To: Infrastructure, Land and Environment Policy Board

On: 04 November 2020

Report by: Director of Environment & Infrastructure and
Director of Communities, Housing and Planning

Heading: Service Update

1. Summary

1.1 Following on from the previous Service Update presented to board on 26 August 2020, this report provides a further update the Infrastructure, Land and Environment Policy Board on key areas within the Board's remit. It also outlines the priorities through to Spring 2021, highlighting key areas of focus and plans for next steps to support the Council's recovery plans. Whilst developing these plans, the local and national position remains fluid and services will remain flexible and able to respond quickly in relation to changes in restrictions and local outbreaks as a result of the Covid-19 pandemic.

1.2 Appended to this report are performance updates to 31 March 2020. Due to the coronavirus pandemic and the pausing of Policy Boards, the annual Service Improvement Plan 'outturn' reports were not presented to board. These appendices cover the performance indicators and actions as outlined in the Service Improvement Plan 2019/20 for both Environment and Infrastructure and also Communities, Housing and Planning as both contain actions and indicators relevant to this Board's remit. The Service Update Report for Communities, Housing and Planning Services is being presented to the Communities Housing and Planning Policy Board. Environment and Infrastructure will also report to the Finance, Resources and Customer Services Policy Board to cover the areas within that Board's remit.

1.3 Service Improvement Plans for 2020/21 were developed for all Council services and both plans were approved by this Board prior to the lockdown. The majority of the actions and activities did not proceed or were not undertaken in the same way due to Covid-19 and, as outlined below, new Service Improvement Plans are being drafted to be in place for the start of the new financial year.

1.4   Work is underway to develop Service Improvement Plans for 2021/22 - these will
        have a strong focus on recovery and renewal rather than solely improvement. These
        will also fully reflect the social, economic and financial recovery plans being
        progressed. Proposals in relation to future service planning arrangements are
        currently being developed.

2.   Recommendations

        It is recommended that members of the Infrastructure, Land and Environment Board:

2.1   Approves the content of this report; and notes the performance information for
        2019/20 as appended to this report.

2.2   Approves a period of free car parking in the car parks of Paisley Town Centre during
        the Christmas period from 1st December 2020 to 4th January 2020 to support and
        encourage visitors to the Town Centre during this pandemic.

3.   Background

3.1   In the previous Service update reported to Infrastructure, Land and Environment
        Policy Board on 26 August 2020, the Council's response to the coronavirus
        pandemic from March 2020 to September 2020 was outlined.

3.2   Employees across the Council continue to show great commitment and resilience
        during this time delivering essential services, volunteering to support frontline
        services and helping others to remain safe at home.

3.3   The service remains acutely aware of the impact on Renfrewshire's communities of
        the pandemic. Across services, and with our partners, the Council continues to
        support our communities and develop our operational and policy response both now
        and as we continue to move through the recovery route map.

3.4   Recent weeks have shown the local and national position continues to change rapidly
        - restrictions have been both relaxed and tightened since the previous report to
        Board. The situation across Scotland, the UK and globally has shown areas of
        progress and areas for concern and national policy has flexed to respond to this.
        While working towards a recovery position the service and the Council as a whole
        remain ready to respond to rapid changes in our local approach.

3.5   Alongside this, new opportunities are emerging, potential funding streams,
        information and learning is being shared across local government and the service will
        also continue to respond to this.

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

4.   Updates for Infrastructure Land and Environment Policy Board

Household waste and recycling

4.1   The service continues to deliver all essential frontline collection services including collections for residual waste, recycling, food and garden waste and commercial collections. To ensure a consistent service continues to be delivered in the current climate, the service has adopted a shared resources model to deal with any disruption to resource supply.

4.2   Our waste teams are following Scottish Government guidance to ensure our collection crews are able to carry out their work safely, this includes provision of support vehicles to provide social distancing within cabs, hygiene requirements and additional PPE.

4.3   Following Scottish Government guidance, Household Waste Recycling Centres (HWRC) were closed during the initial period of the covid-19 outbreak. The HWRC sites reopened on 1st June 2020, due to resource constraints some sites opened on a part time basis. Various materials were reintroduced on a gradual basis until 29th June when all materials were accepted. The reintroduction of access for vans and cars with trailers commenced on 13th July at the Linwood site only. To ensure social distancing measures were adhered the number of vehicles accessing the sites at any one time was limited. To control queues and ensure staff and public safety temporary traffic management measures were introduced for access to the sites.

4.4   From Monday the 9th of November we will amend the current opening arrangements at HWRCs, moving to all sites being open 7 days per day week, whilst retaining retain the current opening hours of 8am till 6pm (Paisley opens at 8.30) with vans and cars with trailers continuing to use the Linwood site only. With extending the number of opening days and reconfiguring the traffic flow within and around the sites, we will be able to remove the current Traffic Management arrangements, this will be done on a phased basis throughout November.   As set out in section 3.4 if the service requires to make any changes to these operational arrangements in response to the pandemic this would be communicated to elected members and residents.

4.5   The special uplift service was reintroduced on 6th July and continues to operate over 5 days Monday to Friday. Additional control measures remain in place to ensure we are able to deliver this service safely. These include a requirement for residents to present their uplift 72 hours in advance of their booking date. No ground clearances are currently being accepted. This will be reviewed early in the new year.

Roads, Fleet and Social Transport

4.6   The roads capital investment programme for 2020/21 was paused due to the outbreak of covid-19. Following the Scottish Road Works Commissioner's announcement that planned works could recommence in July, there have been 46 carriageways resurfaced, 16 carriageways surface dressed and a further 5 carriageways micro-surfaced.

4.7   The service has taken the opportunity of the reduced traffic volumes during lockdown to carry out emergency works on our network which would have been difficult to complete under normal conditions. Examples of this include the bus bays on Gauze Street and Smithhills Street and the junction of Lonend and Canal Street. Two riverside core paths, in Erskine and Renfrew, which required to be closed to the public due to instability, were also repaired and reopened during this time, providing greater access links for pedestrians.

4.8   A programme of bus stop improvement works, in partnership with Strathclyde Partnership for Transport, has been delayed by covid-19 restrictions with works carried into the 20/21 programme to encourage greater bus patronage. Work has started on the programme and the contractor has been given instructions to accelerate projects where possible to complete the programme by the end of the financial year Ward Members shall be advised of any improvements works in the area prior to works commencing.

4.9   The first phase of a £300,000 segregated shared cycle way from Bishopton to Glasgow Airport has been completed. This is between Bishopton and Barangarry roundabout. Phase 2, from M8 Junction 29A to the Red Smiddy Roundabout, started in October.

4.10   The contract award for the refurbishment and reopening of the White Cart footbridge at Abercorn Street in Paisley is expected to commence in November with project completion in Spring 2021.

4.11   A mini-roundabout has been installed at the junction of Park Road and Stanely Road to combat a known road safety issue with drivers taking the original bend too quickly and losing control. The addition of a pedestrian crossing to Brodie Park and other minor road safety interventions is expected to improve the local road network for all users.

4.12   All the Council's speed activated driver message signs of "slow down" or showing the speed limit have been overhauled and are expected to contribute to a general reduction in vehicle speeds in built-up residential areas. Separately, all the school flashing twenties signs have been surveyed and a tender document for their repair and replacement is due to be issued in the near future.

4.13   The Vehicle Replacement Programme delays due to covid-19 has now been re-started by fleet services with a focus on service vehicle and plant replacements required.

4.14   The Social Transport team are continuing to deliver hot meals to vulnerable people in our communities and assisting colleagues in Waste, Soft FM and StreetScene Services to ensure they are safely transported by physical distancing measures around Renfrewshire to deliver vital services.

4.15   The fleet team of mechanics, technicians and workshop supervisors continue to work shifts across 7-day operations to ensure the fleet has scheduled safety inspections and that service repairs are carried out throughout this pandemic keeping the front-line vehicles and support vehicles moving.

Spaces for People – Temporary Cycle Routes

4.16   Spaces for People is a new, temporary infrastructure programme in Scotland which offers funding and support to make it safer for people who choose to walk, cycle or wheel for essential trips and exercise during Covid-19. The programme is funded by the Scottish Government and managed by Sustrans Scotland.

4.17   During the summer of 2020 consultation took place with communities, businesses and elected members on concept designs to create temporary cycling lane infrastructure across Renfrewshire.

4.18   The feedback received from this consultation has been incorporated into the final designs.   In addition, a route from Bridge of Weir to Gryffe High School was requested from the community to provide access to the school.

4.19   Over the coming months the first of these 2 temporary cycling infrastructure routes, Howwood to Paisley and Bridge of Weir to Gryffe High School, will be progressed to installation. Further engagement is planned with communities, businesses and elected members on these detailed designs before progressing to the physical installations.

Town Centre Car Parking

4.20   In March 2020 in response to the pandemic the Council suspended car parking charges in Paisley Town centre to support key workers undertaking their duties. This remained in place until mid August. In September, the Leadership board approved an extension to pilot of three hours free car parking in 5 town centre car parks until 17th February 2021.

4.21   The pandemic continues to impact on visitor footfall to Renfrewshire's town centres and their businesses in a variety of ways, including employees working from home, public transport use being discouraged under the government routemap and event programmes cancelled and curtailed in line with government restrictions to reduce the risk of virus transmission. In order to encourage visitors to spend local with businesses in Paisley Town Centre whilst living with the pandemic this Christmas period, it is proposed to introduce free parking in

the car parks of Paisley Town Centre, aligned to Johnstone and Renfrew Town Centres during the month of December 2020.

StreetScene and Team Up to Clean Up

4.22   Following easing of restriction and the Scottish Government Routemap phases, StreetScene commenced the grass cutting seasons in mid summer, grass cutting of all open spaces across our communities was undertaken with the grass cutting season now having come to an end, and all areas have now been cut and tidied for the winter.

4.23   Team Up to Clean Up's Spotless September campaign was adapted due to Covid pandemic restrictions and delivered via solo, family or friends picks. Volunteers litter picked 255 times throughout the month removing 1,233 bags of litter from Renfrewshire communities and waterways.   A few groups, including Morrisons, church groups and scouts got involved as well as local schools, however group activity was notably reduced.

4.24   Work continues to address flytipping across the council area. The Environment & Place workstream removed over 250 tons of flytipped waste from Sergeantlaw Gorge in the Gleniffer Braes and the old Craigielea playing fields site, off Blackstoun Road. All works were approved with SEPA to improve the land environment. Measures are now in place in these large areas to prevent reoccurrence of flytipping. Other hotspot areas are now being reviewed and appropriate deterrents considered.

Communities, Housing and Planning – Regulatory Services and Communities

4.25   Legislation and guidance in relation to businesses continues to change at a fast pace, leading to constant changes for both Environmental Health and Trading Standards. The Health Protection (Coronavirus) (Restrictions) (Scotland) Regulations 2020 which were enacted on 27 March 2020, have been revoked and replaced with the Health Protection (Coronavirus) (Restrictions and Requirements) (Scotland) Regulations 2020. Whilst many of the powers remain the same, Environmental Health Officers and Trading Standards Officers have required to be re-authorised to allow them to enforce fully.

