

To: Leadership Board

On: 22 June 2022

Report by: Chief Executive

Heading: Council Plan – six months progress update

1. Summary

- 1.1 In September 2017, the Council approved the Council and Community Plans, which outlined an ambitious vision for Renfrewshire. The Council Plan covers the period 2017 to 2022 and sets the direction of the organisation, through five strategic outcomes. Service Plans for each Council service sit under this framework and describe in more detail how these priorities will be achieved, supplemented by a detailed action plan and performance scorecard.
- 1.2 Alongside Service Plan updates to policy boards, progress against the Council Plan objectives is regularly reported to the Leadership Board to enable scrutiny of the Council's performance and priorities - ensuring the plans are agile enough to respond to local and national emerging themes whilst still delivering on the agreed strategic outcomes.
- 1.3 The COVID-19 pandemic has had a huge impact on Renfrewshire's communities, residents and businesses and all Council services were impacted by restrictions. The Council worked with partners to continue to deliver vital services throughout the period, with many of our employees continuing to work in critical front-line services alongside significant numbers of employees who also continued to deliver services whilst working from home. New services and responsibilities were taken on by services in line with health restrictions and legislative requirements.
- 1.4 At the appropriate points during the pandemic, services worked to restart impacted services in line with Scottish Government guidance. In parallel to this work, the Council worked with partners to develop local recovery plans for Renfrewshire, which set out the key actions to be progressed to support communities and businesses to recover from the impact of the pandemic and have continued to progress during 2022. As restrictions have eased and we move into the next phase of the pandemic, the delivery of services is also being impacted by supply chain and cost inflation issues linked to the war in Ukraine and the wider cost of living crisis in relation to food and fuel costs in particular. The impact on services and across local communities is a key focus for the organisation.

- 1.5 Despite all the challenges our services and communities have faced, good progress has been made against the five Council Plan priorities. This report provides a Council wide progress update, in relation to existing Council Plan priorities and performance for 2021/22. Appendix 1 provides a detailed summary of progress against key actions and indicators.
- 1.6 Work is currently underway to develop a refreshed Council Plan and Community Plan, which will reflect the priorities of the organisation and of partners as we move forward from the pandemic. It is anticipated that both plans will be brought forward in Autumn 2022 for board approval.
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2. Recommendations

- 2.1 It is recommended that members of the Leadership Board note:
- the progress achieved against the strategic outcomes since the last update to Leadership Board in December 2021, as outlined in appendix 1;
 - that this is the final report in relation to the implementation of the current Council Plan, which covered the period 2017-2022; and
 - that a new Council Plan is currently being developed and will be brought forward for approval in Autumn 2022.
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3. Background

- 3.1 Renfrewshire's Council Plan 2017 – 2022 describes how the organisation will achieve the vision of “working together for a thriving and connected Renfrewshire, creating opportunities for all” through five strategic priority areas:
- Reshaping our place, our economy and our future
 - Building strong, safe and resilient communities
 - Tackling inequality, ensuring opportunities for all
 - Creating a sustainable Renfrewshire for all to enjoy
 - Working together to improve outcomes
- 3.2 While the COVID-19 pandemic has fundamentally changed how we work, deliver services and engage with communities, the organisation's ambition for Renfrewshire remains and our five strategic priority areas also remain relevant and underpin our approach to recovery.
- 3.3 As agreed by Council, three core recovery plans were developed which have shaped the immediate activity of the Council – the Economic Recovery Plan, Financial Recovery Plan and the Social Renewal Plan. Taken together, these describe how Renfrewshire can learn, recover and build from the experiences of the pandemic - they are cross-cutting and drive the efforts of officers across the Council.
- 3.4 A new Council Plan for 2022-2027 is currently being developed, which will align to these recovery plans. They outline an approach to work together across services and sectors with a focus on the economy, our resilience, supporting our most vulnerable and those most impacted by the pandemic and to deliver a green recovery.
- 3.5 Council Plan activity also sits alongside the Council's arrangements in terms of progressing and achieving best value which are considered within the Annual Audit Report published each year by Audit Scotland.

A small number of recommendations have been made through the Annual Audit Reports, and progress against those pertaining to best value are tracked and reported within each update report to the Leadership Board and are mainstreamed within the Service Development Planning process which flows into the Council Plan monitoring and reporting process.

- 3.6 Within the Annual Audit Report for 2020/21, Audit Scotland confirm that: 'The Council has an appropriate and effective Best Value framework in place. The Council continues to make positive progress addressing the recommendations contained in our 2016/17 Best Value Assurance Report. The Council's performance management arrangements remained effective during the pandemic.'
- 3.7 This assessment is very positive given the significant challenges experienced by the Council during 2020/21 in relation to COVID-19.

4. Progress of the Council Plan during 2021/22

- 4.1 As outlined in Section 1, there are numerous concurrent challenges affecting our communities over the five-year Council Plan programme. Despite work priorities shifting as we supported our communities through these challenges over the last few years, strong progress has been made over the plan period.
- 4.2 Of the 55 actions within the current Council Plan, 48 actions have been completed to 100%. Some actions were delayed due to the unforeseen current events, and the remaining 7 actions will be carried into the new Council Plan, currently in development.
- 4.3 Key achievements since the previous update in December 2021 are grouped under each of the Council Plan strategic outcomes below.

4.4 RESHAPING OUR PLACE, OUR ECONOMY AND OUR FUTURE

- Good progress continues to be made on the development of the Advanced Manufacturing Innovation District Scotland (AMIDS) in Inchinnan. The two anchor facilities, the National Manufacturing Institute Scotland (NMIS) and the UK's Medicines Manufacturing Innovation Centre (MMIC) are scheduled to open in 2022. Success in attracting £38.7m of Levelling Up funding from the UK Government (the highest amount awarded to any Scottish bidder) will support the AMIDS South project which in turn will support AMIDS generating benefits for more of Renfrewshire, including employment, skills and economic growth. The need for delivery of investment at AMIDS is recognised within the Renfrewshire Economic Strategy 2020-2030 where it is noted as a key component.
- The Clyde Waterfront and Renfrew Riverside project, part of the City Deal, is underway. The project, which will deliver a new swing bridge for vehicles, cyclists and pedestrians, and will open for passing ships, is being delivered by GRAHAM and is due for completion in 2025. GRAHAM is currently subcontracting for initial piling works to begin in Autumn 2022.
- The Council's Employability Service continues to offer support on jobs and skills development. Youth employment is a key priority within the Economic Recovery Plan and figures have been improving monthly. A recent report from ONS and Scottish Government showed that Renfrewshire had the second highest youth employment rate in Scotland in 2021 at 67.4% (54.9% is Scotland average) and (by a considerable margin) the highest youth employment growth over the last 10 years across Scotland at 21.1% (against a Scotland increase of -0.3%).

This shows the level of commitment and work on the youth employment agenda over the years, but particularly the last year. This is also evidenced in data about positive destinations from school which shows Renfrewshire as being the 4th top performing Council area in Scotland, with Council services and partners working effectively in partnership together to achieve this positive outcome for our young people.

- The Council and its partners set out ambitious targets to create 700 new and additional jobs for unemployed young people in Renfrewshire by end December 2021 through the resources provided by the UK Government Kickstart Scheme and Scottish Government Young Persons Guarantee. The Kickstart scheme has now concluded and was very successful across Renfrewshire. The Council Kickstart Gateway placed young people into 408 roles across Renfrewshire, including 71 at Renfrewshire Council. The Renfrewshire Gateway was one of the largest in Scotland, again showing the commitment locally to support young people into work. The Young Persons Guarantee programme continues to perform well, and the Local Employability Partnership continue to be held up as best practice across Scotland for partnership working and commitment to improving the opportunities of local unemployed people.
- The Council also coordinated, administered and delivered business grants and support to business impacted by the pandemic restrictions. The key Scottish Government grant programmes for businesses are now complete and it is estimated to be in the region of £169m distributed through awards to local businesses and self-employed people. The Council will continue to deliver a new £2.654m Covid programme to support business and employment this year.
- In terms of wider regeneration, the Cultural Infrastructure programme continues to progress. The Paisley Museum Reimagined project appointed a main works contractor in May 2021, with a site start in July. The Paisley Town Hall Refurbishment main works contract was awarded in March 2021 and works have commenced on site, with Practical Completion anticipated in March 2023. The Paisley Learning & Cultural Hub main works contract is now underway with a site start during August 2021 and completion anticipated in early 2023. The Paisley Arts Centre refurbishment project now has advance works contract complete with main works commencing and due for completion in March 2023. The Public Realm & Junction improvements project has restarted which has been re-programmed to allow effective consultation. The Public Realm works in County Square and Abbey Quarter are being re-programmed to align with interdependencies in these projects.
- Following approval from the Communities, Planning and Housing Policy Board in May 2021 of the £100million Housing Led Regeneration Programme for Renfrewshire, consultation took place with all residents impacted and other stakeholders. The programme will deliver modern, high quality, energy efficient, affordable Council housing that will not only significantly enhance the Council's housing stock but will also contribute to the wider transformation of Renfrewshire as a place and will be central to the economic and social recovery of Renfrewshire.
- A new build housing programme for 2021/22 is being delivered with revised targets due to COVID-19 restrictions. 95 newbuild homes in Johnstone Castle were completed in April 2021 and the Bishopton newbuild project delivered a range of house types, sizes and locations, with 80 spacious family and amenity homes which are energy efficient and affordable. Work commenced on site in Spring 2021 on 39 new homes at Auchengreoch Road in Johnstone and on 101 new homes in Ferguslie Park.
- The Johnstone Castle project recently won the Scottish Home Awards Affordable Housing Development of the Year (Social Rent) and The Herald Property Awards Best Regeneration Project of the Year (Residential).

