> <p>Policy P2 – Additional Housing Site Policy ENV2 – Natural Heritage Policy I1 – Connecting Places Policy I5 – Flooding and Drainage</p>

	<p><u>New Development Supplementary Guidance</u> Delivering the Places Strategy</p> <p>Delivering the Infrastructure Strategy</p> <p>Delivering the Environment Strategy</p> <p><u>Material considerations</u> Renfrewshire's Places Residential Design Guide- March 2015</p>
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DESCRIPTION	<p>This application seeks planning permission for the demolition of two dwellinghouses and the erection of a residential development comprising 10 dwellinghouses with associated infrastructure and landscaping on a vacant site within the grounds of Renfrew Golf Club on the north western edge of Renfrew.</p> <p>The application site extends to approximately 1.12 hectares in area and includes the residential development site (0.26 hectares of the site total), the existing Golf Club car park, and the access road which connects the site with Inchinnan Road to the south west.</p> <p>The application site is bound by Blythwood Retail Park to the east and south, the club house and golf course to the north, and the Normandy Hotel to the west.</p> <p>The proposed residential development would be located on a triangular site immediately to the east of the existing car park, and to the south east of the club house.</p> <p>The area is currently used for storage of materials associated with maintenance of the golf course and includes semi-detached properties which are vacant and derelict.</p> <p>The eastern half of the site forms part of a woodland area.</p> <p>Existing boundary treatment around the proposed residential area comprises of a 2m high stone wall to the north, a chain link fence to the east, and a ranch style fence to the west and south.</p> <p>The proposed layout would comprise of an L shaped road, with 7 dwellinghouses (a block of four terraced and a block of three terraced) orientated east to west, and a block of three terraced dwellinghouses orientated north to south.</p> <p>Access into the residential area will be taken from the existing road network associated with the car park.</p> <p>The proposed dwellings would be two stories in height, and predominantly finished in reconstituted ashlar stone to the front and sides, dry dash render to the rear, concrete interlocking tiles</p>
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	<p>to the roof and white upvc windows.</p> <p>The proposed development also includes upgrading of the existing golf club car park comprising re-surfacing and demarcation of 96 spaces, provision of feature entrance walling, and upgrading of the existing tree lined access road to provide an additional passing place.</p> <p>The trees which line the access road are protected by a Tree Preservation Order. None of these trees will be impacted by the proposed upgrade works to the access.</p> <p>To accommodate the development around 40 young saplings and scrub trees and 5 mature trees will require to be removed. None of the trees that require to be removed are protected.</p>
COMMENTS	<p>The Development Plan comprises the Adopted Renfrewshire Local Development Plan (2014), the proposed Renfrewshire Local Development Plan (2019), and the associated New Development Supplementary Guidance.</p> <p><u>Adopted Renfrewshire Local Development Plan August (2014)</u></p> <p>Policy ENV1 states that the Green Belt in Renfrewshire aims to identify appropriate locations to support planned growth, where required, as well as maintaining the identity of settlements and protecting and enhancing the landscape setting of an area.</p> <p>It states that appropriate development within the Green Belt will be acceptable where it can be demonstrated that it is compatible with the provisions of the New Development Supplementary Guidance.</p> <p>The New Development Supplementary Guidance on Delivering the Environment Strategy states that proposals for development of residential use in the Green Belt may only be permitted where it can be demonstrated that the development is justified against the majority of five assessment criteria.</p> <p>When the application proposal is assessed against these criteria, the following conclusions can be made:</p> <p><i>The development is required to maintain and support an established activity that is suitable in the green belt;</i></p> <p>Maintenance and support of an established activity is normally presented as justification in instances where a full time site presence is essential to the requirements of a rural business which is, of necessity, located in a rural area.</p> <p>A residential development of 10 houses which would be used as a method of raising finance for the Golf Club is considered to go beyond the scope of this element of the housing in the Green Belt guidance which is intended, in exceptional circumstances, to allow a new dwelling where it is essential to the requirements</p>