4.26   In addition to the above, the Health Protection (Coronavirus, Restrictions) (Directions by Local Authorities) (Scotland) Regulations 2020 were enacted on 28 August 2020. The new regulations give additional powers to local authorities to direct as necessary for the purpose of preventing, protecting against, controlling or providing a public health response to the incidence or spread of infection by coronavirus in the local authority's area. Directions could be made with regards to a premise, event or public open space.

4.27   Environmental Health and Trading Standards have been working continuously to ensure that business premises have as much help and guidance to comply with the new legislation and guidance. This has been both proactively (e-mail, phone and visit) and reactive (phone call or visit). In line with the Council Integrated Enforcement

Policy, businesses were supported by officers adopting an "engage, explain, encourage and then enforce" model which afforded people the best opportunity to comply before any enforcement action was taken.

4.28   Every visit is followed with an e-mail to ensure the owner/proprietor/manager is aware of exactly what is required. Compliance has been good, however, similar issues have been raised in several premises which has to led clarification being sent to all premises via e-mail. Visits have also been undertaken with colleagues in Legal Services (Licensing), Police Scotland and have included weekends and nights to see businesses in operation.

4.29   Renfrewshire Council, Environmental Health, continues to assist Greater Glasgow and Clyde Health Board with regard to the Test and Protect Programme. This has included all Officers being trained and several seconded onto the Test and Protect Team. Due to increasing numbers of positive Covid-19 cases – this has led to staff working on this full time for many months.

4.30   Environmental Health Managers and Officers have also been assisting Greater Glasgow and Clyde Health Board with clusters of positive cases in schools, Underwood Road and other businesses/establishments. This has taken several forms including informal (Council led and decisions made) to Problem Assessment Groups and Incident Management Teams that have been led on by the Consultant in Public Health Medicine and includes Public Health Scotland and the relevant Managers/Corporate Communications etc.

4.31   Whilst the Pest Control Service is operational, care is being taken to minimise the potential to spread the virus which will include assessing individual complaints and visiting/offering advice on a case by case basis. Emergency visits e.g. rodents within a property will continue similar to lockdown.

5.   Key priorities and risks until next board cycle

Environment & Infrastructure

5.1   The service-specific key priority areas and risks relating to our recovery work and immediate concerns between now and the next cycle of Board meetings include the continued phased reopening of services ensuring colleagues and customers are kept safe; maintaining the refuse collection service and deployment of our Winter Maintenance Plan to keep Renfrewshire's roads and footpaths safe and accessible.

5.2   The service remains on alert with agile contingency plans in place to continue delivering essential services should a local lockdown be required.

Communities, Housing and Planning – Regulatory Services

5.3   As detailed at the previous Board, the Minister for Public Health and Sport agreed to allow local authorities to deviate from certain elements of the Food Law Code of Practice (Scotland) 2019. This provided greater flexibility for local authorities to

allocate resources to areas of most critical priority. However, this is due to end in October 2020 and will lead to Officers requiring to re-focus on statutory food law inspections at a time when they have been focused solely on Covid related issued. Whilst helpful during the pandemic, it also now leaves the Business Regulation Team with a backlog of premises that need to be inspected moving forward. Renfrewshire Council continues to sit on the national recovery group to ensure consistency across Scotland.

5.4   There are significant pressures on the Regulatory Services teams within Communities and Public Protection. Whilst the First Minister did highlight funding would be available to increase resource, this will take time to implement and recruit to post. The additional and changing legislative burden for Covid will continue to be a main focus, however, other statutory functions require to be met. This, together with Test and Protect support will be a continued pressure in the immediate future and will impact on the same areas of service as will be impacted by increased demands arising from the forthcoming ending of the transition period and full implementation of Brexit in January 2021.

Implications of the Report

1.   **Financial** – The funding to provide a period of free parking in car parks across town centres will be met from town centre regeneration funds to support regeneration and development activities in the Town Centre. External grant funding awards are set out in section 4 of the report.

2.   **HR & Organisational Development** – None

3.   **Community & Council Planning –**

        Our Renfrewshire is thriving / Reshaping our place, our economy and our future - the service is actively involved in the Invest in Renfrewshire scheme and investing in road network to support and facilitate economic growth.

        Creating a sustainable Renfrewshire for all to enjoy - working in partnership with the community to deliver a cleaner Renfrewshire. Promoting and encouraging waste minimisation through reducing, reusing and recycling. Reducing carbon emissions, through LED streetlights and electric and low emission vehicles within the Council fleet.

        Our Renfrewshire is well - the services encourages use of our parks and open spaces to promote a healthy and active lifestyle.

4.   **Legal** – None.

5.   **Property/Assets** – The Council's roads, fleet and open space infrastructure is maintained and enhanced.

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** – As noted in section 5, the CRMG are currently reviewing the Council's risk profile in light of the coronavirus pandemic and will report to board in November.

11.   **Privacy Impact** – None*.*

12.   **CoSLA Policy Position** – none

13.   **Climate Risk –** The Council continues to explore opportunities to secure external funding to deliver sustainable, green infrastructure projects.

List of Background Papers: none

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Environment & Infrastructure Service Improvement Plan 2019-2022
Out-turn Monitoring Report

Action Status

❎	Cancelled	▶️	Completed	
🔴	Overdue; Neglected	✅	Not Started; In Progress; Assigned	
⚠️	Unassigned; Check Progress			

Council Plan Strategic Outcome 1: Reshaping our place, our economy and our future				**Priority Actions**	
Code	**Action**	**Status**	**Progress**	**Due Date**	**Update**
01	Deliver the 2019/20 roads and footways capital investment programme - £8.089 million	▶️	100%	31-Mar-2020	A total of £8.3 million was invested in roads, drainage and footpaths infrastructure during 2019/20 with 83 carriageways resurfaced, 19 surface dressed, 8 micro-surfacing schemes and 56 footways resurfaced, delivering improvements to both strategic and local roads.
02	Continue to invest in infrastructure to support growth – from road and rail links to bridges, cycle and pedestrian routes (**Council Plan Action**)	▶️	80%	31-Mar-2022	Progress continues to be made on a series of public transport enhancements which have been added to the existing provision. This has included improving accessibility for disabled people at bus stops in Renfrewshire's villages and real time passenger information displays along the Paisley/ Johnstone corridor, Paisley/ Renfrew corridor, and
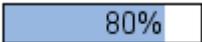
Glasgow Road and town centre, Paisley. New traffic signals have been introduced at the entrance to the Walneuk retail development.

The progress of the refurbishment of the footbridge across the White Cart was delayed by Covid-19 restrictions and is now planned for reopening for pedestrian and cycle traffic in 2020/21.

Officers continue to assess roads construction consent applications from developers for new roads to be added to the public road network, particularly in Bishopton, Hawkhead and Dykebar.

| 03 | Support the delivery of City Deal initiatives, combining roads and active travel projects into a coherent network for all road users | ▶ | 80% | 31-Mar-2021 | Support has continued for the infrastructure associated with the City Deal investment projects. The service contributes to joint working, supporting the Glasgow City Region/City Deal and the £1.13bn Glasgow and Clyde Valley Infrastructure Fund. This is done through the regulation of roads and transportation standards and the development of the proposed cycling network aspects of the Renfrewshire projects. Recent progress includes oversight provided on the proposed Abbotsinch Rd/ Inchinnan Rd signalised junction design. |
| 04 | Lead on the works to improve the transport infrastructure in Paisley Town Centre | ▶ | 60% | 31-Mar-2021 | Public realm works are being led by the Cultural Infrastructure team with Environment & Infrastructure leading on the traffic and transportation improvements. A public consultation exercise was carried out which outlined broad support for the key interventions identified. The consultation feedback will form a key part of the design stages going forward. This will be subject to further consultation prior to agreement on a final design. The intended appointment of a design consultant in January 2020 was delayed by Covid-19 restrictions. |
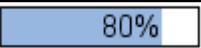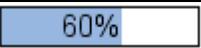
05	Support economic regeneration and job creation through the regeneration and revitalisation of town centres and the creation of a town centres action plan	▶	50%	31-Mar-2021	The Service has played a key role in the submission of a successful funding bid to the Scottish Governments Town Centre Regeneration Fund with the associated works due to take place within Renfrew and Johnstone Town Centres.
06	Deliver an increase in cycling infrastructure across Renfrewshire	▶	100%	31-Mar-2020	Environment & Infrastructure has continued to work with its funding partners SPT, Sustrans and Paths for All to introduce and encourage the use of a network of walking and cycling routes to offer realistic alternative commuter routes between residential districts and employment opportunities with the potential to reduce congestion and pollution. Recent progress includes the designs of a cycle route from Bishopton to Glasgow Airport and junction safety improvements at Southholm Roundabout, Erskine.
07	Implement the transfer of the Council's traffic light infrastructure from analogue to digital	▶	50%	30 -June 2022	A tender process for the provision of a hosted Urban Traffic Control (UTC) and communications system was awarded in late September 2019. The analogue BT communications lines were replaced with 4G mobile technology before BT's planned removal of the lines in March 2020. Work continues to upgrade the council's SCOOT network junctions, with a focus on those projects around Braehead and the Paisley inner ring road.

Council Plan Strategic Outcome 1: Reshaping our place, our economy and our future								Performance Indicators	

| Performance Indicator	Current Status	2017/18		2018/19		2019/20		2020/21	2021/22	Explanation of Performance
		Value	Target	Value	Target	Value	Target	Target	Target	
01 (Maintenance) Carriageway Condition: % of road network considered for treatment (i) A Class Roads (LGBF Indicator)	✅	23.8%	25%	23%	25%	Data for 2019/20 will not be published until January 2021	23%	22.5%	22%	In 2018/19 performance at 23.8% exceeded the annual target of 25% and was better than the Scottish average of 30%. (**LGBF Indicator**)
02 (Maintenance) Carriageway Condition: % of road network considered for treatment (ii) B Class Roads (LGBF Indicator)	✅	25.9%	25.0%	24.7%	25%	Data for 2019/20 will not be published until January 2021	25%	24.5%	24%	In 2018/19 performance at 24.7% exceeded the annual target of 25% and was better than the Scottish average of 35.7%. **(LGBF Indicator)**
03 (Maintenance) Carriageway Condition: % of road network considered for treatment (iii) C Class Roads (LGBF Indicator)	⚠️	37.5%	35.0%	37.9%	35.0%	Data for 2019/20 will not be published until January 2021	35%	36.5%	36.0%	In 2018/19 performance at 27.9% was slightly above the 2018/19 target of 35%. **(LGBF Indicator)**

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

Performance Indicators

Performance Indicator	Current Status	2017/18		2018/19		2019/20		2020/21	2021/22	Explanation of Performance
		Value	Target	Value	Target	Value	Target	Target	Target	
04 (Maintenance) Carriageway Condition: % of road network considered for treatment (iv) Unclassified Roads (LGBF Indicator)	⚠️	35.1%	36.0%	36.9%	36.0%	Data for 2019/20 will not be published until January 2021	34.5%	36.5%	36.0%	In 2018/19 performance at 36.9% was slightly above the 2018/19 target of 36%. (**LGBF Indicator**)
05 (Maintenance) Carriageway Condition: % of road network considered for treatment (v) Overall	✅	33.9%	35%	32.8%	35%	Data for 2019/20 will not be published until January 2021	33%	32.5%	32%	In 2018/19 performance at 32.8% exceeded the annual target of 35%.
06 % of pothole repairs completed within timescales	🛑	56%	68%	50%	75%	37%	75%	78%	80%	In 2019/20, 37% of pothole repairs were completed within timescales. The process for reporting and repairing potholes has been streamlined with mobile technology having been rolled out recently. Data analytics has also been introduced to improve performance monitoring with weekly reports being used to identify and resolve issues. Performance during the period April to September 2020 has seen an improvement to 79%.