- The Council has continued to modernise the school estate and the extensive £51.85m investment programme is supplemented by a School Improvement Fund (SIF) which has amounted to £4.35m. This fund supports smaller scale projects and a further allocation of £0.65m has been agreed from 2022 / 23 capital resources providing a total additional investment of £5m on school buildings. Council funding of £10m towards the construction of a new build Thorn Primary School was agreed in February 2022. A formal process of application is required in relation to securing LEIP phase 3 match funding and a project status evaluation document will be developed in due course. Bids are expected to be submitted for phase 3 funding in September / October 2022.
- Plans to relocate Paisley Grammar School to a new build community campus have progressed. Space planning consultants have engaged in extensive consultation with stakeholders to develop a strategic brief which has been approved by the PGSCC Governance Board and site visits to benchmark with other projects across the country are being planned and undertaken. The multi-disciplinary design team has been appointed and the project team commenced engagement with Ryder Architects week beginning 30 May 2022. The Council's vision for the new Campus is ambitious and forward thinking. It is expected that our designers will deliver an innovative and creative learning environment which is welcoming to all; learner focused; supportive and inclusive; sustainable; and agile enough to support the needs and aspirations of all users.
- Renfrewshire's major events programme was significantly impacted by the pandemic. A digital programme was designed to celebrate live events whilst restrictions around gatherings was still in place. A hybrid programme was designed and delivered for events in the latter half of 2021 with a combination of in-person and online events. A new interim events strategy was developed and approved at Leadership Board in February 2022. To date in 2022, we have already hosted Future Paisley Exhibition, Unboxed – About Us, and the successful Paisley Food Festival in April, and look forward to the beacon service for the Platinum Jubilee.

4.5 BUILDING STRONG, SAFE AND RESILIENT COMMUNITIES

- The Council's Communities and Public Protection services have supported services and communities in mitigating the impact of COVID-19 on services and communities. During 2021/22 this has included:
 - recruiting additional Environmental Health Compliance Officers
 - assisting Public Health with contact tracing in educational establishments
 - delivery of Community Testing sites to assist with asymptomatic testing
 - supporting businesses to understand and remain compliant with all relevant Scottish Government COVID-19 legislation and guidance
 - supporting delivery of safe elections for the Scottish Parliament and Council by providing guidance and staff acting as COVID-19 Marshalls and COVID-19 Supervisors
- During 2021/22 the Council continued to manage the Local Assistance Team for calls in relation to self-isolation/vaccinations. Following revised Scottish Government guidance, the Local Assistance Team have been stood down and completed their last calls on Saturday 30th April 2022. From 12/10/2020 until the service ended in April, a total of 26,587 calls were received made. The work undertaken by the team, often alongside their normal workload, has been outstanding and recognised by Scottish Government.
- In terms of community resilience, the Neighbourhood Hub model which was put into place as part of the initial pandemic response continues to develop, with colleagues across the Council and our partners.

The hubs operate on a partnership basis with Renfrewshire Leisure, the HSCP, Engage Renfrewshire, local groups and organisations across communities, and are supported by local volunteers. Support provided has included signposting to food services, delivering prescriptions, befriending calls to people who feel isolated or vulnerable, and delivery of books and toys through the Libraries Direct Service.

- Local Partnerships have continued to operate through the pandemic. Awards were made to groups for activities for 12–25-year-olds through the “Celebrating Renfrewshire” participatory budgeting process in autumn 2021. Applications for wider local partnership funding are due to be considered in June 2022.
- A framework for mainstreaming participatory budgeting has been drafted subject to further engagement with internal stakeholders. Alongside this, work has continued to develop our local approach to participatory budgeting, and work with Environment & Infrastructure continues to be delivered; phase 1 saw just under 3000 ideas from residents. The next stage of the #youdecide programme is being launched early autumn, whereby residents will be given the opportunity to vote on the projects they want to see delivered in their communities. The pilot schools participatory budgeting scheme, using cost of the school day monies has been a success, with 9 schools participating in the programme.
- A new multi-agency service called Ren10 has been launched to improve families’ access to health and wellbeing support. Ren10 provides appropriate and proportionate help at the right time and focuses on bridging the gap between universal services that deal broadly with wellbeing and the highly special support for more severe mental health conditions. Key activity has included the development of Non-violence Resistance Approaches, Child Psychology Parent Drop Ins, inter-agency training and extensive digital supports have also been established. Interventions are framed within a context of open access to ensure families who believe they will benefit can seek support timeously. Over 1000 children and young people have been directly supported by a Ren10 resource, 125 of whom were care experienced.
- Good progress has been made in delivering health improvement activity across Renfrewshire’s school establishments. A substantial programme of early intervention and prevention work has complemented support provision around key areas such as emotional literacy, substance misuse, relationships consent and coercive control. Significant work has been progressed through the Mentors in Violence Prevention Programme (MVP) to help young people understand how to keep themselves safe and healthy in their personal relationships. In secondary schools, peer mentoring programmes have supported younger learners to consider and discuss different scenarios such as behaviour online, the use of harmful language, coercive control, gender labelling, alcohol, and consent. In the last year, the MVP programme has been expanded with the development of a whole school approach (including teaching staff and support staff, business support and Active Schools) to maximise impact. Work is underway to offer training to Third sector partners involved in the Early Actions work, community sports clubs and other voluntary organisations such as Renfrewshire Scouts. This is multi-agency approach enables the coordination and targeted deployment of skills and resources across various settings, resulting in consistency of language and message across all stakeholders.
- Pressures remain across the whole health and social care system and continue to severely impact acute hospitals. It is important that people who are no longer in need of medical care are supported to move on to a more appropriate setting, therefore, preventing unnecessary delays in discharge from hospital remains a priority. Extensive steps have been taken to ensure discharges are timely and safe, as a result, we are performing exceptionally well and ranked second lowest rate in Scotland and the lowest across Greater Glasgow and Clyde.

Our response has included addressing care at home capacity and includes short-term placements in care homes whilst patients are waiting for home care services to become available. Early discussions are undertaken with patients and families, and all decisions are made on solid clinical grounds in order to ensure the most appropriate care for people.

