

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

On: **21 May 2019**

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

Heading: **Communities, Housing and Planning Service Improvement Plan – Overview of Performance 2018/19**

1. Summary

- 1.1. The purpose of this report is to provide an update on the performance of Communities, Housing and Planning for the 12-month period to 31 March 2019 in relation to the Service Improvement Plan which was approved in March 2018.
- 1.2. This report provides a summary of performance of Communities, Housing and Planning Services for the 2018/19 period, with a detailed explanation on all relevant actions and performance indicators.
- 1.3. The Service Improvement Plan sits beneath the Council Plan and Community Plan, and along with the service's risk register and workforce plan forms a suite of documents which provide the strategic direction for the service. Service Improvement Plans are aligned to the priorities set out in the Council Plan 2017-2022 and include those areas of the Council Plan for which Communities, Housing and Planning Services is the lead.
- 1.4. In March 2018, the service identified key actions it aimed to achieve over the next three years, in order to deliver improved outcomes for local people and communities and contribute to the delivery of the Council Plan.
- 1.5. At the April 2018 Leadership Board meeting, new management arrangements were agreed for the Council which created the new Communities, Housing and Planning Service. The reporting on the 2018/19 Service Improvement Plan reflects this new structure and includes actions which previously sat within Children's Services and the former Environment and Communities Service. Actions and performance indicators previously in the former Development and Housing Service Improvement Plan but related to Regeneration and City Deal are now reported in the Chief Executive's Service Improvement Plan. All new Service Improvement Plans as approved in the March 2019 Board cycle, reflect the new structures.

- 1.6. The action plan is the core of the Service Improvement Plan. It sets out the priorities being addressed, the key tasks to be implemented, the implementation timetable and the measures of success. The service scorecard sets out a range of key indicators against which aspects of performance are measured.
- 1.7. Communities, Housing and Planning has continued to progress an ambitious programme of service development and improvement over 2018/19. We have continued to support the physical regeneration of Renfrewshire through regeneration plans for targeted areas as well as through the overall development planning for Renfrewshire, ensuring high quality, sustainable communities that meet the needs of our population now and in the future. The approach to delivering cultural regeneration in Renfrewshire has showed steady progress across a range of workstreams and won the COSLA Award for Strong and Sustainable Communities in October 2018. 2018/19 also saw the successful appointment of a Paisley Partnership Strategic Lead and her team, and new and innovative partnerships established.
- 1.8. Within Communities and Public Protection, our partnership approach to safeguarding and supporting our communities continues to be held up as an example of best practice and shows excellent results, including significant reductions in youth disorder, the ongoing expansion of the popular Team Up to Clean Up Campaign, and celebrating a successful and largest ever Reclaim the Night and White Ribbon Campaign to tackle gender-based violence.
- 1.9. Overall, the restructure of the service in summer 2018 with Community Learning and Development moving to the heart of the service, has created new opportunities to develop the capacity of individuals and communities, highlighted synergies across service areas and renewed our focus on working closely with our communities to deliver better outcomes for Renfrewshire. Most recently the very strong voter turnout in the MSYP elections has demonstrated the success of the ongoing work to ensure that young people in Renfrewshire have a voice and are active and fulfilled members of our community. This builds on the vital work being taken forward to develop young peoples' literacy and numeracy skills through the Pizza Learning approach which was highlighted as best practice, having demonstrably improved attainment, in the recent audit of the Attainment Challenge in Renfrewshire by HMIE.
- 1.10. Local government continues to operate in a challenging financial environment. Communities, Housing and Planning Services, in common with other services across the Council, experiences a range of demand and financial pressures. As part of our landlord role, this includes managing and investing in the existing Council housing stock while keeping rents affordable. The implementation of Universal Credit is also being managed to support tenants to sustain their tenancies and to protect the service's largest income stream.

- 1.11. The UK is in the process of leaving the European Union and given the uncertainty which remains around this process, the Council and partners have developed a full range of contingency measures to respond to a variety of outcomes. This work has been led by the Civil Contingences Services working through a Brexit Readiness Steering Group chaired by the Chief Executive. The situation requires continued close monitoring as identified risks include potential impacts on contractual and procurement arrangements with third parties, on legislation impacting on food standards and trading standards and on the workload and service expectations of these teams among others. It is likely that there may be implications for Communities, Housing and Planning Services particularly around our public protection duties and work with Glasgow International Airport as well as our business continuity arrangements and support for local communities.
 - 1.12. Following the tragic fire at Grenfell Tower, there has been a renewed national focus on fire prevention and safety measures in high rise tower blocks. Communities, Housing and Planning Services owns and manages 14 high rise tower blocks and has robust measures in place to ensure the safety of our tenants. We will continue to closely monitor emerging policy and practice in this area.
 - 1.13. The Energy Efficiency Standard for Social Housing (EESH) aims to improve the efficiency of social housing in Scotland. Communities, Housing and Planning Services has made significant progress working to ensure our properties meet this standard. New targets are being developed up to 2032 and senior officers from Communities, Housing and Planning Services are involved in the national stakeholder working group influencing this work. The expectation is that the new targets will be challenging and the service is preparing for work to address this.
 - 1.14. Considering these challenges, the service has reviewed the Service Improvement Plan for the period 2019-2022 and identified a range of actions that will be undertaken by officers in partnership with all stakeholders, to improve and develop service provision. This updated plan was approved by Communities, Housing and Planning Policy Board in March 2019.
 - 1.15. The Communities, Housing and Planning Services management team reviews progress against all performance indicators and service improvement actions on a quarterly basis. Six monthly reports on the service improvement plan are reported to this policy board and to the Infrastructure, Land and Environment Policy Board, with the next updates scheduled for November 2019.
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2. Recommendations

- 2.1 It is recommended that the Communities, Housing and Planning Policy Board:
 - (i) note the content of this report;
 - (ii) note the progress that has been made on areas of service performance which fall under the remit of this board in 2018/19;
 - (iii) note the progress made on actions and performance in the action plan; and
 - (iv) note that this outturn report will also be provided to the Infrastructure, Land and Environment Policy Board.

3. Background

- 3.1. Communities, Housing and Planning Services was established on 1 July 2018 following a review of senior management arrangements in the Council. The service plays a key role in the creation, development, support, protection and empowerment of Renfrewshire's communities.
- 3.2. The service has a key strategic role in the development of the Local Development Plan and Local Housing Strategy, which set out the strategic frameworks for development and regeneration of Renfrewshire, including facilitating major regeneration and investment zones such as the City Deal projects and Community Growth Areas.
- 3.3. The service is responsible for planning and placemaking; for driving forward the cultural regeneration ambitions of the Council and its partners following the UK City of Culture bid; for managing and investing in approximately 12,200 council houses; delivering housing regeneration and new build programmes; providing support to tenants and prospective tenants; providing housing advice and assistance to residents, including vulnerable and homeless people.
- 3.4. The service is responsible for working with partners to ensure that communities are safe, and that public health, the environment, individual consumers, and local communities are safeguarded, and robust civil contingency and public protection arrangements are in place.
- 3.5. The service also plays a key role in reducing inequalities, encouraging people to fulfil their potential and ensuring they have access to a range of learning and development opportunities, working with schools to support achievement and attainment.
- 3.6. The service plays key role in ensuring our spaces are there to be enjoyed by all - helping to create healthy places particularly through enforcement and monitoring air quality, but also by supporting the creation of attractive places, through Renfrewshire's Team Up to Clean Up campaign – our call to arms to communities to do their bit and tackle littering and fly tipping. Team Up to Clean Up is an important strand in the work being undertaken to support the development of communities, increasing their involvement in the development and delivery of services and facilities in their local area. The success of this approach is evident in the fact that a number of the groups that have been involved in Team Up to Clean Up have now progressed to developing funding bids and applications for projects to enhance their local environment or assets, including play parks, through the Green Spaces, Play Parks and Villages Investment Fund. Some of these groups are now also being supported to access significant additional external funding to finance their ambitious projects.
- 3.7. The Service Improvement Plan is one of the ways in which elected members can scrutinise the work of Communities, Housing and Planning Services and to consider and decide upon policy options as necessary. Refreshing Service Improvement Plans annually allows each service to consider the context in which they operate and revise plans where appropriate.