Council Plan Strategic Outcome 1: Reshaping our place, our economy and our future									Performance Indicators	

Performance Indicator	Current Status	2017/18		2018/19		2019/20		2020/21	2021/22	Explanation of Performance
		Value	Target	Value	Target	Value	Target	Target	Target	
07 % of Statutory category A road inspections completed on target	🔺	▬	▬	100%	100%	95%	100%	100%	100%	Performance for category A road inspections was 95%. These inspections are carried out on 'live sites' which are utility works actually in progress. On one site, as a result of a major utility carrying out work, it was not possible to undertake the inspection.
08 % of Statutory category B road inspections completed on target	✅	▬	▬	95%	100%	100%	100%	100%	100%	In 2018/19 the statutory road inspections were achieved for both category B & category C. The annual performance for these indicators was 100%.
09 % of Statutory category C road inspections completed on target	✅	▬	▬	98%	100%	100%	100%	100%	100%	The three categories of statutory inspections relate to the timing of inspections and are categorised as follows: A - Undertaken during the progress of the works; B – Undertaken within the six months following interim or permanent reinstatement; C – Undertaken within the three months preceding the end of the guarantee period.

Council Plan Strategic Outcome 3: Tackling inequality, ensuring opportunities for all					Priority Actions

| Code	Action	Status	Progress	Due Date	Update
01	Develop and deliver a Respectful Funeral Service	▶	100%	31-Dec-2019	The Renfrewshire Respectful Funeral Service was officially launched on 14th August 2019. Seven local funeral directors have signed up and are offering the service. This ensured that the residents of Renfrewshire have access to a cost effective, respectful funeral service.
02	Promote equality and diversity through all services	▶	100%	31-Mar-2021	Service planning and delivery continue to support all Renfrewshire's residents.
03	Provide employment and training opportunities for identified groups of young people in Renfrewshire	▶	100%	31-Mar-2020	Fleet Solutions and Social Transport have been working in partnership with the Council's Economic Development Team and Project SEARCH and have identified the need for 2 Modern apprentices. Two Modern apprentices have been appointed for 12 months. One modern apprentice is supporting compliance checks in an operational setting and the other modern apprentice is supporting compliance checks and training. Both of the Modern apprentice posts are providing critical support to this service.

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

Priority Actions

Code	Action	Status	Progress	Due Date	Update
01	Deliver a programme of enhanced operational environmental and community support activities for environment and place	▶	50%	31-Mar-2023	Through the additional Environment & Place funding, work continues to go from strength to strength. Community Groups continue to grow with litterpicks being undertaken on a weekly basis by many groups. We also have 6 dedicated Community litter pickers servicing our communities. The caddies with environmental equipment have been a success and passed to communities throughout Renfrewshire. 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. Groups that started as part of Team Up to Clean Up have continued to build their capacity and have been successful in receiving £50k from the Greenspaces, Parks & Play Areas and Village Investment Fund. In October 2019, the TU2CU team won the 'Strong and sustainable communities' award at the COSLA excellence awards 2019. Every primary school child in Renfrewshire has now received a copy of The Clumps' Big Mess (over 14,000 copies), a book designed and targeted at school children to understand the

Code	Action	Status	Progress	Due Date	Update
					damage of littering.
					The Spotless September challenge was launched again with many community groups taking part and an appreciation event for all communities were held in October 2019. StreetScene continue to deploy crews to remove all the litter and waste which communities lift, fully supporting and working in partnership to deliver lasting change in our communities.
02	Develop action plans to address flooding risk in Renfrewshire	▶	75%	31-Mar-2021	Through the Flood Risk Management (Scotland) Act 2009 (Cycle 2, 22.06.16 – 22.06.22) collaboration continues with SEPA, Scottish Water, the national parks authority and neighbouring councils to identify the most sustainable combination of measures to reduce overall flood risk to the community, the environment, cultural heritage and the economy.
03	Work to meet the challenging targets set out in our carbon management plan – through our council fleet, street lighting, public realm and floodlight strategy (Council Plan Action)	▶	60%	31-Mar-2022	The Council fleet had 91 Electric Vehicles at the end of March 2020. This figure is based on a total of 91 electric vehicles. 14 additional electric vehicles were added to the fleet in July 2020 resulting in 21% now using alternative fuel.
04	Ensure a residual waste treatment and disposal facility is fully operational by end of 2019 as part of the Clyde Valley Waste Management solution to ensure that all	▶	100%	31-Dec-2019	The Council in collaboration with four other councils has invested in the Clyde Valley Waste project, an energy from waste plant at Dunbar at a cost of £177 million with a total contract value of
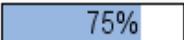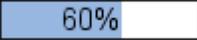
Code	Action	Status	Progress	Due Date	Update
	waste collected by authorities is diverted from landfill (Council Plan Action)				£700m over the 25 year period. This will enable the Council to meet its landfill diversion targets. The contract for commenced in January 2020 and the project is now being delivered.
05	Deliver the requirements of the Scottish Household recycling charter and related service changes (Council Plan Action)	▶	85%	31-Mar-2021	The policy environment saw major changes over 2019/20. In November 2019, the Scottish Government published their consultation on new legislation under the new Scottish Circular Economy Bill. Included within the legislation were wider plans for a new approach to reducing, reusing and recycling materials to help drive Scotland's circular economy. Also included was a review of the Code of Practice which underpins the Scottish Household Recycling Charter.
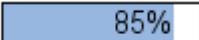
As a result of COVID-19 further updates to the Bill have been delayed. However, the objectives will continue to be delivered through the Deposit Return Scheme, development of the UK-wide Extended Producer Responsibility Scheme for packaging, delivering the Food Waste Reduction Action Plan, and support for business innovation through the Circular Economy Investment Fund.

In light of these developments Renfrewshire has continued to transition towards full charter compliance. |

Council Plan Strategic Outcome 4: Creating a sustainable Renfrewshire for all to enjoy					Priority Actions
Code	Action	Status	Progress	Due Date	Update
06	Develop and implement a long term sustainable leachate and surface water management plan for Linwood Moss	▶	80%	31-Mar-2020	A Closure, Restoration and Aftercare Plan was submitted to SEPA in December 2019. SEPA identified that further work was required in relation to accurate data surrounding one of the surface water flows. This work commenced in the early part of 2020. However, investigations were put on hold until such times as the consultant can safely visit site.
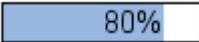
Council Plan Strategic Outcome 4: Creating a sustainable Renfrewshire for all to enjoy									Performance Indicators

Performance Indicator	Current Status	2017/18		2018/19		2019/20		2020/21	2021/22	Explanation of Performance
		Value	Target	Value	Target	Value	Target	Target	Target	
01 Street Cleanliness Score - % of areas assessed as clean (Council Plan Indicator)	✅	90.5%	90%	91.9%	90%	94.5% (unverified)	90%	92%	92.5%	The percentage of Renfrewshire's street assessed as clean was 94.5% for 2019/20. This is an improvement of 2.6% on the previous year's performance. This figure is provisional and is awaiting verification by Keep Scotland Beautiful.

The cleanliness score is based on 3 sample surveys carried out throughout the year by both the Council and Keep Scotland Beautiful (KSB).

This score represents the percentage of areas assessed as acceptably clean (categories A and B) using KSB's Local Environmental Audit and Management System (LEAMS) methodology. |

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

Performance Indicators

Performance Indicator	Current Status	2017/18		2018/19		2019/20		2020/21	2021/22	Explanation of Performance
		Value	Target	Value	Target	Value	Target	Target	Target	
02 Amount of CO$_2$ emitted by the public vehicle fleet (Council Plan Indicator)	🔴	3,652	3,060	3,836	2,840	3,427	2,730	2,620	2,500	Over the last 18 months, the Council has introduced a Sustainable Travel Scheme, where Council officers undertaking Council business, rather than use their own vehicles are asked to consider the scheme hierarchy, i.e. can they use another form of public transport or one of the Council's pool bikes to undertake their journey before considering the car. The scheme is proving successful and has reduced the business miles travelled by car by over 20% since its introduction. The majority of the pool vehicles are now electric and therefore reducing the overall amount of petrol/diesel fuel consumed.

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

Performance Indicators

Performance Indicator	Current Status	2017/18		2018/19		2019/20		2020/21	2021/22	Explanation of Performance
		Value	Target	Value	Target	Value	Target	Target	Target	
03 % of the vehicle fleet which uses alternative fuels, such as electricity (Council Plan Indicator)	✅	7.6%	7%	9.8%	9%	18.2%	21%	23%	25%	The percentage of the vehicle fleet which uses alternative fuel such as electricity was 18.2% at the end of 2019/20. This is up from 9.8%% in 2018/19. This figure is based on a total of 91 electric vehicles. 14 additional electric vehicles were added to the fleet in July 2020 resulting in 21% now using alternative fuel.
04 Reduce the amount of CO_2 emitted from public space lighting (Council Plan Indicator)	✅	2,163	3,200	1,679	1,750	1,493	1,750	1,700	1,700	There has been a reduction in CO_2 emissions from public space lighting due to the implementation of the LED replacement programme. This figure shows an improvement in 2019/20 compared to previous years. There was a 11% reduction in CO_2 between 2018/19 and 2019/20.

Council Plan Strategic Outcome 4:
Reshaping our place, our economy and our future

Priority Actions

Code Performance Indicator	Current Status	2017		2018		2019		2020	2021	Explanation of Performance
		Value	Target	Value	Target	Value	Target	Target	Target	
05 % of Household Waste Recycled (Calendar year data) (LGBF Indicator)	✅	47.8%	50%	49.2%	50%	53%	54%	56%	57%	The cumulative recycling rate for 2019 was 53%. This is an improvement on the performance in 2018 when the recycling rate was 49.2%, an improvement of 3.8%
06 % of Household waste collected which is landfilled (Calendar year data)	✅	28.3%	34%	20.3%	33%	5.7%	16%	5%	5%	The % of waste going to landfill has decreased by almost 11% due to the diversion of waste to landfill from our residual waste contractor.