4.6 TACKLING INEQUALITY, ENSURING OPPORTUNITIES FOR ALL

- Throughout the pandemic, the needs of those who were homeless or in housing need have continued to be met. Staff from Homeless Services and the Housing Support team have used a Housing First approach in partnership with Turning Point Scotland and Blue Triangle Housing Association which has now been further upscaled from 18 service users at the beginning of the Renfrewshire's Rapid Rehousing Transition Plan (RRTP), to 57 individuals now being in receipt of this wraparound support at any one time, using both RRTP and Council funding. The Council has also launched a 'shared living' initiative with the Simon Community Scotland to support homeless applicants who want to share accommodation and deployed an officer from 'Say Women' to support young women (16- 25 years old) who have experiences sexual violence and are at risk of homelessness.
- In line with the recommendations to the Communities, Housing and Planning Policy Board in October 2021, the Council is on track to have distributed the full Tenants Grant Fund allocation of £214,000 across the private and social rented sectors, to address rent arrears accrued by around 172 tenants, who met the applicable guidance and criteria.
- Work is ongoing to assess the impact of the pandemic and cost of living crisis on low-income households. To inform the Social Renewal Plan, a Community Impact Assessment was undertaken in 2020 and is currently being updated, including a survey to the Public Service Panel to understand the changes people have experienced since the previous survey in 2020.
- Through the Social Renewal Plan, which was agreed by Council in early 2021, work has been undertaken in terms of developing further supports around food and fuel insecurity, and the provision of advice and support for people in need of employment and money advice. A Social Renewal Lead Officer came into post in December 2021 and officers have continued to work with partners to progress actions in the Social Renewal Plan. The Social Renewal lead officer also supported coordination of Scottish Government Winter Support Fund to support low-income families and individuals, in line with the Social Renewal Plan priorities. Work to engage low-income households will be a priority in 2022. Actions achieved include:
 - An initial allocation of Community Food Funding approved in December 2021
 - Funding for fuel supports, including financial supports provided
 - Establishment of a Fair Work advice service to provide employment advice
 - A money advice week took place after the success of benefit take up week
 - Affordable credit sessions provided to a number of diverse groups
 - Funding agreed for a 'Digital Champions' programme.
- Alongside this targeted work, throughout the pandemic and recovery, the Council has administered a range of critical support payments for our citizens to help to prevent financial hardship, including self-isolation support grants, low-income pandemic payments and school meal payments.

- Year 4 of the Tackling Poverty programme has continued, with services adapted as appropriate due to Covid. Street Stuff has taken more activities into the community to reach more young people. Cost of the school day funding has been used to directly support families, with the full allocation spent.
- Renfrewshire Council has continued to support the delivery of the Connecting Scotland Programme which was established by Scottish Government and Scottish Council for Voluntary Services to provide digital connectivity to people in priority categories who did not have a device. Successful applications were submitted across all phases by Renfrewshire Council COVID-19 neighbourhood hubs, Children's Services and Communities and Housing Services, with 999 devices secured for service users. A further 1602 devices were awarded to a wide range of Renfrewshire public sector and community-based organisations across all phases giving a total of 2601 for the Renfrewshire area. The Connecting Scotland Programme is now evaluating and redesigning, and a new programme is still to be announced.
- Curriculum for Excellence attainment data shows that the pandemic had a negative impact on attainment, not only in Renfrewshire but across Scotland. Many of Renfrewshire's most vulnerable families were disproportionately impacted by academic disruption, reduced opportunities for socialising and economic stress. Renfrewshire Council worked collaboratively with its partners to identify the children and young people in most need, with staff adapting their approaches to ensure families had the means and support to access learning opportunities. Good progress is being made with targeted and evidence-based interventions to support schools in literacy and numeracy as part of wider educational recovery.
- Renfrewshire Council continues to evidence effective partner collaboration and the added value in terms of children and young people's outcomes. Work is underway through the Renfrewshire Children's Services Partnership to enhance the opportunities for data coordination. This strategic approach will ensure outputs from engagement activity are multi-purpose and are facilitated by the organisations/partners with the most appropriate relationship to the target group(s). Early work has also been progressed to develop a consistent approach to evaluation for those working with children and young people, ensuring evidence of impact is appropriately captured, particularly among third sector and community organisations.
- A mid-year report was submitted to the Scottish Government providing an evaluation of the Scottish Attainment Challenge and progress made towards closing the poverty related attainment gap. We continue to deliver successful outcomes in literacy, numeracy and health and wellbeing resulting in attainment patterns which continue to sit above national average and compare very favourably with comparator data. In senior phase, patterns of attainment between Renfrewshire and its comparators are in line with previous years across all attainment cohorts
- The Council is revisiting Renfrewshire Nurturing Relationships Approach to ensure that it is refreshed and embedded in the practice of all education staff within Renfrewshire Council and a new Principal Educational Psychologist has been appointed. This has been coupled with a renewed focus on GIRFEC and a continued drive towards meeting the aims of The Promise. The Promise Ambassador has been progressing supporting the implementation of The Promise. A large component of this role has been to raise the profile of the Promise through engaging with a wide range of staff teams and partners. Awareness raising sessions have been held to ensure all partners understand what role they play in ensuring that care experienced children and young people are appropriately supported. To support this work further, a set of values have been developed for professionals to #KeepthePromise.

Promise Keepers are formally recruited and are responsible for acting as a champion for The Promise, ensuring that the recommendations and priorities remain at the forefront of discussions around service delivery and design. Good progress has been made to establish The Promise Self-Evaluation tool, which will be used to identify areas of best practice that can be shared to encourage partnership learning between staff teams and identify where services require further support to fully implement The Promise. The Council is currently recruiting a Promise Manager, a senior manager to take responsibility for leading, coordinating and driving the council's delivery of the Promise in Renfrewshire. This post, which is jointly funded by all council services and Renfrewshire Health and Social Care Partnership will be based in Children's Services but operate across the wider partnership to ensure we #KeepthePromise'

- The projects within the Alcohol and Drugs Change Programme are continuing to progress, including the Trauma Informed and Responsive Renfrewshire Programme, a partnership programme of work to ensure that recognising and responding to trauma is part of every service we deliver. A coordinator post has been created to lead this programme of work going forward, with recruitment currently underway. A steering group has been established, and engagement with the Improvement Service and other local authorities has taken place. An initial high-level action plan is currently being developed. Work has also progressed on the Stigma/Language Matters project with a marketing and communications activity plan being developed.

4.7 CREATING A SUSTAINABLE RENFREWSHIRE FOR ALL TO ENJOY

- Climate change remains a key priority area for the Council and work is currently being progressed to develop a plan for Renfrewshire, which will set out the actions required to achieve the net zero by 2030 target set by Council in 2019. Phase 1 of the Plan for Net Zero is on schedule for completion by Summer 2022. Particular areas of progress include
 - The Climate Change Action Fund has been progressing at pace. To date, £978,000 has been allocated to support 14 projects including expanding the Council's electric fleet; exploring the feasibility of a large-scale solar farm on the former landfill site in Linwood; developing a local response to ensure resilient town centres; net zero business support; community food growing; and a Community Climate Fund to provide awards to community organisations to develop localised green community projects and initiatives.
 - Following our residents Climate Survey, a representative sample of respondents formed Renfrewshire's Climate Panel, which is part of the evidence base for the Plan for Net Zero, with 4 sessions to date (paused for the pre-election period). Engagement has also been undertaken across stakeholders, including traditionally under-represented groups, local organisations, public, private and third sector and community planning partners.
 - A baseline emissions inventory and trajectory to 2030 has been initially developed for Renfrewshire Council as an organisation as well as Renfrewshire area as a whole. This will help to develop focus areas and prioritise actions in order to reach net zero.
 - Further stakeholder, business and partner engagement is programmed throughout the remainder of the financial year to support the development of Renfrewshire's Plan for Net Zero. Officers have met with Engage Renfrewshire and Council colleagues leading on Renfrewshire's Social Renewal Plan to discuss further engagement with particular groups on areas of overlap such as climate justice, food and fuel insecurity; and have established Renfrewshire's Net Zero Network – an informal group of community planning partners and representatives from the business community to offer peer support around climate issues and identify shared areas of focus and potential opportunities for partnership working.