	<p>of a rural business.</p> <p><i>It is demonstrated that there is a need for the residential use to be located out with the settlement;</i> It has not been demonstrated that there is a need, with respect to employment or other local ties, for the residential use to be located out with a settlement.</p> <p><i>Buildings which have a special architectural, traditional or historic character may be converted;</i> Not relevant in this instance.</p> <p><i>The proposal demonstrates outstanding quality of design;</i> The layout of the proposed residential development, and the design and finish of the dwellinghouses, is of a good standard.</p> <p><i>The proposal integrates with, complements and enhances the established character of the area and has no significant impact on the landscape character;</i></p> <p>The application site is located on the north western edge of Renfrew. This part of Renfrew is predominantly commercial in character and is dominated by larger buildings at Blythwood Retail Park, the Diageo bonded warehouses further to the east, and the Normandy Hotel to the west.</p> <p>Renfrew Golf Course provides a transition between the built environment, and the open countryside and White Cart Water to the west.</p> <p>The area to the south and east is a transition area as defined by Policy E3 within the Adopted Renfrewshire Local Development Plan (2014). There is an opportunity to strengthen residential offer in this area, and planning permission for residential development to the south has previously been approved.</p> <p>In addition, the delivery of new infrastructure in the area as part of the Glasgow City Deal Clyde Waterfront and Renfrew Riverside projects is likely stimulate further investment in the area. The proposed residential development is therefore more likely to complement the future character of the area.</p> <p>All development within the Green Belt must also be assessed against the Green Belt development criteria.</p> <p>In this instance, there will be no loss of prime quality agricultural land.</p> <p>Traffic and access infrastructure can be accommodated appropriately, and the Director of Environment and Infrastructure Services (Roads / Traffic) has offered no objection to the application.</p>
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	<p>There will be a requirement for the passing places on the main access road to be implemented prior to the occupation of any dwellinghouse.</p> <p>It is not anticipated that there will be any significant effect on public water supply or water courses from pollution risk. Scottish water has also offered no objection to the development in this regard.</p> <p>The development will not restrict access to open space.</p> <p>The development layout is acceptable, and consideration has been given to the design of the buildings.</p> <p>Finally, the site is not within an area formally designated for conservation or natural heritage interest.</p> <p>Regarding Policy ENV2 and the New Development Supplementary Guidance on woodland, it is considered that loss of trees, around 40 young saplings and scrub trees and 5 mature trees, will not have a significant impact with respect to overall tree coverage within the area.</p> <p>None of the trees that are to be removed are covered by a Tree Preservation Order, furthermore the landscape scheme will aim to compensate and enhance the tree coverage on the site.</p> <p>The proposal is therefore considered to comply with Policy ENV2.</p> <p>In terms of Policy I1 and I5, the site is within 400m of a high frequency bus corridor which connects the site with nearby employment, education and retail opportunities, and provides a viable alternative to the private car.</p> <p>The site is not in an area susceptible to flooding. The Director of Environment and Infrastructure Services (Roads / Design) has approved the accompanying Drainage Impact Assessment and associated drainage calculations.</p> <p>It is considered that the proposal complies with Policy I1 and I5 and the associated New Development Supplementary Guidance on delivering the infrastructure strategy.</p> <p><u>Proposed Renfrewshire Local Development Plan (2019)</u> Under the Proposed Renfrewshire Local Development Plan, the application site is allocated as an Additional Housing Site. These sites are considered to support sustainable mixed communities and ensure the continued delivery of new housing across Renfrewshire.</p> <p>As the site is allocated as an Additional Housing Site under Policy P2, residential development on the site is acceptable in</p>
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	<p>principle with respect to the Proposed Renfrewshire Local Development Plan (2019).</p> <p>All development proposals must thereafter be assessed against the strategy on delivering places which aims to support the delivery of high-quality development.</p> <p>In considering this, Renfrewshire's Places Design Guidance sets out a range of considerations that form the basis of good places design. These will be considered in turn.</p> <p><i>Context and Character</i> The proposed residential layout has been designed to fit in with the surrounding built and natural environment.</p> <p><i>Access and Connectivity</i> The main Golf Club access road connects the site to Inchinnan Road approx. 350m to the south west.</p> <p>Inchinnan Road is a public transport corridor, and the site is within the 400m walking distance as recommended within the design guide.</p> <p>The proposal includes upgrading of this access and the formation of additional passing places.</p> <p><i>Layout and Built Form</i> The proposed layout comprises of an L shaped road, with one block of four terrace properties and one block of three terrace properties orientated east to west, and one block of three terrace properties orientated north to south.</p> <p>With respect to amenity, each dwellinghouse will benefit from a suitable level of garden ground.</p> <p>The layout includes a 2m high feature wall and fence to screen the site from the adjacent golf club car park. This boundary treatment will reduce the impact of the car park on the residential properties with respect to noise and disturbance, whilst not significantly compromising the outlook from the properties themselves.</p> <p>In terms of the connectivity of the proposed development as well as roads, servicing, parking provision across the site layout, this is considered acceptable.</p> <p><i>Environment and Community</i> A formalised children's play area is not required given the number of units proposed.</p> <p>The layout also does not include a designated area of open space. However, the retention of trees along the eastern boundary and planting of new Birch trees and a wet meadow</p>
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	<p>mix at the entrance to the site will provide a natural setting to the site and contribute to the amenity of the residential environment.</p> <p>The landscape scheme also includes the planting of Hornbeam and sections of Escallonia Hedge within the interior of the site which will soften the streetscene and again contribute positively to the amenity of the residential environment.</p> <p>A strategy to drain the site has also been agreed with the Director of Environment & Infrastructure Services (Roads Design).</p> <p><i>Buildings and Design</i></p> <p>The layout incorporates five different three bed mid and end terrace housetypes. The units are two storey, with principal elevations finished in a reconstituted smooth ashlar stone and side elevations finished in a dry dash render. Roofs will be finished in concrete interlocking tiles.</p> <p>The overall design and finish of the proposed dwellings, in particular the use of ashlar reconstituted stone to principal elevations, is considered to be acceptable.</p> <p>Overall the proposal is considered to be an attractive development of ten dwellinghouses which will benefit from a good landscape setting, future links and through connectivity to neighbouring sites, and is in close proximity of a good quality public transport corridor.</p> <p>For these reasons, and those outlined above, it is considered that the development complies with Policy P2 of the Proposed Renfrewshire Local Development Plan.</p> <p>As noted in the above assessment, residential development would not fully comply with the Adopted Renfrewshire Local Development Plan (2014) given the Green Belt designation on the site. However, for the purposes of the Proposed Renfrewshire Local Development Plan (2019), the site has been re-designated as an additional housing site.</p> <p>It is considered that greater weight should be attached to the Proposed Renfrewshire Local Development Plan as this plan represents the 'settled view of the Council' going forward having been approved at the Communities, Housing and Planning Board in March 2019.</p> <p>Allocation of these new sites through the Local Development Plan reflects the 'plan-led process' which is most effective in guiding residential development and is considered to be the dominant material consideration.</p>
RECOMMENDATION	Grant subject to conditions.

Reason for Decision

- 1 The proposal accords with the provisions of the proposed Local Development Plan and there were no material considerations which outweighed the presumption in favour of development according with the proposed Local Development Plan.