Council Plan Strategic Outcome 5: Working together to improve outcomes

Priority Actions

Code	Action	Status	Progress	Due Date	Update
01	Provide our employees with the appropriate support to manage their attendance	▶	75%	31-Mar-2022	Environment & Infrastructure Services and officers from HR & Organisational Development meet every 2 weeks to monitor and support the progress of employees through the Council's Supporting Attendance process to ensure they are provided with the appropriate support required to return to work.
02	Implement the Council's new Organisational Development Strategy	▶	100%	31-Mar-2021	The Council's Organisational Development Strategy has been implemented across all areas of Environment & Infrastructure.
03	A strategic planning approach to future skills and service requirements will be implemented	▶	100%	31-Mar-2021	Dedicated resource has been provided to review the current arrangements for training and development of employees across the service. This has led to a significant increase in training taking place across the service alongside a renewed approach to recruitment of apprentices and graduate apprentices.
04	Active participation in Council's Transformational Programme	▶	100%	31-Mar-2020	The service engaged with the first phase of Right for Renfrewshire and will continue to support the recommencement of this aligned with any existing service reviews.
05	Better use of data and technology to improve services performance and delivery	▶	100%	31-Mar-2020	The service has developed apps to support officers in delivering frontline operational requirements. The service has implemented an online process for

Code	Action	Status	Progress	Due Date	Update
					special uplifts provided through the Council's customer account portal, "MyAccount". A Gully App has also been developed to support gully maintenance. A new data analytics approach to how management information is used to support service improvement is being rolled out across each service area.
06	Deliver agreed operational efficiencies through fleet utilisation and rationalisation (Council Plan Action)	▶	75%	31-Mar-2020	Fleet Services and Social Transport continued to support the vital modes of transport across Council services and to explore funding options for electric, hydrogen and hybrid vehicle options. It has done this by working closely with Transport Scotland, Energy Savings Trust and Scottish Power Energy Network. As a result of a successful funding bid 14 additional electric vehicles were added to the fleet in July 2020 as well as the implementation of associated charging points. Engagement sessions continued during 2019/20 with services across the Council to support and improve fleet management and legal compliance. Fleet, core & hire vehicles continued to be reduced due to improved utilisation and cost saving initiatives.
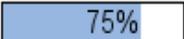
Council Plan Strategic Outcome 5: Working together to improve outcomes
Priority Actions

Code	Action	Status	Progress	Due Date	Update
07	Deliver improvements in the Council's Cemeteries estate	▶	90%	31-Mar-2023	Works have been completed in Hawkhead, Bishopton, Abbbey, Houston, Lochwinnoch and Broomward Cemeteries. Works within Hawkhead were completed in October 2019 and included new drainage to address the problem of flooding and reconstruction of roads and installation of kerbing carried out. The entrance gates were also refurbished. The works carried out in the other cemeteries included road and path construction and resurfacing, wall and gate repairs. The works that were planned for Inchinnan Cemetery were subject to a delay due to some minor issues at the procurement process however these works were completed in July 2020. These works include the construction of an internal road and associated layby within the cemetery with a new access being created. In addition to this drainage works and roads and path upgrades within the cemetery will be undertaken.
08	Support the Council to implement the Business World system	▶	100%	31-Mar-2020	Environment & Infrastructure continue to participate in user briefing sessions and staff training to support the implementation of Business World.
09	Develop a strategic approach to asset management	▶	100%	31-Mar-2020	The service is reviewing the systems used to record all asset management information with a view to reducing the number of systems in place and avoid duplication.
10	Ensure robust and up to date business continuity arrangements are in place	▶	100%	31-Mar-2020	Environment and Infrastructure Business Continuity Plan was updated in May 2019. The service's Resilience Management Team hold quarterly

Council Plan Strategic Outcome 5: Working together to improve outcomes					Priority Actions
Code	**Action**	**Status**	**Progress**	**Due Date**	**Update**
					meetings chaired by Head of Operations and Infrastructure to review recent incidents and lessons learned, business continuity exercises and any training required.
11	Review and maintain continuous improvement frameworks	▶	100%	31-Mar-2020	Environment and Infrastructure continued to demonstrate compliance with ISO9001 for quality management systems. It should be noted that the final audit of 2019/20 was curtailed at the start of the COVID-19 lockdown. In addition, Environment & Infrastructure, successfully contribute to the Corporate Occupational Health and Safety accreditation, OHSAS18001, a commitment to comply with defined health and safety standards to safeguard employees and customers.

Council Plan Strategic Outcome 5: Working together to improve outcomes		Performance Indicators								
Performance Indicator	**Current Status**	**2017/18**		**2018/19**		**2019/20**		**2020/21**	**2021/22**	**Explanation of Performance**
		Value	**Target**	**Value**	**Target**	**Value**	**Target**	**Target**	**Target**	
01 Average number of work days lost through sickness absence per employee (FTE) (cumulative)	🔴	New 18/19		13.88	10.74	16.44	13.7	13	12.7	The cumulative absence performance for 2019/20 was 16.44 days lost per FTE employee and was above the 2019/20 target of 13.7.

Officers from the service and from HR & Organisational Development meet every 2 weeks to monitor and support the progress of employees through the Council's Supporting Attendance process to ensure they are provided with the appropriate support required to return to work. |
| **02 % of members enquiries completed within timescale by Environment & Infrastructure** | ✅ | New performance indicator 2019/20 | | | | 85% | 85% | 85% | 85% | Environment & Infrastructure received 5,672 members enquiries in 2019/20, of which 85% were responded to within timescale. This is an improvement on the performance for 2018/19 when there were 5,441 members enquiries, of which 77% were responded to within timescale. |

Performance Indicator	Current Status	2017/18		2018/19		2019/20		2020/21	2021/22	Explanation of Performance
		Value	Target	Value	Target	Value	Target	Target	Target	
03 % of FOI requests completed within timescale by Environment & Infrastructure	⚠	99%	100%	97%	100%	96%	100%	100%	100%	Environment & Infrastructure dealt with 412 Freedom of Information requests in 2019/20, of which 394 (96%) were responded to within timescale. 137 of these requests were cross departmental and 275 were departmental.
04 % of front line resolutions dealt with within timescale by Environment & Infrastructure	🛑	85%	100%	75%	100%	67%	85%	85%	85%	Environment & Infrastructure received 5,615 front line resolutions in 2019/20, of which 67% were responded to within timescale
05 % of complaint investigations completed within timescale by Environment & Infrastructure	🛑	72%	100%	69%	100%	85%	95%	95%	95%	In the same period the service dealt with 658 complaint investigations 85% of which were dealt with within the agreed timescale.
06 % of bins uplifted first time	⚠	New performance indicator 2019/20				99.8%	99.95%	99.95%	99.95%	The percentage of bins uplifted first time in the first two quarters was 99.8%. This is slightly below target of 99.95% however the service was working under the difficult early stages of the Covid-19 pandemic with the associated staff shortages as result of employees shielding and isolating. The service was supported by staff from other service areas within the

Performance Indicator	Current Status	2017/18		2018/19		2019/20		2020/21	2021/22	Explanation of Performance
		Value	Target	Value	Target	Value	Target	Target	Target	
										department and continued to provide full refuse collection services throughout this period.
07 Cost of Maintenance per Kilometre of roads (LGBF Indicator)		£18,036	n/a	£18,050	n/a	Data for 2019/20 will not be published until January 2021	n/a	Not measured for Quarters	n/a	The data is published by the Improvement Service on an annual basis as part of the Local Government Benchmarking Framework and is extracted from the LFR information from the Scottish Government website. Renfrewshire's ranking moved from 26th in 2017/18 to 28th in 2018/19. The 2018/19 costs reflect the £8.1m roads capital investment programme allocation expenditure on roads and pavements. This significant capital allocation to roads improvements is expected to lead to ongoing performance of above average spend reflecting the current focus on investment in the road's infrastructure. Data for 2019/20 will not be published until February 2021 (**LGBF indicator**)
08 % of adults satisfied with parks and open spaces (LGBF Indicator)		84%	n/a	84%	85%	Data for 2019/20 will not be published	n/a	Not measured for Quarters	n/a	This is an indicator from the Local Government Benchmarking Framework extracted from the results of the Scottish Household Survey –

Performance Indicator	Current Status	2017/18		2018/19		2019/20		2020/21	2021/22	Explanation of Performance
		Value	Target	Value	Target	Value	Target	Target	Target	
						until January 2021				Renfrewshire's ranking moved from 23rd in 2017/18 to 17th in 2018/19. Data for 2019/20 will not be published until February 2021 (**LGBF Indicator**)
09 Cost of parks and open spaces per 1,000 of the population (LGBF Indicator)		£21,857	n/a	£30,446	n/a	Data for 2019/20 will not be published until January 2021	n/a	Not measured for Quarters	n/a	This is an indicator from the Local Government Benchmarking Framework extracted from the LFR information from the Scottish Government website – Renfrewshire's ranking moved from 17th in 2017/18 to 29th in 2018/19. The increased costs of parks and open spaces per 1,000 population for 2018/19 reflects internal changes to how income is included on the Local Finance Return, as the 2018/19 costs now include recharges to other council services. A further increase in costs can be attributed to the pay award and the additional funding received for environmental improvements. (**LGBF Indicator**)
10 % of adults satisfied with refuse collection		84.33%	n/a	79.63%	n/a	Data for 2019/20 will not be	n/a	Not measured for Quarters	n/a	This is an indicator from the Local Government Benchmarking Framework extracted from the results of the

Council Plan Strategic Outcome 5: Working together to improve outcomes										Performance Indicators
Performance Indicator	Current Status	2017/18		2018/19		2019/20		2020/21	2021/22	Explanation of Performance
		Value	Target	Value	Target	Value	Target	Target	Target	
(LGBF Indicator)						published until January 2021				Scottish Household Survey – Renfrewshire's ranking moved from 12th in 2017/18 to 20th in 2018/19. (**LGBF Indicator**)
11 Net cost of waste collection per premise (LGBF Indicator)	📈	£53.86	n/a	£59.45	n/a	Data for 2019/20 will not be published until January 2021	n/a	Not measured for Quarters	n/a	This data is published by the Improvement Service on an annual basis as part of the LGBF Framework and is extracted from the LFR information from the Scottish Government website. Renfrewshire's ranking moved from 8th in 2017/18 to 12th in 2018/19. Data for 2019/20 will not be published until February 2021 (**LGBF Indicator)**
12 Net cost of waste disposal per premise (LGBF Indicator)	📈	£116.97	n/a	£108.84	n/a	Data for 2019/20 will not be published until January 2021	n/a	Not measured for Quarters	n/a	This data is published by the Improvement Service on an annual basis as part of the LGBF Framework and is extracted from the LFR information from the Scottish Government website. Renfrewshire's ranking moved from 25th in 2017/18 to 24th in 2018/19. Data for 2019/20 will not be published until February 2021 (**LGBF Indicator)**

Council Plan Strategic Outcome 5: Working together to improve outcomes										Performance Indicators

Performance Indicator	Current Status	2017/18		2018/19		2019/20		2020/21	2021/22	Explanation of Performance
		Value	Target	Value	Target	Value	Target	Target	Target	
13 % of adults satisfied with street cleaning (LGBF Indicator)		61.33%	n/a	60.10%	n/a	Data for 2019/20 will not be published until January 2021	n/a	Not measured for Quarters	n/a	This is an indicator from the Local Government Benchmarking Framework extracted from the results of the Scottish Household Survey – Renfrewshire's ranking remained at 29th between 2017/18 and 2018/19. Data for 2019/20 will not be published until February 2021 (**LGBF Indicator**)
14 Net cost of street cleaning per 1,000 of the population (LGBF Indicator)		£6,298	n/a	£6,114	n/a	Data for 2019/20 will not be published until January 2021	n/a	Not measured for Quarters	n/a	This data is published by the Improvement Service on an annual basis as part of the LGBF Framework and is extracted from the LFR information from the Scottish Government website. Renfrewshire's ranking moved from 3rd in 2017/18 to 2nd in 2018/19. Data for 2019/20 will not be published until February 2021 (**LGBF Indicator)**