- While carrying out the engagement and emissions baselining building blocks to give us a solid evidence base to design and deliver the Plan for Net Zero, services across the Council have continued to progress broader projects and approaches to reduce emissions and increase efficiencies across a wide range of critical areas in order to progress towards the 2030 target. This includes the construction of a low carbon district heating network at the AMIDS site, due for completion in summer 2022; linking with regional and national initiatives such as Climate Ready Clyde to progress the Adaptation Strategy for Glasgow City Region; a pilot Charity Shop Gift Card initiative in Renfrewshire which would promote local efforts in terms of the circular economy, whilst also offering a potential source of additional support for low-income households; and embedding sustainable procurement in our contracts to improve the social, environmental and economic wellbeing of our own area with a particular focus on reducing inequality whilst actively contributing to the Council's net zero goal.
- The Council's Housing team have developed a collaborative and an innovative partnership with a research organisation to design and deliver a social housing new build development within the context of the Council-approved Regeneration and Renewal Programme on zero energy buildings, with follow on works concentrating on minimising the embedded and operational carbon in new building stock. It has also agreed a capital programme which will deliver more than £250m in capital investment in housing over the next 5 years with significant ramping up in years 2 and 3 for investment in homes to meet EESSH2032, SHQS and all other compliance requirements and to maintain these standards in the coming years.
- Renfrewshire Council has switched 131 fleet vehicles from pollution emitting diesels to low emission electric vehicles. This is around 30% of our Council stock of vehicles. Increased publicly available EV chargers is being rolled out across Renfrewshire with 72 public charging bays currently in Renfrewshire and a further 54 charging bays planned in 2022. Charging points have been added at Castle Semple Visitor Centre Lochwinnoch, Johnstone Town Hall, Montrose Care Home in Foxbar and various Council owned car parks across Renfrewshire and additional charging infrastructure has been installed at the Underwood Road and Robertson Park depots.
- Team Up to Clean Up activity considerably grew during the pandemic with almost 1,000 individual kits gifted to volunteers. The Campaign now has 3.8k active group members, who deliver between 10 and 40 litter picks each day and more than half of the 74 Green Spaces applications were submitted by volunteer groups in the campaign. Over the course of 2021, 4,696 community events took place, with 8965 volunteers collecting 18,056 bags of litter from Renfrewshire neighbourhoods and open spaces. This year, thousands of volunteers have carried out litter picks throughout April for Renfrewshire's Big Spring Clean. Throughout the month, more than 1,500 people took part in 544 litter picks, which is more than 18 per day. Thanks to the efforts of volunteers, Renfrewshire has climbed from 31st to 12th place in Scotland's benchmarking table, the Local Environmental Auditing and Management System (LEAMS), for Street Cleanliness.

4.8 WORKING TOGETHER TO IMPROVE OUTCOMES

- Protecting mental health and wellbeing of staff continues to be a priority and access to a wide range of mental health and wellbeing support and services has been provided. In 2021 there were many enhancements made to this support, such as the wellbeing hub, and enhancements to the staff counselling service. In May 2022 for Mental Health Awareness Week, communications were sent out to staff to remind them of the support available and sharing the stories of some members of staff willing to share their own stories with their experiences. The suite of staff mental health resources and training continues to be reviewed to expand this and offer additional supports. Work on this programme will continue throughout 2022.

- The financial consequences of the pandemic have been substantial for the Council and the communities we serve; with both immediate and longer-term financial issues arising. The Scottish Government has confirmed its intention to publish a resource spending review in May 2022 which should provide additional context for the council's financial plans; however the financial outlook is expected to remain challenging and service transformation along with other financial sustainability workstreams will be required to underpin the council's medium term financial outlook.
- The Council has worked hard to enhance staff engagement, effectively supporting Council staff as they transition from home working to hybrid working, communicating changes to COVID protocols in Council buildings. In January 2022, the Chief Executive invited staff to ask him anything and four short films related to health and wellbeing, transforming ways of working, future ambition, and getting to know him, were released responding to questions. This gave colleagues the opportunity to engage with the new Chief Executive, and get answers to anything concerning them.
- People Strategy: 'Our People Our Future 2021-2026', was launched in Spring 2021, integrating the Council's approach to organisational development and workforce planning into one strategy. Progress has been made across the 3 strategic priorities:
 - Health & wellbeing: The wellbeing strategy is being reviewed, which includes an annual action plan that incorporates a full calendar of health promotion activities. A number of events have taken place over the course of the year, resources and guidance was promoted and provided for staff on various topics, with a strong focus on mental health awareness. The results of the Smarter Working Staff Survey carried out in June 2021 was shared with our Trade Unions and are informing an action plan of wellbeing supports for staff and our approach to interim ways of working throughout 2021/22.
 - New ways of working – post pandemic: The Smarter Ways of Working Survey results were used to inform the council's approach to organisational restart.
 - Staff communication and engagement: We are building on positively received staff communications throughout COVID, by continuing to work closely with internal communications to deliver clear information to staff during recovery with regular updates provided via COSLA and the Scottish Government while interim working arrangements are in place to ensure the safety and wellbeing of staff. To support and engage staff, a new employee benefits portal was launched in September 2021.
- Training for 'Leading our Values' and 'Living Our Values' was provided for managers and staff during 2021, and a review of the impact of the training is scheduled to be carried out later in 2022. The process of embedding our values throughout our HR policies and corporate training has begun, which has commenced the cultural change journey of staff experiencing and demonstrating our values in their day-to-day interactions and behaviours. Work will continue embedding the Values throughout 2022.
- Progress continues to be made on Right for Renfrewshire activities but at a slower pace than planned due to the impact of the pandemic on capacity. The programme is currently being reassessed to ensure it remains appropriate and continues to underpin the Council's financial sustainability. Service redesigns within Finance and ICT are ongoing and will be fully implemented in 22/23.

Implications of the Report

1. **Financial** – none
2. **HR & Organisational Development** – none

3. **Community/Council Planning** – the content of the report relates specifically to the delivery of the Council Plan and the appendix shows the associated progress for the latter half of 2021/22.
4. **Legal** - none
5. **Property/Assets** - none
6. **Information Technology** - none
7. **Equality and Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health and Safety** - none
9. **Procurement** – none
10. **Risk** – none
11. **Privacy Impact** – none
12. **COSLA Policy Position** – none
13. **Climate Risk** – the Council Plan priorities are underpinned by actions which will directly support the Council's response to the climate emergency – section 4.7 has a particular focus on activities supporting this priority area.

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Council Plan Action Plan

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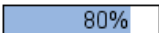






Action Status	
	Cancelled
	Overdue
	Unassigned; Check Progress
	Not Started; In Progress; Assigned
	Completed







Local Outcome 01: Reshaping our place, our economy and our future

Code	What we will do	Due Date	Status	% complete	Progress update	Latest Note Date
CP17.D HS.08	Deliver our City Deal Projects – the Glasgow Airport Investment Area, the Airport Access Project, Clyde Waterfront and Renfrew Riverside and City Region wide employment programmes	31-Mar-2022		<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>	The monitoring of benefits associated with the City Deal Projects is ongoing and includes new residential and commercial developments, in the vicinity of both the GAIA and CWRR projects which has been accelerated as a result of the significant City Deal investment. It is estimated that circa 15% of the projected outputs and outcomes have been realised.	17-May-2022

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Code	What we will do	Due Date	Status	% complete	Progress update	Latest Note Date
CP17.D HS.01	Support the Regional Economic Framework and locally driving economic progress through the Renfrewshire Economic Leadership Panel	31-Mar-2022			Work is ongoing to consider the future of the ELP and its link to the regional economic framework. In particular by aligning the ELP to sectoral growth ambitions. EKOS consulting have been commissioned to carry out analysis in support of ambitions. In addition, the ELP have been engaged on active travel, tourism and wider strategic projects such as the work of the city deal team and wider GCR matters. As we continue to move out of the Covid pandemic, the ELP will continue to play a key role in driving the Economic development Strategy. They have also been involved in the development of the wider place shaping ambitions.	17-May-2021
CP17.C E.01	Progress our digital ambitions, implementing free public wifi across our town centres and working with partners to promote digital skills and development	31-Mar-2022			A programme to implement the Digital Strategy "Digital Leadership & Skills" Workstream 2021/22 priorities has been progressing over the last 12 months as agreed with the Digital Board which includes Learning pathways in development with customisable content; Microsoft Office Specialist qualifications were launched which commenced in September 2021 at West College Scotland, with Fear Free Technology training scheduled to be rolled out in spring/summer 2022. The development of a Digital on-line community was launched in January 2022 to provide opportunities to share ideas, and resources and ask a Digital Champion a question: Monthly communications are planned via the Take 5 and will feature quick tips, features by Digital Champions and digital challenges for staff to upskill this group in the technologies/themes being rolled out and provide a dedicated on-line channel for regular communications and information for staff. Training in building "Digital Leaders" which will provide specific resources to support managers in embedding digital capabilities across their team is being developed by identifying Digital Champions with recruitment of this group which was planned for February 2022 and developing specific resources to support managers in embedding digital capabilities across their team will be promoted and implemented to begin from Summer 2022.	18-May-2021
CP17.R LL.01	Invest in our cultural and economic infrastructures, transforming Paisley Town Hall, Paisley Learning Hub and Paisley Museum	31-Mar-2022			The Cultural Infrastructure investment programme has progressed. The Paisley Museum Reimagined (PMR) project will appoint a main works contractor in May 2021, with a site start anticipated in July. The Paisley Town Hall Refurbishment (PTHR) main works contract was awarded in March 2021 and works have commenced on site, with Practical Completion anticipated in November 2022. The Paisley Learning & Cultural Hub (PL&CH) main works contract is in preparation, with an anticipated site start during August 2021 and completion in late 2022. The Paisley	17-May-2022