Conditions

- 2 That prior to the commencement of development on site, full details of the design and location of all fences, walls (including the 400mm retaining wall as shown on approved drawing AL(0)006 A), gates and any other means of enclosure to be erected on the site shall be submitted to, and approved in writing by, the Planning Authority. Only the details thereafter approved shall be implemented on site.

Reason: These details have not been submitted.

- 3 That prior to the felling of any trees on the site, the developer shall first undertake a phase one ecological survey to determine the impact of the works on any protected species including bats. The survey shall outline the necessary action and mitigation to follow should any protected species be found to be present on the site both before and during the works being undertaken, and detail any additional survey work to be undertaken. Thereafter the mitigation measures identified in the survey shall be implemented on site where appropriate, to the satisfaction of the Planning Authority:

Reason: To safeguard any bats and other protected species which may be affected by the proposed development.

- 4 No development shall take place until full details of soft and water landscaping works have been submitted to and approved in writing by the Planning Authority in consultation with Glasgow Airport Safeguarding. The submitted details must comply with Advice Note 3 'Potential Bird Hazards from Amenity Landscaping and Building Design' (available at www.aoa.org.uk/publications/safeguarding.asp). These details shall include:

- The species, number and spacing of trees and shrubs.

No subsequent alterations to the approved landscaping scheme are to take place unless first submitted to and approved in writing by the Planning Authority in consultation with Glasgow Airport Safeguarding. The approved scheme shall be completed on site prior to the occupation of the final dwellinghouse hereby approved, and shall thereafter be maintained in accordance with the maintenance schedule as outlined in approved drawing 439.06.01a.

Additionally during construction works on site all trees to be retained shall be protected in accordance with the 'Specification for the Protection and Retention of Trees' as detailed in approved drawing 439.06.02a.

Reason: To avoid endangering the safe movement of aircraft and the

operation of Glasgow Airport through the attraction of birds and an increase in the bird hazard risk of the application site, and to ensure that the landscaping is completed in a timely manner, and to ensure that trees to be retained are adequately protected, in the interests of visual amenity.

- 5 That prior to the commencement of development on site, details of the design, colour and finish of all hard surface materials to be installed as part of the development hereby approved shall be submitted to, and approved in writing by, the Planning Authority. Only the approved details shall thereafter be implemented on site.

Reason: To ensure these materials reflect the 'shared surface' approach to the development layout, in the interests of visual and residential amenity.

- 6 That the proposed passing place as detailed in approved drawing 118994/7003 shall be implemented on site prior to the occupation of the first dwellinghouse hereby approved.

Reason: To ensure that the site can be accessed in a safe and efficient manner, in the interests of appropriate traffic management.

- 7 That prior to the commencement of development on site, a specification detailing the design and finish of all hard surfaces, boundary treatment, methods of enclosure and housing associated with the 'bin collection point' as shown on approved drawing AL(0)006 revision A shall be submitted for the written approval of the Planning Authority. The specification shall also detail the type of bins to be stored at the collection point. Only the details thereafter approved shall be implemented on site.

Reason: To ensure the bin collection area is suitably screened, in the interests of visual amenity.

- 8 That the noise mitigatory measures as detailed in the Noise Impact Assessment provided by CSP Acoustics dated 3 October 2019 shall be implemented to the satisfaction of the Planning Authority prior to the occupation of the dwellinghouses hereby approved.

Reason: In the interests of residential amenity.

Fraser Carlin
Head of Planning and Housing

Local Government (Access to Information) Act 1985 - Background Papers
For further information or to inspect any letters of objection and other background papers, please contact Sharon Marklow on 0141 618 7835.

Planning Application: Report of Handling

Reference No. 18/0050/PP



KEY INFORMATION

Ward: (10)

Houston, Crosslee,
Linwood

Applicant:

Mr Burke
5 East Fulton Holdings
Clippens Road
Linwood
PA3 3TR

Registered:

22 January 2018

Report by Director of Communities, Housing and Planning Services

PROPOSAL: Siting of four mobile homes, erection of 7 sheds, erection of boundary fences and formation of landscaping (in retrospect).

LOCATION: Caravan A, 5 East Fulton Holdings, Clippens Road, Linwood, PA3 3TR

APPLICATION FOR: Full Planning Permission



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RECOMMENDATION

GRANT

Subject to conditions

Fraser Carlin
Head of Planning and
Housing

IDENTIFIED KEY ISSUES

- The site is identified within the Adopted Renfrewshire Local Development Plan (2014) and the Proposed Renfrewshire Local Development Plan (2019) as ENV1 – Green Belt.
- The proposal is in line with Policy P4 – Sites for Gypsy / Travellers and Travelling Showpeople.
- The proposal also accords with Renfrewshire Council approved Planning Advice Note on Gypsy / Travellers and Travelling Showpeople Development which is a material consideration.
- No representations have been received.
- There have been no objections from consultees.
- The proposal will not have an impact on the amenity of the surrounding area.

RENFREWSHIRE COUNCIL

COMMUNITIES, HOUSING AND PLANNING SERVICES
REPORT OF HANDLING FOR APPLICATION **18/0050/PP**

APPLICANT:	Mr Burke
SITE ADDRESS:	Caravan A, 5 East Fulton Holdings, Clippens Road, Linwood,
PROPOSAL:	Siting of four mobile homes, erection of 7 sheds, erection of boundary fences and formation of landscaping (in retrospect).
APPLICATION FOR:	Full Planning Permission

NUMBER OF REPRESENTATIONS:	None received
CONSULTATIONS:	Environmental Protection Section - No objection. Environment & infrastructure Services (Roads / Traffic) - No objection.
PRE-APPLICATION COMMENTS:	Pre-application discussions were undertaken with the applicant's agent regarding the submission of relevant information and the importance of submitting details in relation to boundary treatment and landscaping.