APPENDIX 2

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

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

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

Action Code	Action	Status	Progress	Update	Due Date
CHAPS19 - 1.01	To develop Paisley's ongoing plans for cultural regeneration	✅	100%	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.' 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. 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.	31-Mar-2021

Action Code	Action	Status	Progress	Update	Due Date
				This programme is now called Future Paisley (http://www.renfrewshire.gov.uk/futurepaisley) and progress to date was on track until mid March 2020. The restrictions imposed by the measures to protect the population from the COVID-19 pandemic have brought multiple pressures and new issues for the programme to respond to. In September 2020 the Future Paisley Steering Group and the Partnership Board agreed that the programme is increasing in its importance to support and build resilience of local communities and the cultural sector. Programmes have been pivoted to support local cultural organisations and projects and the overall Future Paisley programme extended until the end of financial year 2023/24 to coincide with the reopening of the town's major cultural venues.	
CHAPS19 - 1.02	Deliver the Economic Strategy within the current Local Development Plan (LDP)	✅	100%	The adopted Renfrewshire Local Development Plan (2014) sets out an inclusive spatial strategy and sustainable objectives to assist and support the delivery of sustainable and inclusive economic growth alongside aiming to protect and enhance Renfrewshire's environment as well as our natural, built and cultural heritage. This can be seen in projects such as the Advance Manufacturing and Innovation District project which demonstrates the importance of a Plan-led system in delivering quality places, providing confidence in the investment proposals coming forward. There has also been progress with approval of developments at Westway and Wright Street with the investment in the new Wright Street Bridge encouraging development in the right places.	31-Mar-2021
CHAPS19 – 1.03	Deliver the Centres Strategy within the current Local Development Plan (LDP)	✅	100%	Renfrewshire's Centres including town centres, village centres and shops in local communities form an important part of the network of centres in Renfrewshire. The Renfrewshire Local Development Plan aims to ensure that each of these centres provides a range of uses and activities which support the communities and individuals, reducing the need to travel and being able to visit these centres on foot, by bike or by public transport. To support the delivery of the Actions of the Local Development Plan, the updates/refresh to Town Centre Strategies is important especially given the current Pandemic. Promotion and identification of new innovative ways to support and protect Renfrewshire's Centre will be key to ensure these centres meet the needs of residents, businesses and visitors.	31-Mar-2021
CHAPS19 – 1.04	Deliver the Infrastructure Strategy within the current Local Development Plan (LDP)	✅	100%	Central to the implementation of the Spatial Strategy in the Renfrewshire Local Development Plan is ensuring that people and place are well connected and investment in infrastructure is made in the right place to enable and support opportunities.	31-Mar-2021
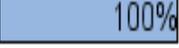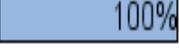
Action Code	Action	Status	Progress	Update	Due Date
				The Renfrewshire Local Development Plan continues to promote development which are located beside or close to existing active travel or public transport networks. This is demonstrated in Dargavel Village where a series of Design Codes for the site have been produced through a collaborative approach. The codes reflect a commitment to innovation and the testing of new approaches and solutions to create strong and sustainable places.	
CHAPS19 – 1.05	Develop and adopt new LDP 2	✅	100%	Following a 12 week extensive consultation and engagement on the Renfrewshire Local Development Plan Proposed Plan (2019) with a number of representations from stakeholders, members of the community, land owners and developers, the Plan was submitted to the Scottish Ministers on 31 January 2020 and the Examination into the Plan commenced on 12 May 2020. Four Reporters have been appointed to examine the Proposed Plan. Officers are assisting the Reporters by providing further information/clarification, when required, to support the Examination into the Plan. It is anticipated that the Examination process will take until early 2021 before the Examination into the Plan is concluded. Once adopted the Plan will provide an up to date land use framework for Planning in Renfrewshire for the next 10 years.	31-Mar-2021

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

Action Code	Action	Status	Progress	Update	Due Date
CHAPS19 – 2.01	Implement revised Housing Asset Management Strategy	✅	100%	We are on target for completion of the revised Housing Asset Management Strategy within the due date of March 2021. The Strategic Asset Management System (SAMS) outputs are currently being reviewed and these will contribute to the development of the revised strategy. We will also review the action and draft will be prepared for February 2021.	31-Mar-2022
CHAPS19 – 2.02	Along with our key partners, we will monitor and review the impact of the range of services provided to homeless people, and those threatened with homelessness	✅	100%	A Rapid Rehousing Transition Plan (RRTP) for Renfrewshire was approved by the Policy Board in August 2019. The RRTP, which had been agreed with partners, details how we would improve the outcomes for homeless applicants between 2019 and 2024, and £183k was awarded from the Scottish Government to support its implementation in 2019/20. This funding has been used to deploy Temporary Resettlement Officers,, upscale our use of the Housing First approach to 30 service users, and launch a Shared Living Initiative in partnership with Simon Community Scotland to support homeless people who were interested in sharing a tenancy A Steering Group with membership from a range of partners was established to track the implementation of the RRTP, chaired by Head of Housing & Planning Services. The Renfrewshire Homelessness Partnership continue to meet regularly to monitor and review all the measures in place to support those who are homeless	31-Mar-2022
CHAPS19 – 2.03	We will deliver key outcome 1 from the Local Housing Strategy (LHS) - The supply of homes is increased.	✅	100%	The Renfrewshire Proposed Local Development Plan identifies a generous supply of housing sites to meet all tenure need and demand across Renfrewshire for the next 10 years. Completions for 2019/20 outline that there was 195 affordable homes which can be attributed to good partnership working between various Services in the Council as well as positive working relationships with Housing Associations and various other sectors of the house building industry. A further 219 affordable homes are nearing completion and will complete in 2020/21. This figure was initially expected to be around 504 units. However, following the Covid-19 pandemic in early 2020 and the resulting closure of all development sites, completions on some sites will now be delayed until 2021/22. The draft Strategic Housing Investment Plan was approved for consultation by the Communities, Housing and Planning Policy Board on 18 August 2020. This consultation ran until 29 September 2020 with a	31-Mar-2022
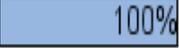
Action Code	Action	Status	Progress	Update	Due Date
				revised Strategic Housing Investment Plan for the period 2021/22 to 2025/26 now being prepared for the Communities, Housing and Planning Policy Board on 27 October 2020. Work is progressing well on 95 new Council homes at Johnstone Castle with the development of a further 80 new Council homes at Dargavel Village completing in October 2020. Other affordable sites are progressing well including at Glenburn, Millarston and Ferguslie with developers working to progress sites safely and in line with Scottish Government guidance in relation to COVID-19. 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. Due to the Covid-19 pandemic, the completions for private sector homes for 2019/20 have not yet been complied. Work on the Renfrewshire Housing Land Audit for 2019/20 is on-going.	
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.	✅	100%	Council Newbuild Development in Johnstone Castle is progressing well with completion estimated for early 2021. Council Newbuild Development of 80 new homes at Bishopton was completed in October 2020. 101 new Council homes have been approved for Ferguslie Park and 39 approved for construction in South West Johnstone. We continue to monitor our stock profile and are developing area-based strategies for areas identified as low demand. The Council continues to purchase a small number of homes through its acquisition policy approved at the Communities, Housing and Planning Policy Board on 20 August 2019, these properties meet a defined criteria and are within neighbourhoods with current Council stock.	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.	✅	100%	2,715 owners who stay in pre-1919 tenement property have been sent information on the Council missing share scheme. 33 application packs have been sent out. One repairs project has been completed and a further project involving two further missing shares is underway. 7,714 private sector landlords with almost 10,300 properties are registered in Renfrewshire.	31-Mar-2022

Action Code	Action	Status	Progress	Update	Due Date
				Work continues to progress the Orchard Street Housing Renewal Area in close partnership with Paisley Housing Association. Acquisitions at Orchard Street are progressing well with 14 properties purchased to date with a further 18 property purchases being progressed with solicitors. Paisley Housing Association's West End Project delivered environmental enhancements to a number of back closes and drying areas in tenements in the West End of Paisley, completing in December 2019. The overall spend of £250,000 included £156,000 from the Scottish Government's Aspiring Communities Fund. The project employed 6 staff, with 4 going on to further employment	
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	✅	100%	Renfrewshire was awarded £186,000 by the Scottish Government for the implementation of rapid rehousing related initiatives (same amount as previous year). Funding will be used to increase the number of homeless applicants who are supported through the 'wraparound' support, a key element of the Housing First approach delivered by Turning Point Scotland for people with complex needs. Following the successful pilot of an in-house Shared Living Project for 16-25 year olds, funding for the implementation of 'Rapid Rehousing' initiatives was used to launch a project in partnership with Simon Community Scotland, who have previous experience in delivering this type of work. The operation of the scheme allows homeless applicants to consider flat-sharing as an option, helps prevent feelings of social isolation in young people who are homeless or threatened with homelessness and will contribute to decreasing the amount of time spent in temporary accommodation. Together, SAY Women and Renfrewshire Council's George Street Youth Homelessness Prevention Team, have initiated a Tenancy Sustainment Service that provides focussed, time limited support for young women aged 16-25 years who are identified as survivors of child sexual abuse and/or survivors of other forms of sexual violence, having housing/ homeless/ tenancy related issues. The aims of this partnership are to increase tenancy sustainment, prevent repeated homelessness and provide key staff in the local authority area with increased skills and capacity through access to SAY Women's specialised training and consultation with allocated SAY Women staff.	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.	✅	100%	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.	31-Mar-2022

Action Code	Action	Status	Progress	Update	Due Date
				The Strategic Housing Investment Plan includes projects that meet a range particular needs, including the development of amenity standard housing to support people with varying needs throughout Renfrewshire with new amenity standard homes at both Dargavel Village, Bishopton (Council) and at Smithhills Street in Paisley Town Centre (Link Group). The Strategic Housing Investment Plan looks to provide a range of options that will assist in allowing people to live independently for as long as possible in their own home.	
CHAPS19 – 2.08	Deliver the Places Strategy within the current Local Development Plan (LDP)	✅	100%	The Adopted Renfrewshire Local Development Plan aligns with the Council's Community Plan and other Council Strategies and sets out an ambitious strategy to support the delivery of sustainable and inclusive economic growth and includes a policy framework which seeks to create high quality places, protect and enhance the built and natural environment and seeks to address the challenges of climate change in Renfrewshire.

This high level policy framework also influences placemaking plans at the local level. A good example of this is the Spateston Place Plan, produced by the local community identifying a vision and eight actions which build on the existing assets of the area, supporting a sustainable, well connected and sustainable place which reflects the priorities of the community.

These include physical projects such as an enhancements to the local park, as well as social and environmental actions such as planting wildflower meadows. The plan provides a flexible framework to guide action by the local community, supported by the Council and its partners, to deliver the vision. | 31-Mar-2021 |
| CHAPS19 – 2.09 | Lead on the development of an Empowering Communities model for the Council | ✅ | 100% | Communities and Public Protection continues to work with communities to enhance capacity building and resilience.
To date, £869,475, has been awarded or committed to communities through the Greenspaces, Parks & Play Areas and Village Investment Fund to assist them in developing their community. Discussions are currently on-going with many other groups to facilitate funding applications and an Officer has been recruited to work on this alongside the Lead Officer – Environmental Coordination.