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Code	What we will do	Due Date	Status	% complete	Progress update	Latest Note Date
					Arts Centre refurbishment design process is approaching completion, with an Advance Works contract planned for Autumn 2021, Main Works during 2022 and completion in January 2023. The Public Realm & Junction improvements project has restarted and will be carefully re-programmed to accommodate project updates and dependencies, with a view to completion of consultation and design processes by the end of 2021.	
CP17.D HS.02	Deliver on the ambitions of our town centre strategies, and specifically working with partners to transform Paisley Town Centre	31-Mar-2021		 100%	The Vision for Paisley Town Centre, developed in association with Scotland's Towns Partnership and supported by Scottish Government, was launched by the Cabinet Secretary for Communities and Local Government in Paisley in January 2020. This ambitious document sets out a 10 year transformation plan for the town centre as a place to live, to socialise and of civic life.	17-May-2021
					Delivery of this strategy and those for Renfrewshire's other centres has been supported by the award of funding from the Scottish Government Town Centre Fund and is the basis of further grant applications being developed during 2021/22.	
CP17.E C.01	Continue to invest in infrastructure to support growth – from road and rail links to bridges, cycle and pedestrian routes	31-Mar-2022		 100%	Restrictions due to the Covid-19 pandemic have had an impact on the ability to deliver infrastructure improvements this year. However, progress continues to be made on improving accessibility for disabled people at bus stops and providing new bus shelters in Renfrewshire and the strengthening of Crosslee Bridge, over the National Cycle Route N7. The opportunity has also been taken to progress designs for an off-road cycle link to the Hawkhead housing development and a bus turning loop in Erskine.	28-Apr-2021
					The progress of the refurbishment of the footbridge across the White Cart was also delayed by Covid-19 restrictions and is now planned for reopening to pedestrian and cycle traffic in mid-May 2021.	
CP17.C E.02	Implement our destination marketing plans	31-Mar-2022		 100%	The purpose of the Paisley.is destination brand is to tell the story of Paisley and Renfrewshire in a new way and position the area as a great place to visit, live and invest – attracting visitors and talent.	13-Nov-2020





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Code	What we will do	Due Date	Status	% complete	Progress update	Latest Note Date
					<p>The four priorities for the year two marketing plan have been successfully delivered; developing brand partnerships; building the brand; raising the profile of Paisley and Renfrewshire; and developing engaging visitor campaigns.</p> <p>Key performance indicators for marketing and communications activity are outlined here:</p> <p>Digital footprint: Paisley.is unique page views – 497,000, more than doubled from Year 1: 245,000. Almost 12,000 social media followers and a social media reach of 3.5m</p> <p>Opportunities to see and hear something positive about Paisley and Renfrewshire (OTSH): 236m generated from 5030 media articles, with combined PR value of £10m</p> <p>14 media familiarisation visits based around event weekends and Renfrewshire-wide itineraries have been delivered – golf, spa breaks, great outdoors, architecture.</p> <p>Brand activity included; the development and launch of the Wallace Begins trail, with Renfrewshire acting as a start point and gateway, and new connections made with The National Wallace Monument and Dumbarton Castle (9,600 visits to Wallace Begins on Paisley.is website generated via 787,971 search and display impressions); updated marketing collateral (Paisley Walking Trail and Great Things to See and Do in Renfrewshire); local, regional and national distribution of Renfrewshire marketing collateral in hotels and visitor accommodations, visitor attractions, leisure and retail attractions and other large public venues.</p> <p>Through VisitScotland partnership, 4 paid-for campaigns targeted at visitors living within a two-hour drivetime of Renfrewshire generated over 5.7 million impressions of Paisley.is brand and over 30,000 unique visits to the Paisley.is website. Exhibited at VisitScotland Expo.</p> <p>5 strategic partnerships established: Scotrail, VisitScotland, EventScotland, Glasgow City Region and Renfrewshire Chamber of Commerce.</p>	

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Code	What we will do	Due Date	Status	% complete	Progress update	Latest Note Date
					<p>7 media partnerships activated: The Herald/Newsquest, The List, The Skinny, Capital FM, What's On Network, Ocean Outdoor and MILL Magazine.</p> <p>Delivered marketing campaigns for 15 town centre events, including national event marketing for Paisley Food & Drink Festival, Paisley Halloween Festival and The Spree.</p>	
CE.SIP.17.01.01	Deliver a range of diverse and exciting events to increase visitors to our town centre and grow local event attendances	31-Mar-2018		 100%	<p>The 2019 annual events programme (15 events) was successfully delivered, including 4 major visitor events – Paisley Food and Drink Festival, British Pipe Bands Championships, The Spree Festival and Paisley Halloween Festival – with the Halloween festival alone drawing an audience of over 40,000 people. The programme delivered 156,024 attendees, £3.4m combined economic impact, supported 108 volunteers and achieved an overall event satisfaction rating of 97%.</p> <p>A new events strategy is being developed to enable the reintroduction of an events programme in 2021 that can accommodate COVID-19 safety measures and restrictions. Work continues at a national level with EventScotland to support the national restart plan</p>	13-Nov-2020
CP17.D HS.03	Work to increase the number of new business and social enterprise start ups in Renfrewshire, using innovative approaches to encourage entrepreneurship and innovation	31-Mar-2022		 100%	<p>The team provide the one-to-one business advice and support needed to get an idea off the ground and help develop the new business. Each business gets access to research and information, workshops, training, and expert help for their business. During 2021 /2022, 273 businesses were started with the support of the team.</p> <p>Start-Up Street is our new initiative offering new and growing businesses low-cost, high-quality workspace and wraparound support for up to 2 years. Our first Enterprise Centre located in George Street, Paisley was launched in October 2020, 30 new business start-ups have benefitted from support.</p> <p>Other new centres are being developed are in Johnstone and Renfrew.</p> <p>The InCube Creative programme aims to work intensively with up to 20 start-up and early stage businesses per annum in order to increase their survival during the crucial early years when they are most vulnerable.</p> <p>To date more than 60 businesses have participated in the programme</p>	19-May-2022

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Code	What we will do	Due Date	Status	% complete	Progress update	Latest Note Date
CP17.D HS.04	Proactively work with property owners to bring some of the area's most valued assets back into use	31-Mar-2022		 100%	Active progress has been made across several buildings. 2/3 County Place, Paisley refurbishment has been completed; as has the refurbishment of the former Johnstone Police Station with grant support from the Council and Scottish Government; the Leadership Board has approved grant support for the Liberal Club and 5 George Place in Paisley; the Council has secured £800k from Scottish Government for PACE theatre's new youth theatre project. Further work is progressing on priorities such as Forbes Place in Paisley and Renfrew's former police station.	19-May-2022
CP17.D HS.05	Support growth activity in relation to emerging manufacturing, digital, culture and food industries locally	31-Mar-2022		 100%	<p>The Marketing and Communications service have completed a new inward investment section on Paisley.is. The team continue to work with Economic Development to create content in relation to growth sectors, property search and a referrals and enquiries process. Marketing includes the Advanced Manufacturing Innovation District Scotland (AMIDS), Glasgow Airport Investment Area (GAIA) , and Clyde Waterfront and Renfrew Riverside (CWRR), including promotional information for potential investors/locators and a route for referrals and enquiries.</p> <p>AMIDS is being showcased by several national and regional partners including UK Dept of Trade & Industry, Scottish Development International, Scottish Cities Alliance and Invest Glasgow. Further activity included the promotion of the procurement exercise to recruit a Joint Venture partner for AMIDS, support of an SDI-led virtual showcase for investors including promotion online and via trade press. This work is ongoing and will be carried into 2022-23 as the sector growth work develops.</p>	19-May-2022

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Local Outcome 02: Building strong, safe and resilient communities