- 3.8. The Service Improvement Plan also links Community Plan and Council Plan priorities to strategic and operational activity within the service, which supports employees to understand how their role contributes to the Council delivering on its objectives.
 - 3.9. The action plan details the progress of specific areas of work which, during 2018/19, enabled the service to support the Council's priorities and help deliver improved outcomes for Renfrewshire residents.
 - 3.10. The service also measures progress by reporting on performance indicators. The scorecard, included as Appendix 1 provides details of the progress of these indicators throughout 2018/19 against set targets.
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4. Overview of performance and key achievements

- 4.1. One of the purposes of the Service Improvement Plan is to enable elected members to take stock of what is happening in the service and to consider and develop policy options that reflect changing circumstances both in terms of customer needs and resource availability in the context of the Council's priorities and the need to deliver Best Value.
- 4.2. Appendix 1 provides an update on the progress made by the service during 2018/19 in terms of implementing the Service Improvement Plan. It includes an update on the Service's action plan and performance scorecard of indicators as at 31 March 2019.
- 4.3. Many actions relate to longer term projects and therefore the progress indicates the progress made against 2018/19's expected outcomes, not whether the project itself is complete. Essentially this shows whether the service achieved what it expected to in 2018/19 and gives an explanation of why (or why not, where it has fallen short).
- 4.4. Key achievements of the service during 2018/19:
 - Developing the new Local Development Plan which provides the framework for the Council's ambitious economic growth and physical development plans for Renfrewshire, including the City Deal projects and major housing development locations. A significant milestone was reached in March 2019 when the CHAPS board approved the plan for consultation.
 - Our placemaking team has worked closely and engaged positively with communities and a range of stakeholders across Renfrewshire, including through the development of the Foxbar Place Plan and Town Centre Strategies.
 - Leading and coordinating the Local Biodiversity Action Plan Steering Group and Growing Grounds Forum, supporting partners to deliver a range of biodiversity actions, and the Local Access Forum supporting partners and local communities to deliver recreational access and active travel improvements.

- Progressing new build housing projects across Renfrewshire including in Johnstone Castle and the large-scale development at Dargavel Village, Bishopton. In consultation with the local community, revised plans have been developed which will deliver around 100 new homes in Ferguslie Park, and plans are progressing for a wider development framework for the area. Progress is also being made with the redevelopment of the Paisley West End, where Sanctuary Scotland are development partners. All council tenants have been rehoused, and purchases of both residential and commercial properties are progressing, to facilitate the redevelopment.
- Developing plans for future affordable housing provision and working with housing association partners to deliver the Strategic Housing Investment Programme and delivering 127 affordable homes by the end of March 2019. We have worked closely with colleagues on the Health and Social Care Partnership on housing, adaptations, and support needs for elderly and vulnerable members of the community and ensuring that there is strategic alignment between the Local Housing Strategy and HSCP's Strategic Plan.
- An award of £145,720 was secured from the Scottish Government's Decarbonisation Fund to support a project to specify, install and monitor a decarbonised heating solution to be installed in flatted accommodation and to assess whether this could be rolled out on a larger scale. An additional award of £224,250 was secured from the Scottish Government's Home Energy Efficiency Initiative for Scotland: Area Based Schemes (HEEPS: ABS) in October 2018 following on from previous allocations totalling £1.6million. Funds were used to extend the wall insulation programme within the Lochfield area to more owners within mixed tenure blocks.
- In September 2018 full digital Universal Credit was rolled out in Renfrewshire and we have worked to support tenants making the transition onto the benefits system.
- Advice, assistance and accommodation was provided to more than 800 homeless people, and we developed a Rapid Rehousing Transition Plan which sets out our proposals to ensure that homeless people are provided with settled accommodation more quickly, spend reduced time in temporary accommodation and have access to up-scaled support.
- Delivering a digital participation programme for tenants through a range of workstreams including sheltered and amenity housing complex training sessions and group and individual sessions at the George Street service.
- Building on the momentum of the bid for UK City of Culture 2021 we have worked with partners to develop a Future Paisley Partnership action plan to deliver cultural regeneration in Renfrewshire. Significant progress is already evident. The CHEF fund has continued to support new cultural projects, and a new organisational development fund was established. A research centre with the University of the West of Scotland (UWS) has been established, the partnership with Glasgow School of Art and Castlehead High is continuing, and a creative sector business support programme has been developed.

- In Communities and Public Protection, the Community Safety Hub has expanded and now has the wardens based at the hub, significantly improving partnership working. The Renfrewshire approach to tackling domestic abuse has been recognised as best practice nationally at Holyrood and at Westminster and is now receiving international interest. This has championed the White Ribbon Campaign, the 16 Days of Action and Reclaim the Night to increase awareness and improve the response of all partners.
- Street Stuff is now celebrating its 10th year and a programme of celebrations has been kicked off and will continue over the summer. The Street Stuff programme of diversionary activities had over 6,000 recorded attendances during the summer at core evening activities and summer camps and provided more than 3,000 healthy meals to children and young people in Renfrewshire. During the recent spring school holiday there were over 1,200 recorded attendances demonstrating its enduring appeal to local communities. Many of the participants continue to volunteer with the programme, a number now with over 200 hours of volunteering delivered.
- The Team Up to Clean Up campaign, delivered in partnership with Environment and Infrastructure, has been hugely successful with community clean ups increasing by over 474%. The Big Spring Clean and Spotless September Challenge were each very successful and demonstrated a real appetite for this type of engagement in our communities with over 50 community clean ups carried out in this year's Big Spring Clean.
- The Renfrewshire Air Quality Action Plan covering the three air quality management areas in Renfrewshire is now complete and being delivered. The action plan was subject to consultation with the Scottish Government, SEPA, neighbouring local authorities and the public. The plan was approved by the Infrastructure, Land and Environment Policy Board in March 2019. Most action measures identified within the plan for improving air quality are already underway with the remainder due to be implemented shortly.
- A vibrant and engaging 'Celebrating Youth' programme was designed by and for young people as part of the Year of Young People 2018. The Year of Young People calendar of events was delivered and engaged with young people throughout the year. The Youth Voice programme developed a Youth Symposium focused on 'Mental Health and Young People' and aimed to raise this issue as the key driver for youth voice initiatives within Renfrewshire. The Annual Positive About Youth Awards took place in November 2018 – celebrating the achievements of young people – and received its highest ever number of nominations and attendance.
- In community learning, community education officers delivered the successful pizza reading programme in schools playing a key part in the excellent improvements in attainment in literacy and numeracy highlighted by the HMIE in their recent audit of the Attainment Challenge.

- The service has been closely involved in preparing for the impact of Brexit, closely monitoring the potential for impact on food standards or trading standards legislation and the potential for additional workload pressures on these teams, particularly in regard to community protection duties and work with Glasgow International Airport.

Delayed or cancelled actions

- 4.5. A programme of self-assessment has been developed at a corporate level but has now been paused while the focus is on engaging the workforce in the Council's Values project.
- 4.6. The possibility of working with the public space Wi-Fi project to use their infrastructure for public space CCTV cameras was explored, but due to the need for secure encryption of camera signals and restrictions on the available bandwidth it has been assessed that this will not be a viable option at this time. Progress has therefore been made in using wireless technology to expand the public space CCTV network. So far CCTV cameras are successfully operating at 3 Household Waste Recycling Centre amenity sites using wireless technology and this approach will be continued where technically feasible.

Service scorecard

- 4.7. The service scorecard (attached as appendix 1) contains 31 indicators including the 5 CMT indicators for Communities, Housing and Planning Services. In terms of frequency of these indicators, 15 are annual and 16 are quarterly. The scorecard is reported to the Communities, Housing and Planning Policy Board on a six-monthly basis, and within the service, to the SMT and 3rd tier managers regularly to scrutinise performance.
- 4.8. Of the 31 indicators, 3 are data only and have no target set. Of the indicators with targets, 17 are performing well, 5 require monitoring and 6 are below target. For those below target, more details are given below.

Areas of strong performance

- 4.9. Housing completions, both affordable and private, are showing good results for 2018/19. Affordable housing completions were 127, in line with our planned programme to deliver 1,000 new affordable homes by 2021 as detailed in our Local Housing Strategy. Private housing completions of 783 in 2018/19 have now reached a level that we have not seen in Renfrewshire in over 20 years and links closely to a range of measures to ensure we have a good supply of new homes and Renfrewshire is seen as a great place to live and invest.
- 4.10. The number of incidents of reported anti-social behaviour has seen a drop from 2017/18's 1,939 figure to 1,711 for 2018/19 and is below the target of 1,800 (aim to minimise). Current performance is approximately 65% below 2009 levels, a very significant achievement and the result of a range of activities across the Community Safety Partnership. Hot spot areas are actively targeted with close working with communities to develop action plans to tackle any emerging issues.