Close working relationships are essential with Chief Executive's service who are leading on the Community Empowerment Fund to ensure communities are consistently supported and this is seen to be working well, especially with the joint Officer Grant Approval panel | 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	✅	100%	Communities and Public Protection continue to lead on the Public Protection agenda in Renfrewshire, whilst taking cognisance of national legislation and guidance. Officers continue to review and comment on national consultations to assist in driving legislative change. With regards to EU exit, discussions remain on-going with Glasgow Airport and Border Force to understand potential changes as part of the withdrawal from EU. 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. Work has been undertaken to ensure that staffing levels remain high to tackle legislative change with regards to Covid-19 and EU exit. Legislation came into force at the end of March 2020 that put additional burdens on Environmental Health and Trading Standards to ensure the public were protected from Covid-19 with regards to businesses.	31-Mar-2022
CHAPS19 – 2.11	Continue to develop phase 2 of the Renfrewshire Community Safety Partnership hub	✅	100%	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. 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. 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.	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	✅	100%	The Your Home, Your Street, Our Community programme has completed the work in Paisley Town Centre and whilst most respondents noted activity and there were positive improvements, there were many people that felt it didn't tackle all problems. This was always going to be a challenge for a short intervention within a large town centre area. Further areas are being discussed, however, activity is currently on hold due to the global pandemic.	31-Mar-2022

Action Code	Action	Status	Progress	Update	Due Date
				Daily Tasking continues and links into the wider community by providing an early intervention within communities.	
CHAPS19 – 2.13	Develop and deliver strategies for how the Council will respond locally to the risks posed by serious organised crime and terrorism	✅	100%	The multi-agency Community Protection (Prevent) Steering Group has been established with key partners across Renfrewshire and Inverclyde. Partners include: The Operational Working Group has also been established in Renfrewshire to lead on the agenda and feed into the wider multi-agency divisional meeting. The Group will look at both Counter Terrorism and Serious and Organised Crime. An action plan has been developed to allow partnership working and a sub group is being established to look at disrupting and deterring serious and organised crime.	31-Mar-2022
CHAPS19 – 2.14	Work with key partners to develop a multi-agency counter terrorism strategy	✅	100%	The Community Protection (Prevent) Steering Group has been established with key partners across Renfrewshire and Inverclyde. Partners include: The Operational Working Group has also been established in Renfrewshire to lead on the agenda and feed into the wider multi-agency divisional meeting. The Group will look at both Counter Terrorism and Serious and Organised Crime. An action plan has been developed to allow partnership working and a sub group is being established to look at preventing and diverting people away from counter terrorism.	31-Mar-2022
CHAPS19 – 2.15	Redesign of Renfrewshire Community Safety Partnership to deliver the needs of Renfrewshire's communities, where required	✅	100%	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. Discussions remain on-going with Trade Unions and staff, however, this has been delayed due to Covid-19. Work still being undertaken to progress as soon as possible including a review of shift patterns and staff numbers to ensure resource maximised at busiest times.	31-Mar-2022

Strategic Outcome 3: Tackling inequality, ensuring opportunities for all

Action Code	Action	Status	Progress	Update	Due Date
CHAPS19 – 3.01	Monitor the impact of our Refugee resettlement programme	✅	100%	44 families (178 people) have now been supported to re-settle across Renfrewshire. Families have been helped to move on to a wide range of properties from several different housing providers and are generally integrating well with their local communities The children in these families are generally thriving within the education system and a number of adults are attending further education and ESOL classes at college. 10 families (44 people) who's support will cease from November 2020 are being assisted to make a claim for Indefinite Leave to Remain (ILR) ensuring they have access to appropriate legal representation. Accessing employment continues to be a challenge.	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.	✅	100%	The Council continues to participate in the Mortgage to Rent scheme, working with owners in financial difficulties where this is appropriate. The HomeChoice@Renfrewshire Homexchange Shop helped 1,144 visiting customers and assisted 162 customers to register for a mutual exchange through the online service. In addition, a further 73 applicants self-registered for a mutual exchange, with the Council enabling 17 successful mutual exchanges in 2019/20. 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. 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.	31-Mar-2021
CHAPS19 – 3.03	Establish and deliver a digital participation programme for tenants	✅	100%	A range of services are now being provided as part of a digital participation programme	31-Mar-2020

Action Code	Action	Status	Progress	Update	Due Date
CHAPS19 – 3.04	Deliver the Street Stuff programme including activities and meals	✅	100%	The Street Stuff programme continued to deliver in communities across Renfrewshire six days a week throughout 2019/20 with over 17,000 recorded attendances. This included additional daytime activities that were delivered during the Spring, Summer, October and Festive school holidays with almost 4000 meals provided. Data continues to be analysed to ensure the programme is in the areas that require diversionary activities to minimise anti-social behaviour.	31-Mar-2021
CHAPS19 – 3.05	Provide employment and training opportunities for identified groups of young people in Renfrewshire	✅	100%	Employment and training opportunities continue to be offered within Communities and Public Protection, primarily within the Renfrewshire Community Safety Partnership. 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.	31-Mar-2021
CHAPS19 – 3.06	Deliver enhanced enforcement activity in the private rented sector	✅	100%	Officers continue to work with private landlords to improve the standard of housing across Renfrewshire. To date, 284 unregistered landlords have been identified during this financial year. Of these, 212 have applied to be entered onto the Register of Private Landlords and the remaining landlords are at various stages of enforcement action for failing to register. 28 Repairing Standards visits have been undertaken within this timescale to enforce remedial works to address various areas of disrepair within these properties.	31-Mar-2021
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	✅	100%	• Youth Services and Renfrewshire Youth Voice delivered the "Celebrating Youth" programme during the Youth Voice Residential which focussed on the 2019 theme of "Participation" involving young people from youth voice groups, young carers, volunteers to plan year programme and events • Young people were supported to attend youth voice groups and events through smart travel and Young Scot rewards and discounts • Participation Roadshow ran over the summer school holidays to	31-Mar-2021

Action Code	Action	Status	Progress	Update	Due Date
				community venues across Renfrewshire: Youth led activities including "Escape Rooms events focussing on problem-solving and team working, Young Scot information, Youth Voice and Participation workshop, promotion of the theme "Celebrating Youth" • Supported young people to attend and present to LAP's; Celebrating Renfrewshire Fund • Supported MSYPs to attend national sittings to decide national campaign; Pack it up Pack it in on environmental issues and climate change • Autumn/winter programme of youth voice workshops delivered to community-based youth provision with RYV. • Progressing work towards LGBT+ charter and equalities agenda for young people. Youth Services carrying out mapping of exiting youth activities in LAP's • Co-designing of Youth Assembly called 2020 Vision; This was cancelled due to Covid-19 lockdown, and investigating ways of delivering digitally/online in 2020/21	
CHAPS19 – 3.08	Develop youth and equalities voice initiatives which ensure youth issues are a key element of local engagement.	✅	100%	• Youth Services supported Renfrewshire Youth Voice focussing on "Celebrating Youth", PSHE review in Renfrewshire, RYV development, land youth leadership skills. • Partnership working with Schools and Education Scotland to involve young people in the Renfrewshire PSHE review; Presentation to Head teachers; recruitment/training of peer leaders and design and delivery of peer led consultation workshops on the future delivery of PSHE offer in Schools completed. • Facilitated youth consultation and input into the recent "Core Values" exercise, encouraging young people to consider what a youth friendly council might look like, and to measure future service users on their expectations and needs of the council. • Working with Community planning partners to deliver Celebrating Renfrewshire Fund and wider access to facilitate inclusions and priority themes identified by young people • MSYPs planning a series of democracy days/events/surgeries for dialogue with young people. • Youth Assembly Thematic working including marginalised young people to encourage participation equalities agenda for young people.	31-Mar-2021

Action Code	Action	Status	Progress	Update	Due Date
CHAPS19 – 3.09	Provide children and young people with opportunities to participate in activities which provide a vehicle for wider achievement.	✓	100%	• All youth provision offers young people opportunities to work towards Saltire, and Youth Achievement Awards. • Young people participating in awards, are in progress of building portfolios and evidence towards moderation for awards. • Advice and training given to partners who wish to offer awards. • Awards include, Hi5, Dynamic Youth Awards, John Muir awards, Duke of Edinburgh's Award Programme, and Certificate in Participative Democracy • Providing support for youth volunteering, developing information for linking young people to opportunities	31-Mar-2021
CHAPS19 – 3.10	Incorporate current CLAD performance measures reported annually through service reports into the new SIP	✓	100%	Chaps SIP 2019/20: Performance indicators now part of SIP scorecard • Young people in Renfrewshire participate in wider achievement in accredited and non-accredited awards and recognised as reaching positive outcomes • 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 No of Reward users 4,072 (25% SIMD)	31-Mar-2021

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)	✅	100%	The Renfrewshire Local Development Plan continues to promote sustainable patterns of development that contribute towards minimising carbon and greenhouse emissions and facilitate adaptation to the likely effects of climate change. By promoting good quality development in the right locations, the Plan aims to assist with connecting green space, landscape, biodiversity as well as recreational and access assets and active travel routes. The Renfrewshire Food Growing Strategy is an example of a positive framework for increasing the quality and quantity of growing opportunities across Renfrewshire and has supported the enhancement of existing and the creation of new spaces, in line with the spatial strategy set out in the Renfrewshire Local Development Plan.	31-Mar-2021
CHAPS19 – 4.02	We will deliver key outcome 4 from the Local Housing Strategy (LHS) - Homes are Energy Efficient and Fuel Poverty is minimised.	✅	100%	Renfrewshire Council now install photovoltaic panels and mechanical ventilation as standard within new homes developed as part of the Council's new build programme and full consideration will be given to any new technology developed, for future new build housing. The Council have undertaken a number of pilot projects in recent years, including fabric improvements, renewable energy/technology (such as air and ground source heat pumps), as well as solar photovoltaic, battery storage, heating controls and mechanical ventilation. These projects seek to identify the best use of council investment within our capital programme in order to meet EESSH 2020 and 2032. Funding from the Scottish Government's Home Energy Efficiency Initiative for Scotland: Area Based Schemes (HEEPS:ABS) have been used for external wall insulation projects with around 247 tenants and 204 owners in the Whitehaugh, Blackstoun, Gallowhill, Bridge of Weir, Kilbarchan, Howwood, and Inchinnan benefitting from this initiative. Paisley Housing Association were successful in receiving funding of £11,495 in 2019/20 from Energy Action Scotland's Fuel Poverty Challenge, to provide a Fuel Bank Voucher Service to assist tenants in crisis. A further £49,975 was awarded by the Energy Saving Trust for a	31-Mar-2022

Action Code	Action	Status	Progress	Update	Due Date
				2-year energy advice project starting in September 2020.	
CHAPS19 – 4.03	Deliver the Team Up to Clean Up campaign throughout Renfrewshire, involving local communities	✅	100%	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. 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. In October 2019, the TU2CU team won the 'Strong and sustainable communities' award at the COSLA excellence awards 2019.	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	✅	100%	Enforcement staff across the Council continue to work with businesses to ensure they can flourish and grow without an overpowering burden of enforcement. Advice can be provided by staff with compliance visits undertaken to ensure compliance with the appropriate legislation.	31-Mar-2022
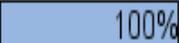
Strategic Outcome 5: Working together to improve outcomes

Action Code	Action	Status	Progress	Update	Due Date
CHAPS19 – 5.01	We will use the Annual Return on the Charter (ARC) to Scottish Housing regulator (SHR) process to drive improvements across housing services.	✅	100%	This action was completed when the Annual Return on the Charter 2019/20 was submitted to the Scottish Housing Regulator in July 2020. Our submission demonstrated that improvement was achieved in the areas identified at the start of the year, including a reduction in the percentage of tenancy offers that resulted in a refusal and a 20-day improvement in the average days to complete adaptations.	31-Mar-2021
CHAPS19 – 5.02	We will use the Planning Performance Framework (PPF) process to drive improvements in the planning services we provide.	✅	100%	The eighth Renfrewshire Planning Performance Framework was reported to the Communities, Housing and Planning Policy Board in August 2019.