OTHER ASSESSMENTS:-	<p>A Supporting Statement was submitted by the applicant.</p> <p>The statement outlines that there are no Travelling Persons facilities in the Renfrewshire Council area as well as in surrounding Council areas.</p> <p>The statement confirms that the applicant has tried to obtain a site that would be suitable for residential use and facilitate the needs of a Traveller family.</p> <p>The applicant outlines that the site is a previously used site and that it has been extensively cleaned up to the current well maintained residential site.</p>
LOCAL DEVELOPMENT PLAN POLICIES/ OTHER MATERIAL CONSIDERATIONS	<p><u>Adopted Renfrewshire Local Development Plan 2014</u> Policy ENV 1 - Green Belt</p> <p><u>New Development Supplementary Guidance</u> Green Belt Houses in the Green Belt</p> <p><u>Proposed Renfrewshire Local Development Plan 2019</u> Policy ENV 1 - Green Belt Policy P4 - Sites for Gypsy/Travellers and Travelling</p>

	<p>Showpeople</p> <p><u>Proposed New Development Supplementary Guidance 2019</u> Green Belt Development Criteria Houses in the Green Belt Gypsy/Travellers and Travelling Show People Development</p> <p><u>Material considerations -</u> Planning Advice Note - Gypsy/Traveller and Travelling Showpeople Development.</p>
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PLANNING HISTORY	<p>18/0051/PP - Siting of 2 mobile homes, 4 sheds, erection of boundary fences and associated landscaping (in retrospect). This is a concurrent application and is currently under consideration.</p> <p>17/0067/PP - Siting of 4 mobile homes, erection of 3 sheds, boundary fences and landscaping. Withdrawn.</p> <p>17/0068/PP - Siting of 2 mobile homes, erection of 2 sheds erection of boundary fences and associated landscaping. Withdrawn.</p> <p>14/0034/PP - Use of land for siting of one chalet, one static caravan and the erection of two sheds (in retrospect).</p> <p>14/0157/PP - Erection of dwellinghouse and permanent siting of 3 mobile homes (partly in retrospect).</p> <p>11/0826/PP - The use of site for the permanent siting of 7 mobile homes. Refused 24/042012.</p> <p>10/0017/E - Unauthorised siting of residential caravans and erection of boundary fencing. This is an ongoing enforcement case.</p> <p>08/0348/PP - Partial demolition of existing house and use of remaining walls in construction of new dwellinghouse. Refused 30/06/2008.</p> <p>07/0871/PP - Demolition of existing house and outbuildings and erection of two detached dwellings (in outline). Refused 08/11/2007.</p>
DESCRIPTION	<p>This application seeks planning permission (in retrospect) for the siting of four mobile homes and the erection of 11 timber sheds on an area of land in the greenbelt located on the edge of the built up area of Linwood.</p> <p>The application site extends to approximately 0.6 hectares and is relatively flat.</p>

	<p>The existing homes are positioned centrally within the site towards the northern and southern boundaries and an area of open land is positioned towards the eastern boundary.</p> <p>Each home has an area of private garden ground associated with it, delineated by timber fencing.</p> <p>There is an existing access to the site from Clippens Road/Craig Road and a hard-surfaced driveway into the site from which access to the homes is taken.</p> <p>Boundary treatments currently comprise a mix of 2 metre high timber close boarded fencing, stone walls and shrubbery.</p> <p>Fencing and septic tanks are annotated on the block plan accompanying the application and form part of this application proposal.</p> <p>The application site is located on the edge of the green belt on the north western edge of Linwood.</p> <p>The site is bounded to the north by open agricultural land, to the south by open agricultural land and a smallholding, to the east by open agricultural land and further smallholdings and to the west by Clippens Road/Craig Road.</p>
OTHER COMMENTS	<p>The Development Plan comprises the Adopted Renfrewshire Local Development Plan (2014) and the Adopted New Development Supplementary Guidance (2014) and the Proposed Renfrewshire Local Development Plan (2019) and Proposed New Development Supplementary Guidance (2019).</p> <p>Renfrewshire Council approved Planning Advice Note on Gypsy / Travellers and Travelling Showpeople Development is also a key consideration in the assessment of this application.</p> <p><u>Adopted Renfrewshire Local Development Plan (2014)</u> Policy ENV1 of the Adopted Renfrewshire Local Development Plan and the New Development Supplementary Guidance sets out that the Green Belt in Renfrewshire aims to identify appropriate locations to support planned growth as well as balancing the need to protect and enhance the landscape setting of an area.</p> <p>The Policy states that appropriate development within the Green Belt will be acceptable where it can be demonstrated that it is compatible with the provisions of the New Development Supplementary Guidance.</p> <p>The New Development Supplementary Guidance on Delivering the Environment Strategy states that proposals for development of residential use in the Green Belt may only be permitted where it can be demonstrated that the development</p>