Areas requiring monitoring

- 4.11. The Vacant and Derelict Land Audit is undertaken annually and the 2018/19 audit saw 16 hectares brought back into use. While this figure is slightly lower than the target of 20 hectares, good progress continues to be made with over a 70% reduction in the level of vacant and derelict land in the last ten years. The amount of vacant land that has been brought back into use in recent years has been strongly influenced by new housing development. While the amount of vacant land developed appears to have fallen during the last year, over 80 hectares of vacant land has been brought back into use in the last two years and as outlined above, housing completions have reached their highest level in Renfrewshire in over 20 years.
- 4.12. The number of adults participating in literacy and numeracy classes has fallen short of the 450 target with 165 learners participating in literacy and numeracy classes over the course of the year. This indicator has been reviewed as it was identified that there are a range of other adult learning opportunities where learners participate in literacy learning for example ESOL, Family Learning and Work Clubs which were not captured in this indicator. As such, a new indicator has been developed for the new Service Improvement Plan 2019 - 2020. This new indicator will ensure that the full range of learning opportunities are reflected and recorded in the future and will monitor the 'Number of adults participating in Adult Learning and Literacy courses within our local communities'.
- 4.13. The number of opportunities for young people to achieve through accredited awards was 899 against a target of 1,130 for 2018/19, which is a reduction from 1,193 in 2017/18. This service area has undergone significant change over the past year and the original target was set prior to this. There has been an impact on capacity to deliver to the same level as previously. Part of the fall in figures also relates to a reduction in enrolments for the Duke of Edinburgh Awards. A review of the service delivery, focus and capacity is planned and following this, the target will be re assessed to reflect the change going forward. Any adjustment to targets following the review will be included in the mid-term monitoring report.
- 4.14. The three indicators relating to building standards are short of target. The time to issue a building warrant has reduced from 87.4 days in 2017/18 to 82.4 days for 2018/19. As part of our performance scrutiny over the past year, this figure has been examined further, particularly as this measure calculates the combined response times of both the local authority verifier *and* the agent/architect. Investigation of our quarter 3 figure has shown that within that average 80.7 days for quarter 3, building warrants spent on average 41.3 days with Building Standards and 39.4 days with agents/architects.
- 4.15. The percentage of first reports issued within 20 days has shown a significant improvement from 29.6% in 2017/18 to 48.4% in 2018/19. Our third indicator, percentage of all warrants and amendments issued within 10 days, has also shown an improvement from 48.1% in 2017/18 to 59.7% in 2018/19.
- 4.16. Within the team, a new senior appointment has been made and a further graduate level post is being recruited; it is hoped these appointments will result in further improvements. We hope the performance will also be aided by the investment we are making in our ICT equipment for staff.

5. Reporting progress

- 5.1. Progress on the implementation of the Service Improvement Plan is regularly monitored by Communities, Housing and Planning Services' management team and will be reported to the Communities, Housing and Planning Policy Board on a six-monthly basis.
- 5.2. A review of progress throughout 2019-20 will be brought to this Board in November 2019.

Implications of this report

1. **Financial** - the report highlights resourcing pressures arising from increasing demand for services and the current financial environment.
2. **HR and Organisational Development** - none
3. **Community/Council Planning** - the report details a range of activities which reflect local community planning themes.
4. **Legal** - none
5. **Property/Assets** - none
6. **Information Technology** - none
7. **Equality & Human Rights** - The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only.
8. **Health and Safety** - none
9. **Procurement** - none
10. **Risk** - none
11. **Privacy Impact** - none
12. **COSLA Policy Position** - none

List of Background Papers

None

PM
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Appendix 1




Communities, Housing and Planning Service Improvement Plan 2018-2021



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



Status	Action Code	Action	Due Date	Progress	Latest status update
	DHS.SIP18 - 1.01	To develop and deliver a Bid Legacy Action Plan	31-Mar-2021		We are developing a Future Paisley Partnership action plan to deliver cultural regeneration in Renfrewshire. Significant progress is already evident, particularly around building new partnerships, establishing two funding programmes for projects and organisations (CHEF and CODF), the establishment of a research centre with the University of the West of Scotland and the development of a creative sector business support programme and innovative partnerships like Glasgow School of Art and Castlehead High School. To lead on this workstream a post of Paisley Partnership Strategic Lead, reporting to the Director of Communities, Housing and Planning Services was successfully recruited and took up post in October 2018 along with a Cultural Regeneration Officer.
	DHS.SIP18 - 1.04	Deliver the Economic Strategy within the current Local Development Plan (LDP)	31-Mar-2019		Implementation of this ambitious economic inclusive framework proceeds at pace with the planning approvals in place for City Deal Projects at the Advanced Manufacturing Innovation District beside Glasgow Airport along with the Clyde Waterfront Regeneration area in Renfrew as well as approvals for new active travel routes and connections between the two City Deal projects and surrounding economic hubs. Development and enhancement proposals also continue to be delivered at various Renfrewshire Economic Investment Locations such as Hillington, Westway, Phoenix, Murray Street and other important local economic and industrial areas through Renfrewshire's towns and villages. The Local Development Plan also provides the framework for the emerging Economic Regeneration Strategy.
	DHS.SIP18 - 1.05	Deliver the Centres Strategy within the current Local Development Plan (LDP)	31-Mar-2019		Renfrewshire's Centres are continually monitored, reviewed and analysed to ensure that they are fit for purpose and able to respond to changing demands and trends. Many of Renfrewshire's Centres have low and, in some centres, no vacancies, in commercial units.





Status	Action Code	Action	Due Date	Progress	Latest status update
					<p>Work continues to look at the offer provided by both Renfrewshire's Strategic Centres of Paisley and Braehead. Proposals to bring a new learning and cultural hub into the centre of Paisley's High Street has been approved with work already progressing to enliven this section of the High Street. Ambitious plans for Paisley's Town Hall and Museum will be complemented by various residential proposals for town centre living in gap sites in and around this centre.</p> <p>A refresh of Centre Strategies has been prepared and these will be presented to the Communities, Housing and Planning Policy Boards throughout 2019. The refreshed strategies will be in line with the Local Development Plan framework, with the ambitious vision and actions set with full consultation and engagement with communities, businesses and stakeholders.</p> <p>Proposals to deliver a new village centre at Dargavel Village are being progressed with the development currently on site.</p>
	DHS.SIP18 - 1.06	Deliver the Infrastructure Strategy within the current Local Development Plan (LDP)	31-Mar-2019		<p>Delivering the strategy set out for infrastructure is central to all development proposals and enhancements for Renfrewshire. Investment in Renfrewshire requires to be in the right locations and the Renfrewshire Local Development Plans sets out a framework to guide development to the locations where infrastructure is either in place and available or can be put in place and made available.</p> <p>The Planning Authority has resisted development proposals which are not supported by the Infrastructure Strategy. This consistent approach has meant that Renfrewshire has seen an increase in development on brownfield or previously used land, preserving Renfrewshire Green Belt where appropriate.</p> <p>The infrastructure to deliver the ambitious Advanced Manufacturing Innovation District at Glasgow Airport is progressing well with works underway.</p>
	DHS.SIP18 - 1.07	Develop and adopt new LDP 2	31-Aug-2019		<p>An important milestone was reached in the preparation of the next Renfrewshire Local Development Plan with the presentation of the Proposed Renfrewshire Local Development Plan to the Communities, Housing and Planning Policy Board on the 12 March 2019.</p> <p>Following extensive consultation and engagement with a range of stakeholders, taking into account all of the feedback from Renfrewshire's communities, businesses and investors at the Main Issues Report stage, the Proposed Renfrewshire Local Development Plan was approved for consultation by the Board.</p> <p>The Proposed Renfrewshire Local Development Plan will go out for a 12 week extensive consultation period, trying to reach as many people as possible by various consultation methods.</p> <p>The outcome of this consultation with Renfrewshire's stakeholders will be presented back to the Board before being sent to the Scottish Ministers for consideration.</p>







Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17		2017/18		2018/19		Explanation of Performance
					Value	Target	Value	Target	Value	Target	
DHS.VD L.01	Amount of vacant and derelict land brought back in to use (hectares)				New indicator		65	20	16	20	<p>What is going wrong or impacting on performance? The Vacant and Derelict Land Audit is undertaken annually - the 2018/19 audit saw 16 hectares brought back into use. While this figure is slightly lower than the target of 20 hectares, good progress continues to be made with over a 70% reduction in the level of vacant and derelict land in the last ten years The amount of vacant land that has been brought back into use in recent years has been strongly influenced by new housing development. While the amount of vacant land developed appears to have fallen during the last year, over 80 hectares of vacant land has been brought back into use in the last two years and housing completions have reached their highest level in Renfrewshire in over 20 years.</p> <p>Has any corrective action already been undertaken? Actions within the Renfrewshire Vacant and Derelict Land Strategy are closely monitored by officers from Planning and Housing to monitor progress and to establish any requirement for updated or revised actions. Renfrewshire's Vacant and Derelict Land Strategy is currently being refreshed and will be reported to the Communities, Housing and Planning Policy Board in 2019. The Local Development Plan Proposed Plan includes a new policy which will support the temporary enhancement of vacant sites that are currently awaiting development. Officers will continue to work with partners to consider potential innovative delivery mechanisms that can bring stalled sites back into productive use.</p>











Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17		2017/18		2018/19		Explanation of Performance
					Value	Target	Value	Target	Value	Target	
											When does the service expect to be back on track? In the coming years it is anticipated that the target will be achieved with City Deal investment helping to unlock vacant, stalled and underutilised development land and a number of new housing developments expected to go on site developing vacant land in Johnstone, Ferguslie, Glenburn and Paisley West End.






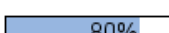


Council Priority 2: Building strong, safe and resilient communities







Status	Action Code	Action	Due Date	Progress	Latest status update
	DHS.SIP18 - 2.01	Implement revised Housing Asset Management Strategy	31-Mar-2021	<div><div>100%</div></div>	We are on target for completion of the revised Housing Asset Management Strategy within the due date of March 2021. The Strategic Asset Management System (SAMS) outputs are currently being reviewed and these will contribute to the development of the revised strategy
	DHS.SIP18 - 2.03	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.	31-Mar-2021	<div><div>100%</div></div>	The Renfrewshire Homelessness Partnership continues to meet quarterly, and allows Council services and a broad range of partners to review annual performance figures for homelessness and homeless prevention, as well as consider various new initiatives which have a positive impact on those who are homeless, such as Housing First (delivered in partnership with Turning Point Scotland), the Community Connectors project (RAMH and Linstone H.A), and the resettlement assistance provided by George Street service. Presentations have been given to local and national Registered Social Landlords who sit on the Housing Providers Forum, the HSCP, ADP and Community Justice Renfrewshire Steering Group on the new Scottish Government 'Rapid Rehousing' proposals and the services that will be required within this new programme to support those who are homeless, and a proposed investment plan to deliver RRTP for Renfrewshire was submitted to the Scottish Government by the 31 December 2018 deadline, and is currently being evaluated. The approved plan will be reported to Board in 2019.







	DHS.SIP18 - 2.04	We will deliver key outcome 1 from the Local Housing Strategy (LHS) - The supply of homes is increased.	31-Mar-2021	 100%	<p>Significant success has been achieved in increasing the supply of new homes across Renfrewshire. That success is down to good partnership working between various Services in the Council as well as positive working relationships with Housing Associations and various other sectors of the house building industry.</p> <p>During the period of the current LHS (2016-2021), a total of 312 affordable homes and 2028 private sector homes have been completed to date.</p> <p>Completions for 2018/19 are: 2018/19 completions: 127 affordable and 783 private sector.</p> <p>A further 413 affordable homes are due to complete in 2019/20.</p> <p>The refresh to Strategic Housing Investment Plan was approved by the Communities, Housing and Planning Policy Board on the 30 October 2018. Delivering on the priorities set out in the SHIP continues with proposals being prepared for key vacant sites within Renfrewshire including Millarston and Glenburn. New Council housing is also being delivered in Johnstone and Dargavel Village.</p> <p>Innovative mechanisms for delivering different types of new housing across Renfrewshire are being considered such as Self Build, Shared Equity and other new rental schemes.</p> <p>Over the last year, 13 properties which were long-term empty, have been brought back into use with the assistance of the Empty Homes Officer.</p>
	DHS.SIP18 - 2.05	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.	31-Mar-2021	 100%	<p>Excellent progress has been made with the delivery of replacement Council houses at Johnstone Castle with many of the house plots taking shape, well on the way to implementing the 96 homes by Spring 2020.</p> <p>Tannahill Regeneration: The Communities, Housing and Planning Policy Board approved Housing Investment proposals for the Tannahill area of Ferguslie Park on 30 October 2018. Officers continue to work with tenants and residents regarding the newbuild development and will be working in partnership with the wider community to develop plans for the wider Tannahill area.</p> <p>Paisley West End: Tri-partite discussions continue between the Council, Scottish Government and Sanctuary Housing Association to progress the Regeneration Masterplan for Paisley West End. Sanctuary have completed the newbuild development of the former Co-op site on Wellmeadow Street and are now developing newbuild proposals for the Sutherland Street site within the Masterplan Boundary.</p> <p>Good progress has been made within Paisley Town Centre encouraging more people to live and use the town centre. The Link Group are currently on the third phase of redevelopment of the former Arnott's store site in Paisley providing 26 affordable flats. This project alongside the other 211 residential units that have been completed since 2016 adds to the tenure mix and increased residential provision within this key central location.</p>













	DHS.SIP18 - 2.06	We will deliver key outcome 3 from the Local Housing Strategy (LHS) - People live in high quality, well managed homes.	31-Mar-2021		<p>The "Missing Share" pilot scheme was launched in January 2019, and subject to qualifying criteria, will provide financial assistance to help owners in tenemental property to progress essential common repairs when other owners fail to pay.</p> <p>The Council have been working in partnership with Shelter Scotland delivering awareness raising events in March 2019 providing information to private sector tenants/people thinking about private renting on the new Private Residential Tenancy and their rights and responsibilities under this agreement.</p> <p>Work is ongoing to progress the Orchard Street Housing Renewal Area, in close partnership with Paisley Housing Association and the Scottish Government. Engagement with owners in the area is ongoing, with a drop-in session held during March 2019.</p>
	DHS.SIP18 - 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.	31-Mar-2021		<p>Discussions continue with Linstone Housing Association and partners including the Health and Social Care Partnership to develop Extra Care Housing in Paisley.</p> <p>Two joint planning groups continue to discuss cross cutting strategic and operational Housing and Health and Social Care related issues. Officers participated in Health and Social Care Partnership's review of Older Peoples' Services in Renfrewshire. Final recommendations are expected later in 2019.</p> <p>Officers contributed to the development of the Health and Social Care Partnership's new Strategic Plan 2019-2022. This sets out the vision and future direction of community health and adult social care services in Renfrewshire including services and support to help people stay independently for as long as possible in their own home.</p>
	DHS.SIP18 - 2.08	Deliver the Places Strategy within the current Local Development Plan (LDP)	31-Mar-2019		<p>The various elements required in delivering the Place Strategy continues to be a key focus. A range and choice of new homes are being implemented in Renfrewshire's existing places. The high quality of the design and layouts is integral to ensuring the new homes fit well ensuring that they connect into Renfrewshire's assets such as walking and cycling networks, parks, open space as well as facilities and amenities.</p> <p>The Community Growth Areas of Dargavel and South West Johnstone continue to promote a high quality of Place and community.</p> <p>A refresh of the Renfrewshire Places Residential Design Guide is currently underway which looks to learn from the successes and challenges of what makes a good place and what adds to existing communities. This refresh will not only look at guidance for residential development but will include a comprehensive design guide for all development in Renfrewshire to promote a high quality consistent approach to design across Renfrewshire. The first Place Plan for Renfrewshire was presented by Foxbar and Brediland Community Council in early in 2019, the result of successful partnership working between the community, the Council and Community Planning Partners and other stakeholders. An Action Plan forms part of the Place Plan for Foxbar. An action has already secured funding and likely to be implemented in the near future.</p> <p>The Council has prepared a 'How to Guide' as a learning experience from preparing the first pilot Place Plan for Foxbar with the aim to assisting others that may want to produce a Place Plan for their area.</p>