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.

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. | 31-Mar-2021 |
| CHAPS19 – 5.03 | Promote development and safeguards through the delivery of regulatory services (within Development Standards). | ✅ | 100% | In relation to Development Management performance, over the reporting period the percentage of applications subject to pre-application has increased, however this is down to improved recording of when pre-application advice is given. This is likely to increase further with the introduction of the new IT programme 'Uniform' which is currently being installed and likely to be in place for 31 March 2021.

Planning application approval rates, delegation rates and decision making timescales all remain static and in line with the Scottish Government targets. Enforcement of Planning Control is also being recorded in a new way Again the introduction of the new Uniform system should assist in better recording of enforcement action. | 31-Mar-2020 |
| CHAPS19 – 5.04 | Implement Communities, Housing and Planning Services' workforce plan | ✅ | 100% | The Community Safety Review has been completion. This has been carried out with regular dialogue from trade unions and staff which has helped inform the outcomes of the review. | 31-Mar-2020 |

Action Code	Action	Status	Progress	Update	Due Date
				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. A range of methods continue to be regularly deployed to engage with our workforce including our CHAPS staff magazine, staff panel the annual visit by the director to staff across all locations and regular workshops on particular topics as and when required.	
CHAPS19 – 5.05	Develop and implement a programme of self-assessment	▷	On Hold	A new Council self-assessment model has been developed and was approved by the Corporate Management Team. The roll out of the programme is currently on hold as the corporate focus is on engaging with staff through the Council's Values project and there are many areas of crossover which could potentially confuse or dilute the programmes and the messages. We continue to engage at a national level with other local authorities and the Improvement Service to support, learn from and help influence the national direction for self-assessment.	31-Mar-2022
CHAPS19 – 5.06	Improve Tenant Participation by delivering the Customer Engagement Action Plan 2019/20.	✓	100%	Officers continue to work with a wide range of tenant groups, including local Tenant and Resident Associations, repairs development group, tenant scrutiny panel and the quality circle representatives to deliver the actions within the Customer Engagement Action Plan. Recently this work has included a review of the draft new Customer Engagement Strategy. Considerable progress has been made to establish on-line participation in the current circumstances and this will be further developed to work with more groups over the coming year.	31-Mar-2020
CHAPS19 – 5.07	Ensure robust and up to date business continuity arrangements are in place	✓	100%	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	✓	100%	The Council maintains a live Incident management Contacts Directory that ensures that the most up to date contact information on all of the Councils key responders is available.	31-Mar-2022

Action Code	Action	Status	Progress	Update	Due Date
	to disruptive events				
CHAPS19 – 5.09	Ensure Council Officers with incident response duties are suitably trained to carry out this role	✅	100%	The Civil Contingencies Service organise an annual programme of training and exercising events. These events include training sessions for all key responders. While some of our 2020 events have been postponed due to us dealing with the Covid incident, this ongoing event has provided numerous learning opportunities in a live environment that go beyond anything that normal training and exercising could provide.	31-Mar-2022
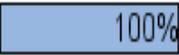
CHAPS SIP 19/20 – Performance indicators

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

Code	Performance Indicator	Frequency	Current Status	Short Term	Long Term	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20		2019/20		Explanation of performance
						Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
DHS.VDL.01	Amount of vacant and derelict land brought back in to use (hectares)	Years	✅	⬆	⬆	65	20	20.4	20	Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		Not availa ble	20	The Vacant and Derelict Land Audit is undertaken annually.

The audit for 2019/20 has been delayed due to the covid-19 lockdown and finalised figures are not currently available. |

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

Code	Performance Indicator	Frequency	Current Status	Short Term	Long Term	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20		2019/20		Explanation of performance
						Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
CR.PP.07	Number of incidents of anti-social behaviour reported to Renfrewshire Council Community Safety Service	Quarters	✅	⬆	⬆	1,939	1,750	1,711	1,800	525	540	458	420	369	420	315	420	1,667	1,800	There has been a fluctuating but notably downward trend in reported incidents of ASB since 2012/13. The 2019/20 total of 1667 represents a reduction of 2.6% in comparison to 2018/19, and an overall reduction of more than one-third (34%) since 2012/13.
SOA08.09o	Percentage of adults who agree that Renfrewshire is a safe place to live.	Years	✅	⬆	⬆	84.6%	84%	N/A	85%	Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		N/A	85%	This indicator comes from the Council's Public Services Panel survey. There is no data for this indicator for 2019/20 as the survey due to go out in early Spring 2020 had to be postponed as a result of the covid-19 pandemic.
SOA09.1218a	% of adults who agree with the statement "I am satisfied with my neighbourhood as a place to live".	Years	⚠️	⬆	⬆	83.5%	87%	N/A	88%	Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		N/A	88%	As with above, this indicator comes from the Council's Public Services Panel survey. There is no data for this indicator for 2019/20 as the survey due to go out in early Spring 2020 had to be postponed as a result of the covid-19 pandemic.
CR.PP.32	Number of complaints regarding youth disorder	Quarters	✅	⬇	⬆	358	740	284	740	132	185	188	185	98	185	81	185	499	650	There was an increase of two-thirds in YD complaints during 2019/20 compared to 2018/19. This was caused by a 'spike' in incidents during the first two quarterly reporting periods covering April to October 2019.

Code	Performance Indicator	Frequency	Current Status	Short Term	Long Term	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20		2019/20		Explanation of performance
						Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
																				Further analysis failed to identify any significant repeat locations or perpetrators. It is assessed that after several years of significant reductions, the natural cycle of YD incidents has reversed, and this, along with increased activity and interventions from youth team staff has resulted in the increases witnessed for 2019/20. It is assessed that this will reduce again significantly for 2020/21 due to Covid-19 lockdown restrictions which remain ongoing.
HPCMT13a	% of Council housing stock which meets the Scottish Housing Quality Standard	Years	⚠	⬆	⬆	93.51%	100%	94.49%	100%	Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		94.6%	100%	Last year the service brought a further 195 properties up to SHQS. At the end of 2019/20, 11,338 of the stock of 11,979 that was in scope of SHQS met the standard. The Council has 641 properties in abeyance where the current tenant has refused internal works and/or the Council has been unable to secure owner participation to allow external works to be carried out to comply with SHQS. After applying allowable exclusions and abeyances, the Council remains 100% compliant with the SHQS target.

Code	Performance Indicator	Frequency	Current Status	Short Term	Long Term	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20		2019/20		Explanation of performance
						Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
HPCMT05	Average time from household presenting themselves as homeless to completion of duty (number of weeks)	Quarters	✓	⬇	⬆	23.78	23	23.97	23	24.92	24	20.05	24	22.25	24	25.86	24	23.27	24	We continue to be considerably below the Scottish average. 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
HPSIP01	Affordable housing completions	Years	✓	⬆	⬆	77	144	127	127	Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		195	127	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. The affordable newbuild housing programme involves both Council and housing association developments across a range of sites in Renfrewshire. By the end of March 2020, 507 new affordable homes were completed in the first three years of the five-year programme (108 in 2016/17, 77 in 2017/18, 127 in 2018/19 and 195 in 2019/20).

Code	Performance Indicator	Frequency	Current Status	Short Term	Long Term	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20		2019/20		Explanation of performance
						Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
																				Completions for 2019/20 were 195 affordable homes which can be attributed to good partnership working between various Services in the Council as well as positive working relationships with Housing Associations and various other sectors of the house building industry.
SOA10.10a	Private housing completions	Years	✅	⬆	⬆	601	500	783	500	Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		612	500	The audit for 2019/20 has been delayed due to the covid-19 lockdown and finalised figures are not currently available.

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

Code	Performance Indicator	Frequency	Current Status	Short Term	Long Term	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20		2019/20		Explanation of performance
						Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
CR.PP.06c	Number of recorded attendances at Street Stuff activities	Quarters	🛑	⬇	⬇	31,278	32,000	27,767	25,000	5,504	6,250	6,002	6,250	3,177	6,250	2,478	6,250	17,161	25,000	There is a reduction in the number of recorded attendances this year mainly due to funding previously available from LACs stopping as well as a period of change in the delivery provider for dance activity. During this time there were no dance classes delivered. The LAC funding normally paid for additional activities out with antisocial behaviour hotspot areas as

Code	Performance Indicator	Frequency	Current Status	Short Term	Long Term	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20		2019/20		Explanation of performance
						Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
																				well as local gala days/fetes. The condition of MUGAs has also hindered the number of football sessions delivered in the community
CHS/ATT/04	No. of opportunities for young people to achieve through accredited awards	Quarters	✅	⬆	⬆	1,193	1,130	899	1,130	433	282	296	286	286	282	286	282	1,301	1,147	The opportunities for recognising achievement through accredited and nonaccredited awards come through Youth Services offer: Community based Clubs, Holiday programmes, Youth Voice programme, Young Scot groups and one-off events and trips and visits. 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. This period also included the Participation road-show, Young Scot Digital work, Art Boss, the Youth Events Panel, Celebrating Renfrewshire Steering Group, PSHE Review, Cashback mural projects, Renfrewshire Youth Assembly

Code	Performance Indicator	Frequency	Current Status	Short Term	Long Term	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20		2019/20		Explanation of performance
						Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
																				planning, Youth Leadership residential
CLAD.ALL.01	Number of adults participating in Adult Learning and Literacy courses within our local communities	Quarters	✅	⬆	⬆	New indicator				459	300	300	300	300	300	300	300	1,359	1,200	There continues to be high uptake of Literacies; English for Speakers of Other Languages; Personal and Social Development and Family Learning opportunities offered in our local communities.
CLAD.ALL.02	Number of learners in accredited and non-accredited digital learning and work clubs	Quarters	✅	⬆	⬆	New indicator				80	50	50	50	70	50	50	50	250	200	Digital learning opportunities are well attended by learners who need to develop their digital skills in relation to gaining employment and their wider life needs.
CLAD.YS.01	Number of young people taking part in Youth Voice events	Quarters	⚠	⬆	⬆	New indicator				72	350	254	350	321	350	206	350	321	350	The participation figures have remained on target throughout 2019-20. Annual target figure would have been exceeded in March with the 2020 Vision Youth Assembly (circa– 120 young people attend/lead presentations and workshops) However due to lockdown the Youth Assembly was cancelled. Also, the PSHE Review had not been included in the original target setting as this was developed thereafter. The year-end figure will be the highest figure recorded at any point throughout the year – which in this