	<p>is justified against the majority of a five assessment criteria.</p> <p>When this application is assessed against these criteria, the following conclusions can be made:</p> <p><i>The development is required to maintain and support an established activity that is suitable in the Green Belt;</i></p> <p>Maintenance and support of an established activity is normally presented as justification in instances where a full time site presence is essential to the requirements of a rural business which is, of necessity, located in a rural area.</p> <p>In relation to this application this is not the case. Although the activity could be said to be supporting the activity of the Gypsy / Traveller Travelling Community.</p> <p><i>It is demonstrated that there is a need for the residential use to be located out with the settlement;</i></p> <p>It has not been demonstrated that there is a need, with respect to employment or other local ties, for the residential use to be located out with a settlement.</p> <p>However, the applicant's supporting statement does provide evidence that there is a need for Gypsy / Traveller provision within Renfrewshire. As at present there is no sites allocated for this use, for either transient or permanent Gypsy / Travellers.</p> <p>Both the Housing Need and Demand Assessment and the Renfrewshire Local Housing Strategy concludes that there is no comprehensive estimate of the Gypsy / Traveller populations in Renfrewshire.</p> <p>The Adopted Renfrewshire Local Development Plan as well as the Proposed Renfrewshire Local Development Plan identifies land to meet the need and demands for an all tenure housing supply across Renfrewshire. This includes ensuring the provision for the housing needs and requirements of the Gypsy / Traveller settled community, in or adjacent to existing residential areas.</p> <p>Through the submission of this planning application a need has therefore been identified.</p> <p>There is also an identified locational need insofar as the occupants of the site have over the past eleven years been trying to identify alternative sites in Renfrewshire which would meet the needs of the family.</p> <p><i>Buildings which have a special architectural, traditional or historic character may be converted;</i></p> <p>Not relevant in this instance.</p>
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	<p><i>The proposal demonstrates outstanding quality of design;</i> The layout of the residential development, including the design and finish is of a good standard.</p> <p><i>The proposal integrates with, complements and enhances the established character of the area and has no significant impact on the landscape character;</i> The site is located immediately adjacent to Linwood, on an area of land formerly occupied by a smallholding which lay unkempt and semi-derelict for a number of years.</p> <p>Although the siting of these homes has been undertaken on a piecemeal basis and at various times, the whole area has been cleared and cleaned and boundary planting undertaken.</p> <p>A landscaping scheme would assist the site in being sensitively located within the surrounding area whilst being in close proximity to existing housing and services such as shopping and schooling.</p> <p>All development within the Green Belt must also be assessed against the Green Belt development criteria. In relation to this development:</p> <p>There will be no loss of prime quality agricultural land.</p> <p>Traffic and access infrastructure can be accommodated appropriately, and the Director of Environment and Infrastructure Services (Roads / Traffic) has offered no objection to the application.</p> <p>It is not anticipated that there will be any effect on public water supply or water courses from pollution risk.</p> <p>The development will not restrict access to open space.</p> <p>The development layout is acceptable, and consideration has been given to the layout of the homes.</p> <p>Finally, the site is not within an area formally designated for conservation or natural heritage interest.</p> <p>In relation to Policy ENV1 and the associated New Development Supplementary Guidance – Delivering the Environment Strategy, the development does not conflict with the criteria.</p> <p><u>Proposed Renfrewshire Local Development Plan (2019)</u> Policy ENV1 and the associated Supplementary Guidance in the Proposed Renfrewshire Local Development Plan is similar to that of the Adopted Renfrewshire Local Development Plan.</p>
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	<p>When the development is assessed against the terms of Policy P4 'Sites for Gypsy Travellers and Travelling Showpeople', the following conclusions can be made.</p> <p>The development is for a small privately-owned site to accommodate Gypsy / Travellers for a permanent purpose.</p> <p>As outlined above, it has been established by the submission of this application and many other applications in the past as well as a successful outcome at a Court of Session Hearing, challenging the Adopted Renfrewshire Local Development Plan, that there is an identified need.</p> <p>In terms of locational need, the applicant would suggest the presence of the Gypsy / Traveller travelling community on this site has established a locational need.</p> <p>It is considered that the site provides the applicant with an acceptable level of residential amenity and the site and layout has now been established on the edge of an existing residential area.</p> <p>There are 6 residential homes accommodated between this site and the immediately adjacent site together with a variety of outbuildings of a wholly domestic scale.</p> <p>Access, parking, servicing along with other on-site requirements have also been well established on the site and there has been no issues regarding this element.</p> <p>It is considered that the Gypsy / Traveller site does not significantly impact on the amenity of the surrounding area.</p> <p>As outlined above, the sites are considered to be accessible to public transport, local schools and other local services and facilities.</p> <p>As it is set out and will be enhanced by additional planting and boundary treatment, the site is considered to be compatible with the character and appearance of the surrounding area.</p> <p>The development complies with Policy P4.</p> <p><u>Gypsy / Traveller and Travelling Showpeople Development Planning Advice Note</u></p> <p>In this instance, the approved Planning Advice Note on Gypsy / Travellers and Travelling Showpeople Development is also a key consideration in the assessment of this application, with a specific focus on providing a framework for assessing proposals for amongst others, small privately owned sites.</p>
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	<p>The Planning Advice Note states that the requirement to meet the need and demand for all tenure housing supply across Renfrewshire includes ensuring provision for the housing needs and requirements of the Gypsy / Traveller settled community, in or adjacent to existing residential areas seeking to deliver mixed communities.</p> <p>When the proposal is considered against this Planning Advice Note the following conclusions can be made:</p> <p>The character of the homes is not dissimilar to smaller type housing found in the vicinity and were this boundary planting to be augmented by the landscaping scheme submitted in support of the application, it is considered that an attractive residential environment is created.</p> <p>With regard to density, the site is large enough to provide each home with a substantial private area while offering a good degree of communal open space.</p> <p>The layout of the homes on the site ensures that each home would have an adequate level of residential amenity in respect of privacy and screening and ample general amenity space throughout the site.</p> <p>The site has its own access onto Craig Road which currently serves the site. Environmental & Infrastructure Services (Roads Traffic) have no objection to the proposal with regard to road and pedestrian safety nor parking provision within the site which can be accommodated.</p> <p>Located immediately adjacent to an established residential area of Linwood, the site is accessible to public transport, local schools and other services and facilities. The site is within a reasonable walking distance from most services and facilities.</p> <p>It is considered that the site is an appropriate neighbour to adjacent housing with similar characteristics and character.</p> <p>In summary, the development will comply with the approved Planning Advice Note on Gypsy / Travellers and Travelling Showpeople Development.</p> <p>Having had due regard to the above assessment it is considered that the proposal is appropriate in this location and that although it does not specifically require to be located in the Green Belt there are other material considerations which would outweigh this presumption against development.</p> <p>The proposal would provide an acceptable residential environment in keeping with its location and one which would fulfil a need for the travelling community which it has been demonstrated cannot be fulfilled elsewhere within the built up</p>
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	area. The proposal therefore acceptably complies with the terms of the Development Plan.
RECOMMENDATION	Grant subject to conditions.