	DHS.SIP18 - 2.09	Lead on the development of an Empowering Communities model for the Council	31-Mar-2021	 100%	Visits to East Ayrshire Council and Wigan Council took place with the Chief Executive, senior elected members and key officers to learn more about the approaches to community engagement in these organisations. Learning has led to development of expanded enabling approach with a number of strategic workstreams. Work is ongoing to support the delivery of the £1.87m funding programme for communities for green spaces, parks, play areas and villages and a cross service group has been established to review and allocate funding.
	DHS.SIP18 - 2.10	Lead on the public protection agenda incorporating requirements from national legislation	31-Mar-2021	 100%	The Communities and Public Protection structure is currently under review to continue to develop and drive the Public Protection agenda. This includes driving the agenda on Prevent, Serious Organised Crime, Community Empowerment and Community Safety/Support. The Community Safety and Public Protection Steering Group is also under review to ensure that key issues are being covered by partner. Officers, including the SPOC (Single Point of Contact) attend national meetings to ensure local agenda is feeding into the national picture.
	DHS.SIP18 - 2.11	Develop and deliver phase 2 of the Renfrewshire Community Safety Partnership hub	31-Mar-2021	 100%	Work continues to develop the Renfrewshire Community Safety Partnership Hub. This has recently been a focus for a Collaborative Working Group involving Renfrewshire Council, Police Scotland and Scottish Fire and Rescue. The Groups reviewed the current work being undertaken with outcomes due to be delivered in the early Summer of 2019. To continue to grow the partnership, the CCTV operators have been realigned onto the Council terms and conditions from their previous contract under the Town Centre partnership. This has included ensuring that at CCTV operators are permanent to ensure 24 hour coverage is maintained.
	DHS.SIP18 - 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	31-Mar-2021	 100%	The Daily Tasking meeting with relevant partners continues to take place every weekday morning at 9.30am to review any incidents and deliver an early intervention approach through intelligence sharing to reduce harm and improve safety and the Community Safety Partnership continues to lead on the MARAC process and the development of strategies to combat domestic abuse. Intelligence sharing and partnership working is critical in delivering outcomes across Renfrewshire in reducing victims of harm. The Communities and Public Protection review is critical in building community capacity and resilience whilst providing a focus on reducing harm through the Prevent agenda.
	DHS.SIP18 - 2.13	Develop and deliver strategies for how the Council will respond locally to the risks posed by serious organised crime and terrorism	31-Mar-2021	 100%	The Council's single point of contact (SPOC) chairs a multi-agency CONTEST / Serious Organised Crime group which now operates across Police K division Renfrewshire and Inverclyde. This group has good representation from all key partners (Scottish Prison Service, Police Scotland, Scottish Ambulance Service, local universities and colleges etc). The Integrity Group is currently being reviewed to ensure that internal issues are reviewed and monitored and in future will be chaired by the Chief Auditor.

	DHS.SIP18 - 2.14	Develop the Renfrewshire Multi Agency Risk Assessment Conference (MARAC) to support high risk victims of domestic abuse and raise awareness of the issue in Renfrewshire	31-Mar-2021		The Renfrewshire MARAC is now fully operational and seen as a model of best practice across Scotland. The MARAC Strategic Lead continues to deliver training with Safe Lives to partners to assist them in understanding and awareness of high risk victims of domestic abuse
	DHS.SIP18 - 2.17	Work with key partners to develop a multi-agency counter terrorism strategy	31-Mar-2021		The CONTEST / Serious Organised Crime group is currently updating its local Counter Terrorism Strategy, to align with the National 2018 CONTEST Strategy. This will include the establishment of a Renfrewshire Prevent Divert local group to direct activities aimed at ensuring vulnerable people are not drawn into terrorism or serious organised crime.
	DHS.SIP18 - 2.15	Expand the use of wireless technology across public space CCTV	31-Mar-2021		The possibility of working with the public space Wi-Fi project to use their infrastructure for Public Space CCTV cameras has been explored. Due to the need for secure encryption of camera signals and restrictions on the available bandwidth, it has been assessed that this will not be a viable option at this time. Progress has been made in using wireless technology to expand the public space CCTV network. So far CCTV cameras are successfully operating at 3 Household Waste Recycling Centre amenity sites using wireless technology and this approach will be continued where technically feasible.
	DHS.SIP18 - 2.16	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.	31-Mar-2021		In December 2018 a draft of Renfrewshire's Rapid Rehousing Transition Plan was submitted to the Scottish Government, who in turn have provided feedback on this draft. Work is ongoing to develop a final plan which will set out how homeless households can be provided with settled accommodation more quickly with intensive housing support provided.







Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17		2017/18		2018/19		Explanation of Performance
					Value	Target	Value	Target	Value	Target	
CR.PP.07	Number of incidents of anti-social behaviour reported to Renfrewshire Council Community Safety Service				1,916	1,700	1,939	1,750	1,711	1,800	Performance is positive in this area, meeting challenging targets. Our current levels are approximately 65% below 2009 levels. Using data to identify emerging areas of concern, action plans are developed through working with all key stakeholders including the local communities.
SOA08.090	Percentage of adults who agree that Renfrewshire is a safe place to live.				82%	84%	84.6%	84%	*	85%	This is an annual indicator from the Council's Public Services Panel survey. This is a snapshot survey which takes place once a year. In the most recent survey there were 839 respondents (43% response rate).











Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17		2017/18		2018/19		Explanation of Performance
					Value	Target	Value	Target	Value	Target	
											<p>The percentage of adults who agree that Renfrewshire is a safe place to live has increased from 82% in 2016/17 to 84.6% in 2017/18 meeting the annual target of 84%.</p> <p>Over the last five years performance for this indicator has fluctuated but overall performance has improved for this indicator since 2014/15.</p> <p>*new figures not available as Public Services Panel has not yet been carried out for this year.</p>
SOA09.1 218a	% of adults who agree with the statement "I am satisfied with my neighbourhood as a place to live".				81%	86%	83.5%	87%	*	88%	<p>As with above, this is an annual indicator from the Council's Public Services Panel survey. The percentage of adults who agree with the statement "I am satisfied with my neighbourhood as a place to live" has increased from 81% in 2016/17 to 83.5% in 2017/18 but was below the target of 87%.</p> <p>Over the last five years performance for this indicator has also fluctuated but overall performance has improved since 2014/15. Within Housing Services a biennial tenants survey is conducted using telephone interviews by a research consultancy. Over 1,300 council tenants participated in the 2018 survey. They were also asked this question - 91% of tenants said they were very satisfied or satisfied compared to 7% who were very dissatisfied or dissatisfied. This is a marginal increase compared to 2015 when 88% stated that they were satisfied with their neighbourhood as a place to live.</p> <p>*new figures not available as Public Services Panel has not yet been carried out for this year.</p>
CR.PP.3 2	Number of complaints regarding youth disorder				747	750	358	740	284	740	<p>The Q4 total for Youth Disorder was 78, making an overall total of 284 for the FY period 2018/19. This represents a reduction of around 21% in comparison to the overall total of 358 incidents for the previous Financial Year period 2017/18. These notable reductions continue to be attributed to the ongoing good work by all partners.</p>





Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17		2017/18		2018/19		Explanation of Performance
					Value	Target	Value	Target	Value	Target	
CR.PP.06c	Number of recorded attendances at Street Stuff activities				43,758	50,000	31,278	32,000	27,767	25,000	It has been business as usual with the programme delivering core activities and tackling poverty programme during the school holiday periods. The Festive programme with the provision of a healthy meal attracted the most recorded attendances to date at 643 which is an increase of around 50 on the previous year.
HPCMT13a	% of Council housing stock which meets the Scottish Housing Quality Standard				91.4%	100%	93.51%	100%	94.49%	100%	The service brought a further 128 properties up to SHQS. At the end of 2018/19, 11,319 of the Council's stock of 12,002 properties met the SHQS. The Council has properties in abeyance where the current tenant has refused internal works/ the Council has been unable to secure owner participation to allow external works to be carried out to comply with SHQS.
HPCMT05	Average time from household presenting themselves as homeless to completion of duty (number of weeks)				23.02	21	23.78	23	23.97	23	We continue to be considerably below the Scottish average of 36 weeks. Our draft Rapid Rehousing Transition Plan which has been submitted to the Scottish Government for evaluation includes proposals which if funded, would result in this figure reducing further.
HPSIP01	Affordable housing completions				108	200	77	144	127	127	<p>The Local Housing Strategy sets out Renfrewshire's Housing Supply Target for 1,000 new affordable homes over the five-year period 2016-2021. This target equates to an annual indicative target of 200 completions. However, we would not expect to see completions evenly distributed across the 5-year period in practice and targets are set based on our programme.</p> <p>The affordable newbuild housing programme involves both Council and housing association developments across a range of sites in Renfrewshire. By the end of March 2019, 312 new affordable homes were completed in the first three years of the five-year programme (108 in 2016/17, 77 in 2017/18 and 127 in 2018/19). Five sites across Renfrewshire are currently under construction, providing over 370 completed units</p>







Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17		2017/18		2018/19		Explanation of Performance
					Value	Target	Value	Target	Value	Target	
											by the end of 2019/20. This will be further complimented by another two sites that are due to start on site in the near future, providing 43 new affordable homes. This takes the anticipated affordable housing completions to over 400 for 2019/20. In addition, preliminary work has commenced on several other sites which are expected to complete in 2020/21, providing in approximately 300 new affordable homes.
SOA10.10a	Private housing completions				643	500	601	500	783	500	Private completions remain high with 783 private homes completed in the last year. Private sector completions have now reached a level that we have not seen in Renfrewshire in over 20 years.

Council Priority 3: Tackling inequality, ensuring opportunities for all





Status	Action Code	Action	Due Date	Progress	Latest status update
	DHS.SIP18 - 3.01	Monitor the impact of our Refugee resettlement programme.	31-Mar-2019		An Officer's Strategy Group was established in March 2018 to formally monitor and review the impact of the resettlement programme across a range of services and agencies. The Group consider and review the number of refugees, the suitability of the temporary and settled accommodation, location of resettled families etc.
	DHS.SIP18 - 3.02	We will deliver key outcome 7 from the Local Housing Strategy (LHS) - Affordable housing is accessible to people who need it.	31-Mar-2021		The Renfrewshire Common Housing Allocation Policy for Renfrewshire Council and four local Registered Social Landlords was approved by the Communities, Housing and Planning Policy Board in January 2019 for implementation in May 2019. 19 households were assisted through the Deposit Guarantee scheme to access privately rented accommodation in 2018/19.
	DHS.SIP18 - 3.03	Development and Housing Services will review our approach to developing EQIAs	31-Mar-2019		Work was undertaken on an EQIA for the Paisley Library Project including meeting with Renfrewshire Access Panel and reviewing examples of best practice EQIAs. This project has now moved over to Chief Executive's Services as part of our restructure.







	DHS.SIP18 - 3.04	Establish and deliver a digital participation programme for tenants	31-Mar-2020	 100%	A Digital Participation Officer post was established in March 2018, and 233 awareness and training sessions have been held for tenants at sheltered and amenity housing complexes, as well as delivering a digital skills course for members of the Tenants Scrutiny Panel. Group and 1-2-1 sessions are being held at the George Street service for tenants referred by Housing Officers etc., and scoping work on extension of free wi-fi to accommodation for those who are homeless, and the provision I.T. solutions at our offices to assist service users with the transfer to Universal Credit is underway. A draft programme for 2019/20 has been produced which will see this postholder working with Syrian families and providing support with the development of the Neilston Rd high rise blocks proposals for telecare etc.
	DHS.SIP18 - 3.05	Deliver the Street Stuff programme including activities and meals	31-Mar-2021	 100%	The Street Stuff programme continues to be delivered in communities across Renfrewshire. Statistically analysis is used to target communities that require diversionary activities to tackle perceived issues. During the school holidays, an expanded programme is delivered to provide a healthy meal for participants. During the spring break, there were over 1200 recorded attendances at Street Stuff. Throughout 2019, Street Stuff will deliver activities celebrating 10 years in the Renfrewshire communities.
	DHS.SIP18 - 3.06	Provide employment and training opportunities for identified groups of young people in Renfrewshire	31-Mar-2021	 100%	Communities and Public Protection continue to offer employment opportunities for young people in Renfrewshire, including both permanent positions and sessional work in Street Stuff. Through Invest in Renfrewshire, it is anticipated that a further 5 trainee Community Safety Officer will be taken on in 2019. This will include young people being given the opportunity to get back into work.
	DHS.SIP18 - 3.07	Deliver enhanced enforcement activity in the private rented sector	31-Mar-2021	 100%	An enhanced enforcement activity remains in place for landlords within the private rented sector. Officers continue to liaise with landlords and tenants to ensure that legal requirements are met including landlord registration and properties meeting the repairing standard. Registration and compliance remains a priority as poorer communities are more likely to be affected by issues within the private rented sector.
	DHS.SIP18 - 3.08	Take forward a 'Celebrating Youth' programme, offering young people the chance to get involved and participate in various social, cultural, digital and sport activities	31-Mar-2021	 100%	The Year of Young People (YoYP) concluded and a report on all the outcomes and achievements by young people and their efforts to celebrate youth throughout the year, culminating in a Positive About Youth Awards (PAY) ceremony run by Renfrewshire Youth Voice (RYV), and the Deck the Halls Event at Christmas delivered by the Renfrewshire Youth Commission, has been compiled. The report includes actions to take forward as part of the legacy of YOYP and will include continued support to Youth Voice initiatives in 2019-20. The PAY Awards Ceremony will be celebrating its 10th year in November and will include a celebration of youth work and youth empowerment. RYV were shortlisted for a National YouthLink Award for Youth Participation. More young people are getting involved in creating digital content on the Young Scot portal raising awareness of youth activity across the authority including on-line consultations, case studies and signposting to local services and activities.







	DHS.SIP18 - 3.09	Introduce a youth and equalities forum as a key element of local engagement	31-Mar-2021	 100%	<p>Youth Services continues to support the development of Youth Voice initiatives - Renfrewshire Youth Voice (RYV), including the Youth Events Panel, Youth Commission on Mental Health, newly elected Members of Scottish Youth Parliament, and Senior members from Community Youth Clubs . Youth Services and RYV have jointly run a Youth Leadership training day and a Youth Voice Residential where they have planned a year of Youth Voice activity; this will include roadshows and youth participation events across the authority. Partnership working with Children's Services, will see RYV involved in the forthcoming PSHE review in schools, youth perspective on developing Council Values, links to Local Partnership Forums, and Participative Budgeting process for the Youth Challenge Fund.</p>
	DHS.SIP18 - 3.10	Provide children and young people with opportunities to participate in activities which provide a vehicle for wider achievement.	31-Mar-2021	 100%	<p>Youth Services continue to provide targeted youth work programmes in schools and communities-based settings in support of the action. (e.g. Personal and Social Development, Family Learning, Forest Schools, Community Youth Clubs, Holiday Programmes). Youth Work activities linked to wider achievement help young people work towards accreditation through Youth Achievement Awards, Saltire Award, Junior Award Scheme for Schools (JASS), John Muir, Go Mountain Bike, Heart Start, and the Duke of Edinburgh (D of E) Award Programme. Effort is also being made to accredit youth leadership training to SQA recognised awards (e.g. D of E Leaders Programme, Certificate in Participative Democracy). Support given to partners through training and networking to promote wider achievement opportunities.</p> <p>Youth Voice programme continues to develop a Youth Symposium focussed on 'Mental Health and Young People' and aimed to raise this issue as the key driver for youth voice initiatives within Renfrewshire.</p> <p>Youth Services is leading on Year of Young People and promotion of youth empowerment activities across council services and partners in authority. In addition, providing flexible work placements and volunteering opportunities and increasing awareness of wider achievement. Awards are open to all participants and significant support is provided to targeted groups who may experience disadvantage, barriers or access to learning opportunities.</p>







Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17		2017/18		2018/19		Explanation of Performance
					Value	Target	Value	Target	Value	Target	
CHS/AT T/04	No. of opportunities for young people to achieve through accredited awards				1,004	1,030	1,193	1,130	899	1,130	<p>What is going wrong or impacting on performance? This service area has undergone significant change over the past year and the original target was set prior to this. There has been an impact on capacity to deliver to the same level as previously. Part of the fall in figures also relates to a reduction in enrolments for the Duke of Edinburgh Awards.</p> <p>Has any corrective action already been undertaken? A review of the service delivery, focus and capacity is planned, following this, the target will be reassessed to reflect the change going forward.</p> <p>When does the service estimate performance to be back on track? The service performance should be back on track by 2019/20, any adjustment to targets following the review will be included in the mid-term monitoring report.</p>
CHS/CL D/01	Number of adults participating in literacy and numeracy classes				408	315	340	450	165	450	<p>There are other adult learning opportunities where learners participate in literacy learning for example ESOL, Family Learning and Work clubs and to reflect this, a new indicator has been developed for the new CHAPs SIP.</p> <p>This new indicator will ensure that the full range of learning opportunities are reflected and recorded in the future – <i>“Number of adults participating in Adult Learning and Literacy courses within our local communities”</i></p>

Council Priority 4: Creating a sustainable Renfrewshire for all to enjoy



Status	Action Code	Action	Due Date	Progress	Latest status update
	DHS.SIP18 - 4.01	Deliver the Environment Strategy within the current Local Development Plan (LDP)	31-Mar-2019		<p>A strong Environmental Strategy of guiding development to the right places has meant that 73% of Renfrewshire remains in Green Belt. Renfrewshire has many important assets including green corridors and networks that link Renfrewshire's Green Belt and open space assets. The Planning Authority will continue to be protect and where possible enhance these assets. Inappropriate development will continue to be rejected in line with the Local Development Plan which is supported by a strong, up to date evidence base.</p> <p>A consistent approach to protecting and enhancing Renfrewshire's built and natural heritage has seen high quality development in many of Renfrewshire's Towns and Villages, assisting with the implementation of Paisley Town Centre Heritage Asset Strategy and Shopfront Improvement Schemes in Conservation Areas.</p> <p>Work is progressing to prepare a Green Network Strategy for Renfrewshire focusing on the protection of Renfrewshire's diverse environment and ensuring good links from all of Renfrewshire's Places.</p> <p>Implementation of Renfrewshire's Biodiversity Action Plan continues to be delivered in partnership with a range of bodies and groups.</p> <p>The refresh and update of Renfrewshire's Core Path Plan is progressing well with analysis and review of each of the current Core Paths with consideration of potential new Core Paths suggested by a variety of stakeholders. The updated Core Path Plan will be presented to the Communities, Housing and Planning Policy Board later in the year.</p>
	DHS.SIP18 - 4.02	We will deliver key outcome 4 from the Local Housing Strategy (LHS) - Homes are Energy Efficient and Fuel Poverty is minimised.	31-Mar-2021		<p>An award of £145,720 was secured from the Scottish Government's Energy Efficient Scotland Decarbonisation Fund which will be used to support a pilot project that will specify, install and monitor the performance of a decarbonised heating solution that can be installed in flatted accommodation and assess whether this is a viable option to be rolled out on a larger scale.</p> <p>An additional award of £224,250 was secured from the Scottish Government's Home Energy Efficiency Initiative for Scotland: Area Based Schemes (HEEPs: ABS) in October 2018, following on from previous allocation of just over £1.6million. Funds were used to extend the wall insulation programme within the Lochfield area to more owners within mixed tenure blocks.</p> <p>Work is also progressing to prepare an Energy Strategy for Renfrewshire which will help support a reduction in Fuel Poverty.</p>







	DHS.SIP18 - 4.03	Deliver the Team Up, To Clean Up campaign throughout Renfrewshire, involving local communities	31-Mar-2021		The Team Up to Clean Up campaign continues to go from strength to strength. A 474% increase in community clean ups and over 500 members of the Facebook group have led to communities cleaning up across Renfrewshire. The Big Spring Clean was run throughout April with over 50 community clean ups. Renfrewshire Council continues to provide and assistance in carrying out core duties and ensuring waste is removed by StreetScene in a timely manner.
	DHS.SIP18 - 4.04	Ensure that the Council's integrated enforcement policy is adhered to, ensuring businesses and communities are treated fairly and consistently	31-Mar-2021		The Council's Integrated Enforcement Policy continues to align with the principles of Better Regulation and is monitored to ensure it is consistently applied across Communities and Public Protection. With Communities and Public Protection relocating to Communities, Housing and Planning Services, consideration is being given to establishing a Regulatory Officers meeting to ensure appropriate legislation is being used and any enforcement action taken aligns to the Integrated Enforcement Policy.
	DHS.SIP18 - 4.05	Deliver a refreshed Air Quality Action Plan to improve air quality for Renfrewshire	31-Mar-2021		The draft Renfrewshire Air Quality Action plan has been completed for the 3 Air Quality Management Areas in Paisley, Johnstone and Renfrew. This has been passed to the Scottish Government and SEPA for review as per requirements under legislation and once returned with comments, will go out to wider consultation in due course. The Action Plan details actions to reduce air pollutants within these areas.





Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17		2017/18		2018/19		Explanation of Performance
					Value	Target	Value	Target	Value	Target	
CR.PP.01	Air Quality - Annual average PM10 value across all continuous monitoring sites				13.7	18	13.1	18	*	18	*2018/19 figures not available yet. This performance indicator measures air quality across Renfrewshire's 4 automatic monitoring sites. It does this by measuring the average level of particulate matter (fine dust particles) which are 10 micro-meters or less in diameter (PM10). It is measured in micrograms per cubic meter (µg/m3). In 2017/18 the average of the PM10 values across the 3 automatic monitors in Renfrewshire at 13.1 was within the 2017/18 target value of 18.
CR.PP.01b	Air quality - average nitrogen dioxide value of monitoring sites, within AQMA(s) exceeding limits				0	45	41.6	44	*	43	*2018/19 figures not available yet. This performance indicator measures air quality across monitoring sites in Renfrewshire. It does this by measuring the average level of nitrogen dioxide (NO2) and is measured in micrograms per cubic meter (µg/m3).










Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17		2017/18		2018/19		Explanation of Performance
					Value	Target	Value	Target	Value	Target	
											The 2017/18 target of 44µg/m3 will be reduced to 40µg/m3 by 2020 to meet the Scottish Government's target for this pollutant. During 2017/18, 2 monitoring sites within Air Quality Management Areas exceeded average nitrogen dioxide limits. Air quality is affected by a number of factors including weather conditions. Monitoring takes place at 27 sites in the 3 Air Quality Management Areas in Renfrewshire.
CR.PP.03a	Food Hygiene Information Scheme - % of premises which currently achieve a Pass rating				96%	97%	98%	97%	98%	97%	There are 1,060 premises within the Food Hygiene Information Scheme, of which 98% have a Pass or Pass with Eatsafe. This reflects a very high level of performance where food premises meet or exceed compliance standards at any given inspection. All premises are ultimately required to make the improvements necessary to achieve the Pass rating.
HPCHARTER08	Percentage of council dwellings that are energy efficient				98.0%	100.0%	100.0%	100.0%	*	100%	*This is a charter indicator and 2018/19 year end figures are not available. As of 2017/18, all 12,220 council housing stock met the NHER or SAP ratings.
























Council Priority 5: Working together to improve outcomes










Status	Action Code	Action	Due Date	Progress	Latest status update
	DHS.SIP18 - 5.01	We will use the Annual Return on the Charter (ARC) to Scottish Housing regulator (SHR) process to drive improvements across housing services.	31-Mar-2021		A detailed report outlining our performance in relation to the Annual Return on the Charter was presented to the Communities, Housing & Planning Policy Board in August 2018, with an Annual Housing Performance Benchmarking Report which compares our performance against other social landlords in Scotland and highlights some areas of further input presented to the Board on 30th October 2018. Performance against the charter and the results of the 2018 Tenant Satisfaction Survey were discussed with tenant representatives as part of the preparation of a report issued to all Council tenants in October 2018 (within the Peoples News newsletter).