Code	Performance Indicator	Frequency	Current Status	Short Term	Long Term	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20		2019/20		Explanation of performance
						Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
																				case would be quarter 3.
CLAD.YS.02	Number of young people in receipt of Young Scot National Entitlement Card	Years	✅	⬆	⬆	New indicator				Not available for Quarters		Not available for Quarters		Not available for Quarters		Not available for Quarters		17,553	15,900 (+/- 3%)	This figure is reported from our annual Young Scot PI Report (April 2019-March 2020). This represents approx. 58% of 11-25yr olds in the authority and is 9% increase compared to March 2019, and is reflected in the targeting of 16-20 year olds through Youth Services engagement with partner organisations. The bulk process did not take place in May 2020 due to lockdown. This year group did not receive their Young Scot Card as expected and Youth Services are working with secondary schools to try and assist S1 bulk process to take place should Covid-19 restrictions permit.
CLAD.YS.03	Number of Young Scot reward users	Years	✅	⬆	⬆	New indicator				Not available for Quarters		Not available for Quarters		Not available for Quarters		Not available for Quarters		4,388	3,800 (+/- 3%)	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. 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

Code	Performance Indicator	Frequency	Current Status	Short Term	Long Term	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20		2019/20		Explanation of performance
						Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
																				claimed. Rewards claiming will be affected due to Covid-19, registering for YS Rewards
CLAD.YS.04	Number of online engagements in local youth information platform	Years	🔴	⬇	⬇	New indicator				Not available for Quarters		Not available for Quarters		Not available for Quarters		Not available for Quarters		14,221	19,300	This figure is a combination of the following: 234 young people taking part in Youth consultation 3,402 votes cast in Celebrating Renfrewshire Participatory Budgeting 6,484 votes cast in MSYP Elections at end of March 2019: Renfrewshire results published in April showed voter % turnout was the 3rd highest in Scotland, and with, was the 2nd highest local authority for number of votes recorded. On- line Engagement: • 3,231-page views to the Young Scot Renfrewshire portal; • 870 page views in March 2020 to young.scot/coronavirus from people in our local area

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

Code	Performance Indicator	Frequency	Current Status	Short Term	Long Term	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20		2019/20		Explanation of performance
						Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
CR.PP.01	Air Quality - Annual average PM10 value across all continuous monitoring sites	Years	✅	⬇	⬇	13.1	18	13.75	18	Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		14.3	18	Paisley Air Quality Management Area has had no exceedances for 5 years therefore Communities, Housing and Planning Services will review the data in 2020 with a view to possibly revoking or amending the AQMA.
CR.PP.01b	Air quality - average nitrogen dioxide value of monitoring sites, within AQMA(s) exceeding limits	Years	✅	⬆	⬇	41.6	44	40.8	43	Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		41.1	42	Good performance, however, 1 failure located at Renfrew Cross within the Renfrew AQMA, related to traffic emissions.
CR.PP.03a	Food Hygiene Information Scheme - % of premises which currently achieve a Pass rating	Quarters	✅	⬆	⬆	98%	97%	98%	97%	98%	95%	99%	95%	99%	95%	99%	95%	99%	95%	There were 1,287 premises within the Food Hygiene Information Scheme, of which 99% have a Pass or Pass with Eatsafe. This reflects a very high level of performance where food premises meet or exceed compliance standards at any given inspection. All premises are ultimately required to make the improvements necessary to achieve the Pass rating.

Code	Performance Indicator	Frequency	Current Status	Short Term	Long Term	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20		2019/20		Explanation of performance
						Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
HPCHARTER 08	Percentage of council dwellings that are energy efficient	Years	⚠	⬇	⬆	100.0 %	100.0 %	99.8%	100.0 %	Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		98.4%	100.0 %	The electric storage heaters in 85 Council properties in multi storey blocks, are now over 30 years old and no longer classified as energy efficient. The Council has a programme in place of upgrading those old heating systems with new energy efficient Quantum Storage Heaters, when the dwellings become void.

Local Outcome Strategic Outcome 5: Working together to improve outcomes

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

Code	Performance Indicator	Frequency	Current Status	Short Term	Long Term	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20		2019/20		Explanation of performance
						Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
																				Has any corrective action already been undertaken? The sign up process has been reviewed to help reduce the number of days properties are considered empty and officers are continuing to work with colleagues from other local authorities to share good practice. **When does the service expect to be back on track?** Given the current situation with Covid 19 we will continue to monitor this PI and review on an on-going basis, however the main focus in the current climate remains tackling homelessness and assisting those in critical need.
HPCHARTER 13	% of reactive repairs carried out in the last year completed right first time	Years	🛑	⬇	⬇	90.2%	92.0%	88.1%	93.0%	Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		82.6%	93%	The service completed over 25,000 repairs right first time from a total of over 31,000 repairs in 2019/20.
HPCMT07	% Overall Repairs Completed Within Target	Quarters	✅	⬆	⬆	95.4%	91.5%	95.9%	94.4%	94%	94%	94.3%	94%	95%	94%	93.7%	94%	94.3%	94%	This PI has exceeded target

Code	Performance Indicator	Frequency	Current Status	Short Term	Long Term	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20		2019/20		Explanation of performance
						Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
HPCHARTER 12	Average length of time taken to complete non-emergency repairs (days)	Quarters	(green tick)	(down)	(down)	7.1 days	15.0 days	6.9 days	15.0 days	6.8 days	15.0 days	7.5 days	15.0 days	8.0 days	15.0 days	8.5 days	15.0 days	7.8 days	15.0 days	There has been an increase in the length of time taken to complete non-emergency repairs over the year. Performance in this area is expected to improve with the introduction of portable devices that will speed up repairs processing.
HPCHARTER 34	% of rent loss due to voids	Quarters	(amber)	(down)	(down)	1.31%	1.80%	1.40%	1.40%	1.53%	1.40%	1.52	1.40%	1.56	1.40%	1.52	1.40%	1.52%	1.40%	Performance in this indicator is linked to performance for the average days to let PI above
PT.DS.PPF.C MT01	Average Time for processing Planning Applications (Householder)	Quarters	(green tick)	(up)	(up)	7.6	Data only	6.9	8	6.1	8	5.9	8	6.3	8	6.2	8	6.1	8	This indicator is verified by the Scottish Government bi-annually. The Quarter 3 and Quarter 4 figures along with the 2019-20 yearly figures were published by the Scottish Government on 21 July 2020. A new target has been set of 8 weeks (statutory target), previously reported as data only. Performance reporting for this indicator is consistent with Q3 at 6.3 weeks and Q4 at 6.2 weeks with an overall yearly reporting figure of 6.1 weeks, well below the target set of 8 weeks and the Scottish Average of 7.3 weeks.

Code	Performance Indicator	Frequency	Current Status	Short Term	Long Term	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20		2019/20		Explanation of performance
						Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
PT.DS.PPF.CMT.06	Application Approval Rate	Quarters		⬆	⬆	97.2%	N/A	97.7%	N/A	96.2%	N/A	99.4%	N/A	95.9%	N/A	97.5%	N/A	97.3%	N/A	This indicator is verified by the Scottish Government bi-annually. The Quarter 3 and Quarter 4 figures along with the 2019-2020 yearly figures were published by the Scottish Government on 21 July 2020. Performance reporting for this indicator shows an overall yearly figure of 97.3% well above the Scottish average of 94.2%.
PT.DS.PPF.CMT.07	Percentage of applications dealt with under delegated authority	Quarters		⬆	⬆	98.1%	N/A	97.5%	N/A	96.6%	N/A	98.3%	N/A	98.4%	N/A	99.2%	N/A	98.1%	N/A	This indicator is verified by the Scottish Government bi-annually. The Quarter 3 and Quarter 4 figures along with the 2019-2020 yearly figures were published by the Scottish Government on 21 July 2020. Performance reporting for this indicator shows an overall yearly figure of 98.1% well above the Scottish average of 96.3%.
DHS.BSTAN.1a	Time to issue a building warrant or amendment to warrant from receipt of	Quarters	🔴	⬇	⬇	87.4	60.0	83.9	60.0	85.6	60.0	83.4	60.0	93.3	60.0	104.6	60.0	85.6	60.0	At our midterm scrutiny meeting last year, the performance of the three building standards indicators was discussed. Since then, following discussions with the Director of

Code	Performance Indicator	Frequency	Current Status	Short Term	Long Term	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20		2019/20		Explanation of performance
						Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
	application (days)																			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. Within the team, 2 new appointments have been made and interviews have taken place for a further assistant level post; it is hoped this appointment will result in further improvements. Performance will also be aided by an ICT investment funded from the Right for Renfrewshire project.
DHS.BSTAN. 1b	Time to issue a first report (95% issued within 20 days)	Quarters				29.6	95.0	61.2	95.0	59.2	95.0	46.6	95.0	55.1	95.0	50.2	95.0	59.2	95.0	At our midterm scrutiny meeting last year, the performance of the three building standards indicators was discussed. Since then, following discussions with the Director of Communities, Housing and Planning Services, a programme of performance management has been put in place to scrutinise performance and discuss any trends or issues. The wording of these indicators has been changed to make it clearer what they mean and what they are measuring. Within the team, 2 new appointments

Code	Performance Indicator	Frequency	Current Status	Short Term	Long Term	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20		2019/20		Explanation of performance
						Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
																				have been made and interviews have taken place for a further assistant level post; it is hoped this appointment will result in further improvements. Performance will also be aided by an ICT investment funded from the Right for Renfrewshire project.
DHS.BSTAN. 1c	Percentage of building warrants or amendments issued within 10 days of receipt of all satisfactory information	Quarters	🛑	⬇	⬇	48.1	90.0	61.2	90.0	53.0	90.0	49.0	90.0	62.8	90.0	57.6	90.0	53.0	90.0	At our midterm scrutiny meeting last year, the performance of the three building standards indicators was discussed. Since then, following discussions with the Director of Communities, Housing and Planning Services, a programme of performance management has been put in place to scrutinise performance and discuss any trends or issues. The wording of these indicators has been changed to make it clearer what they mean and what they are measuring . Within the team, 2 new appointments have been made and interviews have taken place for a further assistant level post; it is hoped this appointment will result in further improvements. Performance will also be aided by an ICT investment funded from the Right for Renfrewshire project.
DHS.COMP.F RONT%	Total Percentage of frontline (stage 1) complaints	Quarters	✅	⬆	⬆	88.6%	95%	90.1%	95%	90.9%	95%	93.5%	95%	88.1%	95%	95%	95%	92%	95%	814 complaints received and 749 answered within timescale. Percentage answered within timescale

Code	Performance Indicator	Frequency	Current Status	Short Term	Long Term	2017/18		2018/19		Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20		2019/20		Explanation of performance
						Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
	responded to within 5 days by CHAPS																			increased again compared to previous years.
DHS.COMP.INV%	Total Percentage of investigation (stage 2) complaints responded to within 20 days by CHAPS	Quarters	✅	⬆	⬆	85.7%	95%	82.4%	95%	100%	95%	100%	95%	89%	95%	100%	95%	96%	95%	25 complaints received and 24 answered within timescale.