1 Reason for Decision

The proposal accords with the provisions of the Development Plan and there were no material considerations which outweighed the presumption in favour of development according with the Development Plan.

Conditions

- 2 That within 6 months of the date of this consent that a scheme of landscaping will be submitted to and approved by Renfrewshire Council as Planning Authority a scheme of landscaping, which shall include details of species, planting densities, soil treatment and aftercare.

Reason: In the interests of amenity.

- 3 That all planting, seeding or turfing comprised in the approved details of landscaping shall be carried out in the first planting season and seeding season and any trees or plants which, within a period of five years from the completion of the development die, are removed or become seriously damaged or diseased shall be replaced in the next planting season with others of a similar size and species, unless Renfrewshire Council as Planning Authority gives written consent to any variation.

Reason: In the interest of the amenity of the area.

Fraser Carlin
Head of Planning and Housing

Local Government (Access to Information) Act 1985 - Background Papers
For further information or to inspect any letters of objection and other background papers, please contact Sharon Marklow on 0141 618 7835.

Planning Application: Report of Handling

Reference No. 18/0051/PP



Renfrewshire
Council

KEY INFORMATION

Ward: 10
Houston, Crosslee,
Linwood

Applicant:
Mr McGregor
5F East Fulton Holdings
Clippens Road
Linwood
PA3 3TR

Registered:
22 January 2018

Report by Director of Communities, Housing and Planning
Services

PROPOSAL:
Caravan F, 5 East Fulton Holdings, Clippens Road, Linwood,
Paisley, PA3 3TR

LOCATION:
Caravan F, 5 East Fulton Holdings, Clippens Road, Linwood,
Paisley, PA3 3TR

APPLICATION FOR: Full Planning Permission

RECOMMENDATION

GRANT
Subject to conditions



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Fraser Carlin
Head of Planning and
Housing

IDENTIFIED KEY ISSUES

- The site is identified within the Adopted Renfrewshire Local Development Plan (2014) and the Proposed Renfrewshire Local Development Plan (2019) as ENV1 – Green Belt.
- The proposal is in line with Policy P4 – Sites for Gypsy / Travellers and Travelling Showpeople.
- The proposal also accords with Renfrewshire Council approved Planning Advice Note on Gypsy / Travellers and Travelling Showpeople Development which is a material consideration.
- No representations have been received.
- There have been no objections from consultees.
- The proposal will not have an impact on the amenity of the surrounding area.

RENFREWSHIRE COUNCIL

COMMUNITIES, HOUSING AND PLANNING SERVICES
REPORT OF HANDLING FOR APPLICATION **18/0051/PP**

APPLICANT:	Mr McGregor
SITE ADDRESS:	Caravan F, 5 East Fulton Holdings, Clippens Road, Linwood,
PROPOSAL:	Siting of 2 mobile homes, 4 sheds, erection of boundary fence and associated landscaping (in retrospect).
APPLICATION FOR:	Full Planning Permission

NUMBER OF REPRESENTATIONS:	None received
CONSULTATIONS:	Environmental Protection Section - No objection. Environment & infrastructure Services (Roads / Traffic) - No objection.
PRE-APPLICATION COMMENTS:	Pre-application discussions were undertaken with the applicant's agent regarding the submission of relevant information and the importance of submitting details in relation to boundary treatment and landscaping.

ASSESSMENTS:-	<p>A Supporting Statement was submitted by the applicant.</p> <p>The statement outlines that there are no Travelling Persons facilities in the Renfrewshire Council area as well as in surrounding Council areas.</p> <p>The statement confirms that the applicant has tried to obtain a site that would be suitable for residential use and facilitate the needs of a Traveller family.</p> <p>The applicant outlines that the site is a previously used site and that it has been extensively cleaned up to the current well maintained residential site.</p>
LOCAL DEVELOPMENT PLAN POLICIES/ OTHER MATERIAL CONSIDERATIONS	<p><u>Adopted Renfrewshire Local Development Plan 2014</u> Policy ENV 1 - Green Belt</p> <p><u>New Development Supplementary Guidance</u> Green Belt Houses in the Green Belt Places Development Criteria</p>