	DHS.SIP18 - 5.02	We will use the Planning Performance Framework (PPF) process to drive improvements in the planning services we provide.	31-Mar-2021	 100%	The Scottish Government's Scorecard for Renfrewshire's Planning Performance Framework was received in January 2019. Overall the Feedback Report for Renfrewshire was positive with 9 out of the 15 performance markers indicating green, only 4 amber ratings and no red ratings. Two performance markers are not applicable to Renfrewshire due to the advanced stage the Planning Authority is with the preparation of the next Renfrewshire Local Development Plan. Preparation of the eighth Renfrewshire Planning Performance Framework has commenced. This Planning Performance Report for 2018/19 will be presented to the Communities, Housing and Planning Policy Board in August 2019.
	DHS.SIP18 - 5.03	Promote development and safeguards through the delivery of regulatory services (within Development Standards).	31-Mar-2021	 100%	Renfrewshire Council continues to perform well in relation to the processing of planning applications with over 734 planning applications being determined by the Development Management Section over the year. 98% of the applications were approved with small/household planning application being considered in just over 7 weeks and major applications also being dealt with well within the statutory timeframes. This efficient decision timeframe is due to the amount of pre-application discussions that take place before a planning application is submitted for determination as well as the clear advice and guidance given to applicants and developers over the phone, in emails and by face to face meetings by the Planning staff.
	DHS.SIP18 - 5.04	Implement Development and Housing Services' workforce plan	31-Mar-2020	 100%	Progress is on target for this year, with all elements of our Workforce Action Plan moving forward. The Director of Communities, Housing and Planning Services gave a progress update at the Corporate Management Team in February 2019, outlining completed actions and future plans. Our new service structure is now well-embedded and the Staff Conference in December 2018 was well attended and well received. Work is ongoing in areas of the service to proactively target recruitment for harder to fill posts. There is ongoing work developing more generic job roles as part of the Community Safety Review. The workforce are well represented across the corporate leadership training programmes and IDP completion rates are high. A range of methods continue to be deployed to engage with our workforce including our staff magazine, staff panel, annual director's tour and regular workshops.
On hold	DHS.SIP18 - 5.05	Develop and implement a programme of self-assessment	31-Mar-2019	On hold	A new Council self-assessment model has been developed and was approved by the Corporate Management Team in 2018. The roll out of the programme is currently on hold as the corporate focus is on engaging with staff through the Council's Values project and there are many areas of crossover which could potentially confuse or dilute the programmes and the messages. We continue to engage at a national level with other local authorities and the Improvement Service to support, learn from and help influence the national direction for self-assessment.

	DHS.SIP18 - 5.06	Improve Tenant Participation by delivering the Customer Engagement Action Plan 2017/18.	31-Mar-2019		Work is ongoing on the review of the Customer Engagement Strategy to reflect current and future priorities. We continue to involve, consult and support tenant groups as well as taking account of the Services' statutory responsibilities, regulatory guidance and good practice to improve tenant participation opportunities in Renfrewshire.
	DHS.SIP18 - 5.07	Ensure robust and up to date business continuity arrangements are in place	31-Mar-2019		All services have current, up to date business continuity plans in place. Updating of the arrangements falls under the remit of the Council Resilience Management Team which has it as a standing item on its agenda. This group meets on a quarterly basis with members confirming the status of their arrangements at each meeting. These documents/arrangements are regarded as live and will continue to be updated whenever necessary, based on the adoption of best practice and learning from any exercises or incidents.

Code	Performance Indicator	Current Status	Short Term Trend	Long Term Trend	2016/17		2017/18		2018/19		Explanation of Performance
					Value	Target	Value	Target	Value	Target	
HPCHARTER12	Average length of time taken to complete non emergency repairs (days)				7.4 days	15.0 days	7.1 days	15.0 days	6.9 days	15.0 days	The average time to complete non-emergency repairs has improved on last year, showing continuous improvement year on year and continues to be well above our target. The target remains at 15 days as this reflects our target timescales across a range of non-emergency repairs.
HPCHARTER13	% of reactive repairs carried out in the last year completed right first time				94.8%	91.0%	90.2%	92.0%	*	93.0%	*This is a charter indicator and 2018/19 year end figures are not yet available. Based on 2017/18 figures, more than 31,500 reactive repairs were completed 'right first time' last year. This represents 9 out of 10 repairs (90.17%) and shows very good performance in efficiently and effectively diagnosing repair problems and in planning for work to be completed.
HPCHARTER30	Rent collected as percentage of total rent due in the reporting year.				100.1%	95.0%	100.1%	95.0%	100.0%	98.0%	At the end of 2018/19 we had collected around £45.2m in rental income. Our performance for 2018/19 is the same as 2017/18 and remains ahead of target.

HPCHA RTER31	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.				5.35%	8.00%	4.90%	6.00%	5.76%	5.70%	Positively we have managed to maintain current tenant arrears levels despite the challenges posed by universal credit. Nevertheless, the cumulative effect of former tenants' arrears means that the gross rent arrears figure continues to increase slightly. Also positively, there are arrangements in place for former tenants which means they will be maintained in the system until arrears can be reduced and cleared.
HPCHA RTER34	% of rent loss due to voids				1.53%	2.40%	1.31%	1.80%	1.43%	1.50%	Performance remains within target at this stage.
HPCMT 07	% Overall Repairs Completed Within Target				93.2%	95%	95.43%	91.5%	95.75%	95%	Repairs performance for 2018/19 has remained steady and in line with the target.
HPCHA RTER35	Average length of time taken to re-let properties in the last year				38 days	40 days	38 days	38 days	38 days	38 days	The second half of the year showed a significant improvement to bring the annual figure in on target. In the first half of the year a number of longer-term voids were successfully let which lead to our average length of time being higher than usual. The last two quarters have seen this stabilise.
PT.DS.P PF.CMT 01	Average Time for processing Planning Applications (Householder)				7.6	Data only	7.6	Data only	6.9	8 – new target	2018/19 has shown an improvement on the past two years, now coming in at just under 7 weeks on average. Following review, this indicator will now have a target of 8 weeks and this is included in the CHAPs SIP 2019-2022.
PT.DS.P PF.CMT. 06	Application Approval Rate				97.7%	Data only	97.2%	Data only	97.7%	Data only	Performance has stayed very consistent with previous years and continues to show good performance in this area.
PT.DS.P PF.CMT. 07	Percentage of applications dealt with under delegated authority				96.3%	Data only	98.1%	Data only	97.5%	Data only	Performance has stayed very consistent with previous years and continues to show good performance in this area.
DHS.BS TAN.1a	Time to issue a building warrant or amendment to warrant from receipt of application (days)				66.0	60.0	87.4	60.0	82.4	60.0	What is going wrong or impacting on performance? This indicator slightly reduced from 87.4 days in 2017/18 to 82.4 days for 2018/19. As part of our performance scrutiny over the past year, the quarter 3 figure was examined further, particularly as this measure calculates the combined response times of both the local authority verifier and the agent/architect. Investigation has shown that within that average

											<p>80.7 days in Q3, building warrants spent on average 41.3 days with Building Standards and 39.4 days with agents/architects.</p> <p>Has any corrective action already been undertaken? At our midterm scrutiny meeting, 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 including weekly meetings with the Head of Planning and Housing and monthly meetings with the Director and Head of Planning and Housing to scrutinise performance and discuss any trends or issues. The wording of these indicators has been changed to make it clearer what they mean and what they are measuring.</p> <p>When does the service expect to be back on track? Within the team, a new senior appointment has been made and a further graduate level post is currently advertised; it is hoped these appointments will result in further improvements. We hope the performance will also be aided by an ICT investment funded from existing Communities, Housing and Planning Services budgets.</p>
DHS.BS TAN.1b	Time to issue a first report (95% issued within 20 days)				53.0%	90.0%	29.6%	95.0%	48.4%	95.0%	Please see explanation above. This indicator has shown a significant improvement from 29.6% in 2017/18 to 48.4% in 2018/19 but is still below the target.
DHS.BS TAN.1c	Percentage of building warrants or amendments issued within 10 days of receipt of all satisfactory information				n/a		48.1%	90.0%	59.7%	90.0%	Please see explanation above. This indicator has shown an improvement from 48.1% in 2017/18 to 59.7% in 2018/19 but is still below the target.
DHS.CO MP.FRO NT%	Total Percentage of frontline (stage 1) complaints responded to within 5 days by DHS				91%	95%	88.6%	95%	90.1%	95%	Frontline complaints performance has improved since 2017/18. Our figure of 90.1% is based on receiving 664 complaints, of which 598 were answered within the 5 day timescales and 66 were not.

DHS.CO MP.INV %	Total Percentage of investigation (stage 2) complaints responded to within 20 days by DHS				86%	95%	85.7%	95%	82.4%	95%	Only 17 investigation complaints were received in 2018/19, of these 14 were answered in time and 3 were not. Due to the small volumes involved, this has a significant effect on the overall percentage meaning we did not meet our 95% target. We continue to closely monitor our complaints performance and intend to carry out another annual audit to gain insight into our performance and areas for complaints.
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