Code	What we will do	Due Date	Status	% complete	Progress update	Latest Note Date
CP17.D HS.09	Deliver the Local Housing Strategy to ensure good quality and affordable housing is available which meets the needs of the local population going forward	31-Mar-2021		 100%	<p>This Action was completed at the end of 2021. Achievements included:</p> <ul style="list-style-type: none"> • 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 in 2020/21 • 2,715 owners who stay in pre-1919 tenement property were sent information on the Council missing share scheme. • Funding from the Scottish Government's Home Energy Efficiency Initiative for Scotland: Area Based Schemes (HEEPS:ABS) was used for external wall insulation projects with around 247 tenants and 204 owners in 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 2-year energy advice project starting in September 2020. • The HomeChoice@Renfrewshire Homexchange Shop helped 1,144 visiting customers and assisted 162 customers to register for a mutual exchange through the online service. • A further 73 applicants self-registered for a mutual exchange, with the Council enabling 17 successful mutual exchanges in 2019/20. 	24-May-2022
CP17.D HS.06	Work to tackle unregistered private landlords to ensure required housing standards are met	31-Mar-2022		 100%	<p>This action was completed in 2020, the following text is updated to then. An enhanced enforcement activity programme remains in place for landlords within the private rented sector. Officers continue to work with private landlords to improve the standard of housing across Renfrewshire. To date, 284 unregistered landlords have been identified during the 19/20 financial year. Of these, 212 have applied to be entered onto the Register of Private Landlords and the remaining landlords are at</p>	13-Nov-2020





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Code	What we will do	Due Date	Status	% complete	Progress update	Latest Note Date
					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.	
CHS.SIP .17.06.06	Implement recommendations flowing from the national reviews of child protection and the care system.	31-Mar-2020		 100%	<p>This action was completed in 2020, the following text is updated to then. We are continuing to improve culture, ethos and practice by quality assuring our practice against the lessons learned from National and Local Initial Case Reviews (ICRs) and Significant Case Reviews (SCRs), identifying existing good practice and highlighting areas for development.</p> <p>In addition, Renfrewshire is part of the North Strathclyde Region who has been successful in becoming one of the first areas nationally to pilot and implement the learning from the new Joint Investigative Interview course. Our successful application, 'A Holistic Trauma Approach to Joint Investigative Interview (JII), brings together the North Strathclyde Partnership (East Renfrewshire, Renfrewshire, East Dunbartonshire, Inverclyde, "K" Division and "G" division) and 3rd sector partners Children 1st, in a development based on the European Promise quality standards.</p> <p>The Independent Care Review was published in February 2020 and any updated policy and guidance emerging from both these reviews will be implemented as it becomes available.</p>	13-Nov-2020
CHS.SIP .17.06.03	Continue to develop residential provision in childcare.	30-Nov-2018		 100%	Our newest Children's house in Linwood was completed at the end of January 2019 and became operational in February 2019.	13-Nov-2020
CP17.E C.02	Develop and deliver strategies for how the Council will respond locally to the risks posed by serious organised crime and terrorism	31-Mar-2022		 100%	<p>The multi-agency Community Protection (Prevent) Steering Group has been established with key partners across Renfrewshire and Inverclyde. Partners include:</p> <ul style="list-style-type: none"> • Renfrewshire Council • Police Scotland • Scottish Fire and Rescue Service • Scottish Ambulance Service • Scottish Prison Service • West College Scotland • University of the West of Scotland • Good Shepherd • Kibble • Spark of Genius <p>The Operational Working Group has also been established in Renfrewshire to lead on the agenda and feed into the wider multi-agency divisional meeting. The Group will look at both Counter Terrorism and Serious and Organised Crime. An action plan has</p>	13-Nov-2020







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Code	What we will do	Due Date	Status	% complete	Progress update	Latest Note Date
					been developed to allow partnership working and a sub group is being established to look at disrupting and deterring serious and organised crime.	
CP17.H SCP.01	Design a new way of working with key partners to improve outcomes for the most vulnerable adults in our area, ensuring they get the right support at the right time	31-Mar-2022		 100%	<p>The IJB's Strategic Planning Group, consisting of members from the HSCP, Third Sector, partners in the NHS and Renfrewshire Council and wider representatives of carers and service users, has worked collaboratively to improve local relationships. A range of collaborative and partnership-based projects have been taking place since early 2021 to address agreed priorities covering (i) loneliness and social isolation; (ii) lower-level mental health and wellbeing; (iii) housing as a health issue; (iv) inequalities; (v) early years and vulnerable families and (vi) healthy and active living. Subsequent funding has provided (and will provide) a unique opportunity for both collaborative cross-sector working and innovative design and development of community-based health initiatives.</p> <p>The HSCP is currently funding 10 projects involving around 14 local organisations Focused on our shared priorities, these projects will support families with young children; people with mental health issues; people from BAME communities; and people with disabilities; as well as the general Renfrewshire population. All funding applications had to also outline how their proposal would support those most adversely impacted by the COVID-19 pandemic. The successful projects were assessed positively by an independent panel on their ability to be scaled up and sustained if successful. Due to the pandemic, some of the projects are slightly behind schedule, however they will be evaluated during 2022 and the SPG will work together to move to the next phase of addressing priorities. In support of this, the HSCP has also implemented cross-sectoral working through the Voluntary Sector Group, which has the objective of improving working between organisations in the third sector and the HSCP. This enables broader discussions on current and future approaches to service delivery.</p> <p>In addition, the HSCP and Renfrewshire Council worked jointly with Engage Renfrewshire to undertake the assessment of proposals for funding to implement Community Mental Health and Wellbeing initiatives. This funding was allocated by the Scottish Government to Third Sector Interfaces and there has been close</p>	23-May-2022





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Code	What we will do	Due Date	Status	% complete	Progress update	Latest Note Date
					partnership working to ensure that funded projects meet local priorities. In total over 50 projects have been funded with a share of £550k funding.	
CP17.D HS.07	Along with our key partners we will monitor and review the impact of the range of services we provide to homeless people and those threatened with homelessness	31-Mar-2022		 100%	<p>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 continues to meet regularly to monitor and review all the measures in place to support those who are homeless.</p> <p>During the pandemic, Operational letting activity has continued to focus on the provision of temporary and settled accommodation for homeless people and other people with the highest levels of housing need, in keeping with the needs based framework set out in the housing allocation policy. This sustained focus on homelessness was necessary, in order to enable people to move on from temporary accommodation to settled housing, create greater capacity within the system and return to a situation where it would not be necessary to use B&B accommodation.</p>	13-Nov-2020
CRSIP1 7.01.0 3.07	Develop and deliver phase 2 of the Renfrewshire Community Safety Partnership hub.	31-Mar-2018		 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 onto 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.	13-Nov-2020

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Code	What we will do	Due Date	Status	% complete	Progress update	Latest Note Date
CP17.C S.01	Continue to modernise our school estate, maximising opportunities for communities to benefit from new facilities	31-Mar-2022		 100%	The Council's extensive £51.850m investment programme is supplemented by a School Improvement Fund (SIF) which has amounted to £4.35m. This fund supports smaller scale projects and a further allocation of £0.65m has been agreed from 2022 / 23 capital resources providing a total additional investment of £5m on school buildings. Paisley Grammar School Community Campus: Space planning consultants have engaged in extensive consultation with stakeholders to develop a strategic brief which has been approved by the PGSCC Governance Board and site visits to benchmark with other projects across the country are being planned and undertaken. Council funding of £10m towards the construction of a new build Thorn Primary School was agreed in February 2022. A formal process of application is required in relation to securing LEIP phase 3 match funding and a project status evaluation document will be developed in due course. Bids are expected to be submitted for phase 3 funding in September / October 2022.	04-May-2022
CE.SIP. 18.02. 01	Work with key partners in local areas to empower people to develop and deliver services, assets and facilities in their local communities	31-Mar-2021		 100%	<p>This action was completed in 2020, the following text is updated to then.</p> <p>Along with investment such as the Community Empowerment Fund, work continues with key community organisations to develop partnerships and their ideas for local communities and assets.</p> <p>Nine applications totalling £173,760 have been awarded from the Community Empowerment Fund to support community organisations to progress their plans using Community Asset Transfer. In total 22 projects have been awarded funding with the total amount awarded to date being £353,235.</p>	13-Nov-2020
CE.SIP. 18.02. 02	Implement a new approach for Local Area Committees	31-Mar-2019		 100%	<p>This action was completed in 2020, the following text is updated to then.</p> <p>Local Partnerships are now fully operational. All Local Partnerships have agreed membership and a set of local priorities. These local priorities are informing the award of local grants and other development work. Meetings to decide 2020/21 grant allocations were postponed in March 2020 due to COVID-19 but took place in September 2020.</p> <p>A very successful Participatory Budgeting pilot took place, with young people aged 12-25 having a direct say on the allocation of £150,000 of grant funding. Young</p>	17-May-2021