	<p><u>Proposed Renfrewshire Local Development Plan 2019</u> Policy ENV 1 - Green Belt Policy P4 - Sites for Gypsy/Travellers and Travelling Showpeople</p> <p><u>Proposed New Development Supplementary Guidance 2019</u> Green Belt Development Criteria Houses in the Green Belt Gypsy/Travellers and Travelling Show People Development</p> <p><u>Material considerations -</u> Planning Advice Note - Gypsy/Traveller and Travelling Showpeople Development.</p>
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PLANNING HISTORY	<p>18/0050/PP - Siting of 4 mobile homes, 11 sheds, erection of boundary fences and associated landscaping (in retrospect). This is a concurrent application and is currently under consideration.</p> <p>17/0067/PP - Siting of 4 mobile homes, erection of 3 sheds, boundary fences and landscaping. Withdrawn.</p> <p>17/0068/PP - Siting of 2 mobile homes, erection of 2 sheds erection of boundary fences and associated landscaping. Withdrawn.</p> <p>14/0034/PP - Use of land for siting of one chalet, one static caravan and the erection of two sheds (in retrospect).</p> <p>14/0157/PP - Erection of dwellinghouse and permanent siting of 3 mobile homes (partly in retrospect).</p> <p>11/0826/PP - The use of site for the permanent siting of 7 mobile homes. Refused 24/042012.</p> <p>10/0017/E - Unauthorised siting of residential caravans and erection of boundary fencing. This is an ongoing enforcement case.</p> <p>08/0348/PP - Partial demolition of existing house and use of remaining walls in construction of new dwellinghouse. Refused 30/06/2008.</p> <p>07/0871/PP - Demolition of existing house and outbuildings and erection of two detached dwellings (in outline). Refused 08/11/2007.</p>
DESCRIPTION	<p>This application seeks planning permission (in retrospect) for the siting of two mobile homes and the erection of four timber sheds on an area of land in the greenbelt located on the edge of the built up area of Linwood.</p>

	<p>The application site extends to approximately 0.1 hectares and is flat. The existing homes are positioned on the northern and southern boundaries of the site of the site.</p> <p>Each home has an area of private garden ground associated with the plot.</p> <p>Boundary treatments currently comprise a mix of 2 metre high timber close boarded fencing and shrubbery.</p> <p>There is an existing access into the site from the junction of Clippens Road and Craig Road.</p> <p>The site is bounded to the north by a larger site which accommodates four mobile homes subject of a separate application which also under consideration (18/0050/PP).</p> <p>The site is bounded to the south by Clippens Road and residential development beyond, to the west by Craig Road and agricultural land beyond and smallholdings to the east.</p>
COMMENTS	<p>The Development Plan comprises the Adopted Renfrewshire Local Development Plan (2014) and the Adopted New Development Supplementary Guidance (2014) and the Proposed Renfrewshire Local Development Plan (2019) and Proposed New Development Supplementary Guidance (2019).</p> <p>Renfrewshire Council approved Planning Advice Note on Gypsy / Travellers and Travelling Showpeople Development is also a key consideration in the assessment of this application.</p> <p><u>Adopted Renfrewshire Local Development Plan (2014)</u> Policy ENV1 of the Adopted Renfrewshire Local Development Plan and the New Development Supplementary Guidance sets out that the Green Belt in Renfrewshire aims to identify appropriate locations to support planned growth as well as balancing the need to protect and enhance the landscape setting of an area.</p> <p>The Policy states that appropriate development within the Green Belt will be acceptable where it can be demonstrated that it is compatible with the provisions of the New Development Supplementary Guidance.</p> <p>The New Development Supplementary Guidance on Delivering the Environment Strategy states that proposals for development of residential use in the Green Belt may only be permitted where it can be demonstrated that the development is justified against the majority of a five assessment criteria.</p> <p>When this application is assessed against these criteria, the following conclusions can be made:</p>

	<p><i>The development is required to maintain and support an established activity that is suitable in the Green Belt;</i> Maintenance and support of an established activity is normally presented as justification in instances where a full time site presence is essential to the requirements of a rural business which is, of necessity, located in a rural area.</p> <p>In relation to this application this is not the case. Although the activity could be said to be supporting the activity of the Gypsy / Traveller Travelling Community.</p> <p><i>It is demonstrated that there is a need for the residential use to be located out with the settlement;</i> It has not been demonstrated that there is a need, with respect to employment or other local ties, for the residential use to be located out with a settlement.</p> <p>However, the applicant's supporting statement does provide evidence that there is a need for Gypsy / Traveller provision within Renfrewshire. As at present there is no sites allocated for this use, for either transient or permanent Gypsy / Travellers.</p> <p>Both the Housing Need and Demand Assessment and the Renfrewshire Local Housing Strategy concludes that there is no comprehensive estimate of the Gypsy / Traveller populations in Renfrewshire.</p> <p>The Adopted Renfrewshire Local Development Plan as well as the Proposed Renfrewshire Local Development Plan identifies land to meet the need and demands for an all tenure housing supply across Renfrewshire. This includes ensuring the provision for the housing needs and requirements of the Gypsy / Traveller settled community, in or adjacent to existing residential areas.</p> <p>Through the submission of this planning application a need has therefore been identified.</p> <p>There is also an identified locational need insofar as the occupants of the site have over the past eleven years been trying to identify alternative sites in Renfrewshire which would meet the needs of the family.</p> <p><i>Buildings which have a special architectural, traditional or historic character may be converted;</i> Not relevant in this instance.</p> <p><i>The proposal demonstrates outstanding quality of design;</i> The layout of the residential development, including the design and finish is of a good standard.</p> <p><i>The proposal integrates with, complements and enhances the established character of the area and has no significant impact</i></p>
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	<p><i>on the landscape character;</i></p> <p>The site is located immediately adjacent to Linwood, on an area of land formerly occupied by a smallholding which lay unkempt and semi-derelict for a number of years.</p> <p>Although the siting of these homes has been undertaken on a piecemeal basis and at various times, the whole area has been cleared and cleaned and boundary planting undertaken.</p> <p>A landscaping scheme would assist the site in being sensitively located within the surrounding area whilst being in close proximity to existing housing and services such as shopping and schooling.</p> <p>All development within the Green Belt must also be assessed against the Green Belt development criteria. In relation to this development:</p> <p>There will be no loss of prime quality agricultural land.</p> <p>Traffic and access infrastructure can be accommodated appropriately, and the Director of Environment and Infrastructure Services (Roads / Traffic) has offered no objection to the application.</p> <p>It is not anticipated that there will be any effect on public water supply or water courses from pollution risk.</p> <p>The development will not restrict access to open space.</p> <p>The development layout is acceptable, and consideration has been given to the layout of the homes.</p> <p>Finally, the site is not within an area formally designated for conservation or natural heritage interest.</p> <p>In relation to Policy ENV1 and the associated New Development Supplementary Guidance – Delivering the Environment Strategy, the development does not conflict with the criteria.</p> <p><u>Proposed Renfrewshire Local Development Plan (2019)</u></p> <p>Policy ENV1 and the associated Supplementary Guidance in the Proposed Renfrewshire Local Development Plan is similar to that of the Adopted Renfrewshire Local Development Plan.</p> <p>When the development is assessed against the terms of Policy P4 'Sites for Gypsy Travellers and Travelling Showpeople', the following conclusions can be made.</p> <p>The development is for a small privately-owned site to accommodate Gypsy / Travellers for a permanent purpose.</p>
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	<p>As outlined above, it has been established by the submission of this application and many other applications in the past as well as a successful outcome at a Court of Session Hearing, challenging the Adopted Renfrewshire Local Development Plan, that there is an identified need.</p> <p>In terms of locational need, the applicant would suggest the presence of the Gypsy / Traveller travelling community on this site has established a locational need.</p> <p>It is considered that the site provides the applicant with an acceptable level of residential amenity and the site and layout has now been established on the edge of an existing residential area.</p> <p>There are 6 residential homes accommodated between this site and the immediately adjacent site together with a variety of outbuildings of a wholly domestic scale.</p> <p>Access, parking, servicing along with other on-site requirements have also been well established on the site and there has been no issues regarding this element.</p> <p>It is considered that the Gypsy / Traveller site does not significantly impact on the amenity of the surrounding area.</p> <p>As outlined above, the sites are considered to be accessible to public transport, local schools and other local services and facilities.</p> <p>As it is set out and will be enhanced by additional planting and boundary treatment, the site is considered to be compatible with the character and appearance of the surrounding area.</p> <p>The development complies with Policy P4.</p> <p><u>Gypsy / Traveller and Travelling Showpeople Development Planning Advice Note</u></p> <p>In this instance, the approved Planning Advice Note on Gypsy / Travellers and Travelling Showpeople Development is also a key consideration in the assessment of this application, with a specific focus on providing a framework for assessing proposals for amongst others, small privately owned sites.</p> <p>The Planning Advice Note states that the requirement to meet the need and demand for all tenure housing supply across Renfrewshire includes ensuring provision for the housing needs and requirements of the Gypsy / Traveller settled community, in or adjacent to existing residential areas seeking to deliver mixed communities.</p>
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	<p>When the proposal is considered against this Planning Advice Note the following conclusions can be made:</p> <p>The character of the homes is not dissimilar to smaller type housing found in the vicinity and were this boundary planting to be augmented by the landscaping scheme submitted in support of the application, it is considered that an attractive residential environment is created.</p> <p>With regard to density, the site is large enough to provide each home with a substantial private area while offering a good degree of communal open space.</p> <p>The layout of the homes on the site ensures that each home would have an adequate level of residential amenity in respect of privacy and screening and ample general amenity space throughout the site.</p> <p>The site has its own access onto Craig Road which currently serves the site. Environmental & Infrastructure Services (Roads Traffic) have no objection to the proposal with regard to road and pedestrian safety nor parking provision within the site which can be accommodated.</p> <p>Located immediately adjacent to an established residential area of Linwood, the site is accessible to public transport, local schools and other services and facilities. The site is within a reasonable walking distance from most services and facilities.</p> <p>It is considered that the site is an appropriate neighbour to adjacent housing with similar characteristics and character.</p> <p>In summary, the development will comply with the approved Planning Advice Note on Gypsy / Travellers and Travelling Showpeople Development.</p> <p>Having had due regard to the above assessment it is considered that the proposal is appropriate in this location and that although it does not specifically require to be located in the Green Belt there are other material considerations which would outweigh this presumption against development.</p> <p>The proposal would provide an acceptable residential environment in keeping with its location and one which would fulfil a need for the travelling community which it has been demonstrated cannot be fulfilled elsewhere within the built up area.</p> <p>The proposal therefore acceptably complies with the terms of the Development Plan.</p>
RECOMMENDATION	Grant subject to conditions.

1 **Reason for Decision**

The proposal accords with the provisions of the Development Plan and there were no material considerations which outweighed the presumption in favour of development according with the Development Plan.

Conditions

- 2 That within 6 months of the date of this consent that a scheme of landscaping will be submitted to and approved by Renfrewshire Council as Planning Authority a scheme of landscaping, which shall include details of species, planting densities, soil treatment and aftercare.

Reason: In the interests of amenity.

- 3 That all planting, seeding or turfing comprised in the approved details of landscaping shall be carried out in the first planting season and seeding season and any trees or plants which, within a period of five years from the completion of the development die, are removed or become seriously damaged or diseased shall be replaced in the next planting season with others of a similar size and species, unless Renfrewshire Council as Planning Authority gives written consent to any variation.

Reason: In the interest of the amenity of the area.

Fraser Carlin
Head of Planning and Housing

Local Government (Access to Information) Act 1985 - Background Papers
For further information or to inspect any letters of objection and other background papers, please contact Sharon Marklow on 0141 618 7835.