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Code	What we will do	Due Date	Status	% complete	Progress update	Latest Note Date
					<p>people have designed and delivered the process, including identifying priorities, agreeing criteria for the fund, supporting applicants and delivering an announcement event.</p> <p>Another round of 'Celebrating Renfrewshire', the youth-led participatory budgeting exercise, was successfully completed in December 2020 in partnership with Youth Services and Renfrewshire Youth Voice. Over 1,700 young people voted on the 80 project ideas which were submitted, and £124,437 was awarded to youth projects across Renfrewshire, with 68 projects receiving funding across the seven Local Partnership areas. Renfrewshire was one of the few local authorities in Scotland to carry out Participatory Budgeting exercises in 2020/21. The Partnerships and Inequalities Team have also been supporting Environment and Infrastructure with the design of the Community Investment Fund, which will be the Renfrewshire Council's first step towards mainstream Participatory Budgeting.</p>	
CE.SIP. 18.02.03	Work with communities to develop local action plans to tackle the issues people care about most	31-Mar-2021		 100%	<p>Each of the seven Local Partnerships has agreed a set of local priorities that they want to take action on. Award of funding to community groups through the Local Partnership is guided by the local priorities, with community groups asked to demonstrate how their project will contribute to delivery of local priorities.</p> <p>Another round of 'Celebrating Renfrewshire', the youth-led participatory budgeting exercise, was successfully completed in December 2020 in partnership with Youth Services and Renfrewshire Youth Voice. Over 1,700 young people voted on the 80 project ideas which were submitted, and £124,437 was awarded to youth projects across Renfrewshire, with 68 projects receiving funding across the seven Local Partnership areas. Renfrewshire was one of the few local authorities in Scotland to carry out Participatory Budgeting exercises in 2020/21. The Partnerships and Inequalities Team have also been supporting Environment and Infrastructure with the design of the Community Investment Fund, which will be the Renfrewshire Council's first step towards mainstream Participatory Budgeting.</p>	17-May-2021
CE.SIP. 18.02.04	Make Renfrewshire a leader in supporting volunteering within communities	31-Mar-2021		 100%	<p>During the pandemic, a national campaign called Scotland Cares was launched to encourage people to volunteer to support the pandemic response. Over 50,000 people signed up to volunteer in Scotland, with over 1,100 registered in Renfrewshire. At a local level officers worked closely with Engage Renfrewshire to</p>	13-Nov-2020

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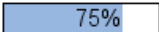




Code	What we will do	Due Date	Status	% complete	Progress update	Latest Note Date
					<p>develop our local volunteering response through the Renfrewshire Volunteer Reserve Bank, to which 248 people signed up. Local volunteers are at the heart of the neighbourhood hub model being developed in partnership with communities.</p> <p>The Neighbourhood Hub model which was put into place as part of the initial pandemic response, continues to develop with colleagues across the Council and our partners. Seven hub areas have been established, supported through three physical locations in in Renfrew, Paisley and Linwood. The hubs operate on a partnership basis with Renfrewshire Leisure, Renfrewshire Health and Social Care Partnership, Engage Renfrewshire, local groups and organisations across communities, and are supported by local volunteers. The hub teams have provided support services to over 300 households since the start of the lockdown period. Support provided has included befriending calls to people who feel isolated or vulnerable, signposting to food services and delivery of books and toys through the Libraries Direct Service. Hubs have also taken responsibility for the prescription delivery service operation. In addition, there is a new focus from October 2020 on those required to self-isolate due to the Test and Protect programme.</p>	

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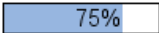


Local Outcome 03: Tackling inequality, ensuring opportunities for all

Code	What we will do	Due Date	Status	% complete	Progress update	Latest Note Date
CP17.C S.02	Take forward a "Celebrating Youth" programme, offering young people in Renfrewshire the chance to get involved and to participate in a range of social, cultural, digital and sport activities.	31-Mar-2022		 100%	<p>Youth Services and Renfrewshire Youth Voice planned the "Celebrating Youth" programme during the Youth Voice Residential which focused on the 2019 theme of "Participation", this included:</p> <ul style="list-style-type: none"> • Support for young people to attend youth voice groups and events through the Scottish Attainment Challenge and Young Scot partnership project; including smart travel and rewards and discounts. • Youth Voice Residential involving young people from youth voice groups, young carers, volunteers to plan year programme and events. • Participation Roadshow running over the summer school holidays to community venues across Renfrewshire: Youth-led "Escape Rooms" events focussing on problem-solving and team working, Young Scot information, Youth Voice and Participation workshop, promotion of the Celebrating Youth Participatory Budgeting programme. • Planning and organising an issue-based Climate Change event for encouraging youth action on environmental issues. • Outdoor Learning Programmes during holidays for young people to get outdoors; identifying focus of future community based environmental projects and after school clubs. • Youth Events Panel continue beyond Year of Young People, to work with RC Events Team to engage young people in cultural events; the Spree, Youth Arts Festival, Halloween Festival, etc. 	13-Nov-2020



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Code	What we will do	Due Date	Status	% complete	Progress update	Latest Note Date
					<ul style="list-style-type: none"> Community youth clubs participating in workshops with artists to participate in the Halloween parade and aerial displays. Planning for Positive About Youth Awards, 9th year celebration of youth achievement; nominations open with venue, media company and event management progressing. <p>Digital Academy to involve young people in creating content for Young Scot portal/council website</p>	
CP17.C S.03	Ensure Renfrewshire is a "Child Friendly" place where children are nurtured and thrive.	31-Mar-2022		 75%	With the appointment of the new Principal Educational Psychologist we are revisiting Renfrewshire Nurturing Relationships Approach to ensure that it is refreshed and embedded in the practice of all education staff within Renfrewshire Council. This has been coupled with a renewed focus on GIRFEC and The Promise.	04-May-2022
CHS.SIP .17.02. 04	Further develop our early years curriculum to support new legislation and in particular the additional hours being allocated for early learning and childcare.	31-Jul-2021		 100%	Renfrewshire Council has fully implemented the expansion of 1140 hours of early learning and childcare to eligible children, with all children aged 3 to 5 years and eligible 2-year-olds now receiving this provision. This is despite a delay, due to the Covid pandemic, in some of the Council's planned infrastructure work required to support the expansion.	04-May-2022
CP17.C S.04	Provide high quality education and support to narrow the poverty related attainment gap	31-Mar-2022		 100%	<p>A mid-year report was submitted to the Scottish Government providing an evaluation of the Scottish Attainment Challenge programme. In summary, patterns of attainment are similar to previous years. Comparison to winter 2020 data suggests that:</p> <ul style="list-style-type: none"> Attainment in P1 has increased across all measures and decreases in overall figures are due to lower P4 figures. Decreases are largest in SIMD 30% most deprived group. Decreases are largest in quartile 2 schools. Listening & talking figures remain consistent across all stages. Attainment in quartile 4 schools has increased across all measures. 	04-May-2022







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Code	What we will do	Due Date	Status	% complete	Progress update	Latest Note Date
					<ul style="list-style-type: none"> • Comparison to June 2021 figures for P1/P2 and P4/P5 cohorts suggests figures are lower than in June. However, variation in type of data collected. • Attendance - there were some improvements in 21-22 but this is not a direct comparison to previous years due to schools closures / periods of home learning. <p>Health and Wellbeing - a range of central data has been collected this year, including the HWB national census data. This data demonstrates that services and interventions are having a positive impact on the social and emotional wellbeing of children and young people.</p>	
CP17.C E.07	Working with local equalities led community groups and employees to implement specific and meaningful equalities outcomes	31-Mar-2022			Following engagement, draft equality outcomes were agreed by Council and published in March 2021. Work to further consult and develop the draft Equality Outcomes will be developed as part of the development of the Fairer Renfrewshire programme.	19-May-2022
CP17.H SCP.02	Develop innovative approaches for tackling social isolation across all groups in society	31-Mar-2022			<p>The HSCP is one of the lead organisations who support residents experiencing social isolation. Its strategic partnerships and operational interfaces with Housing and third sector organisations are enabling us to better to identify and support adults who may have little contact with other people, and offer a range of ways to connect them into their communities; support services and social activities.</p> <p>The HSCP support numerous services who are supporting different approaches to tackle isolation including the Community Connectors Programme, ROAR - Connections for Life and the Carers Centre which help people sustain and renew connections with others. ALISS (A Local Information Service for Scotland) provides access to over 200 community-based resources that can help to improve health and wellbeing. In the context of self-directed support, ALISS provides greater choice for adults and carers, enabling them to access information about resources in their communities, to support them to achieve their identified outcomes. Many people use self-directed support budgets to access services which allow them opportunities to interact with others and take part in purposeful activity that specifically interests them,</p>	24-May-2022





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Code	What we will do	Due Date	Status	% complete	Progress update	Latest Note Date
					<p>The Community Connectors programme, based in local GP Practices, continues to provide vital support to people in local communities to address social issues via Community Link workers, local health champions and a specialist housing advice worker. The partnership approach of this programme has been recognised as having benefits in supporting local people as well as reducing unnecessary appointments with GPs.</p> <p>In response to the COVID-19 pandemic, Active Communities provided a befriending service which was utilised by workers in the Neighbourhood Hubs, enabling them to refer people feeling isolated or lonely as a result of COVID-19. Since then, funding has been secured to work with the STAR Project and ROAR – Connections for Life to increase the number of volunteer befrienders for health and social care staff in locality teams to refer people to with the prime objective being to increase social connectedness.</p> <p>The work of the HSCP complements the activity led by the Council to ensure Renfrewshire is a safe, thriving and inclusive community and help people to overcome the impacts of poverty and poor health.</p>	
CP17.H SCP.03	Take forward targeted action to address the number of drug related deaths in Renfrewshire	31-Mar-2022			<p>The projects within the Alcohol and Drugs Change Programme are continuing to progress, including the Trauma Informed and Responsive Renfrewshire Programme – a partnership programme of work to ensure that recognising and responding to trauma is part of every service we deliver. A coordinator post has been created to lead this programme of work going forward, with recruitment currently underway. A steering group has been established, and engagement with the Improvement Service and other local authorities has taken place. An initial high-level action plan is currently being developed. Work has also progressed on the Stigma/Language Matters project with a marketing and communications activity plan being developed, with objectives including: demonstrating leadership by ensuring the Council does not use language that stigmatises people in public and staff communications; supporting staff across partner organisations to understand the power of language, be confident in their use of language and to challenge stigma by speaking up when people make negative or wrong comments; and, supporting national campaigns to help people in Renfrewshire understand the power of language. A training module has also been developed with HR/OD, which will be used to roll out to staff.</p>	19-May-2022

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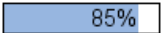
Code	What we will do	Due Date	Status	% complete	Progress update	Latest Note Date
CP17.R LL.02	Maximise use of leisure assets in Renfrewshire, promoting positive health and mental wellbeing	31-Mar-2022			<p>In addition to the main cultural, sport and leisure activities available in our cultural and leisure facilities, OneRen runs a range of classes, activities and projects in our libraries, leisure centres, museums and town halls which advise on, promote, support and encourage positive health and mental wellbeing.</p> <p>Since COVID-19 restrictions have lifted, the OneRen team has worked hard to provide a wide range of programmes and activities for our communities to get involved with in person. Shifting engagement back to in person events. Our venues are now back up and running with full opening hours and increased capacity, with full and varied timetables of activities.</p> <p>Highlights from 1st October to 31st March include: A successful in person Paisley Book Festival with 96 events and 1941 attendees, with excellent feedback from those who attended. This included our biggest schools programme yet for the festival with 30 events in school and public libraries. We recorded 434574 indoor leisure attendances including swims, group exercise, court usage, gym usage, clubs and events. Public libraries saw 63290 physical attendances (49,275 more than the same time the previous year) as well as 71685 physical book issues. An outdoor camp run by our sports services sector took 34 children away for 2 weeks to take part in 6 different outdoor activities. The Performance Programme facilitated by our arts team launched its first season of live performances since the closure of the Paisley Arts Centre for refurbishment, one event attracted 114 children, many of which would have been experiencing live performance for the first time.</p>	13-Nov-2020 One Ren
CP17.C S.05	Review support for young carers, identifying opportunities to improve life chances	31-Mar-2022			Support for young carers' is being embedded within our wider GIRFEC approach, rather than as a stand-alone service. The development of new, multi-agency community-based family support service, will co-ordinate the identification and provision of holistic supports to young carers.	19-May-2022
CE.SIP. 18.03. 02	Deliver approaches to help mitigate the impacts on low income households of the next phase of Welfare Reforms	31-Dec-2018			A programme of work was completed with the rollout of Universal Credit in September 2018. Well-developed management arrangements were put in place to monitor Universal Credit rollout and the change in Housing Benefit and Council Tax Reduction caseloads, as well as monitor rent and council tax income and arrears levels. This supported effective workforce planning and revenue collection activities.	13-Nov-2020

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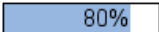


Code	What we will do	Due Date	Status	% complete	Progress update	Latest Note Date
CE.SIP. 18.03. 03	Deliver a range of interventions to support financial inclusion across Renfrewshire	31-Mar-2019		 100%	<p>This action was complete in 2020 and the note reflects to that point. The programme is being reviewed under the Fairer Renfrewshire banner.</p> <p>The Tackling Poverty Programme continues to deliver a range of projects to support families living in poverty. In this period, targeted income maximisation support has put £1.7million in the pockets of low-income families, as well as continuing to provide services such as holiday provision with a healthy meal, breakfast clubs and services which support the mental health and wellbeing of young people.</p> <p>The Local Child Poverty Action Plan, developed in partnership with the HSCP and NHS GGC, was published in June 2019, the learning from which will influence the direction of the Tackling Poverty year 3 programme. The second annual report was published in September 2020.</p> <p>Working in partnership with Renfrewshire Leisure, free sanitary products are now available in town halls, community centres and libraries. This was launched as part of a wider 'Period Poverty' campaign during Challenge Poverty Week in October 2019.</p>	13-Nov-2020
CHS.SIP .18.03. 07	Introduce a youth and equalities forum as a key element of local engagement.	31-Mar-2022		 100%	<p>Youth Services continue 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 course in 2019, which included roadshows and youth participation events across the authority.</p> <p>Partnership working with Children's Services has seen RYV involved in the forthcoming PSHE review in schools, youth perspective on developing Council Values, links to Local Partnership Forums, and the Participatory Budgeting process for the Youth Challenge Fund.</p> <p>In collaboration with Youth Services, a large-scale consultation with young people to develop a 'Framework for Personal and Social Education in Renfrewshire' took place in 2019/20.</p>	13-Nov-2020

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Local Outcome 04: Creating a sustainable Renfrewshire for all to enjoy

Code	What we will do	Due Date	Status	% complete	Progress update	Latest Note Date
CRSIP1 7.01.0 4.17	Finalise the delivery of the project to replace all street lighting in Renfrewshire with LEDs.	30-Sep-2017		 100%	Renfrewshire's Street Lighting Investment Strategy has now been completed, with 30,756 street lights being converted to LED Lanterns at the end of 2018/19.	13-Nov-2020
ECSIP1 8.04.0 4	Work to meet the challenging targets set out in our carbon management plan – through our council fleet, street lighting, public realm and floodlight strategy	31-Mar-2021		 100%	To support the growing number of EVs in the Council Fleet, EV Chargers have been installed in Operational Depots at Underwood Road and Robertson Park as well as HCSP facilities at Mile End Centre, Montrose Care Home, and Johnstone Town Hall to increase the provision of Electric Vehicle Charging Infrastructure and deployment of Low Emission Vehicles at these locations.	28-Apr-2021
ECSIP1 8.04.0 5	Ensure a residual waste treatment and disposal facility is fully operational by end of 2019 as part of the Clyde Valley Waste Management solution	31-Dec-2019		 100%	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 £700m over the 25-year period. This will enable the Council to meet its landfill diversion targets. The contract commenced in January 2020 and the project is now being delivered.	13-Nov-2020
ECSIP1 8.04.0 6	Deliver the requirements of the Scottish Household recycling charter and related service changes	31-Mar-2021		 85%	<p>Renfrewshire Council has implemented the charter by improving on the waste collection tonnages (accounting for the COVID-19 recovery). Various initiatives have been delivered in support of the Recycling Charter including consultation with householders and a school project (which had been delayed by COVID-19). Assessment of school recycling performance has been completed.</p> <p>The Circular Economy Bill has been delayed by the Scottish Government. Consultation and a routemap for waste are expected to be published in May 2022.</p> <p>The service has been working alongside Climate Change Champions throughout schools in Renfrewshire. Champions have had visits to Enva to raise awareness and enhance education on recycling.</p>	28-Apr-2021

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Code	What we will do	Due Date	Status	% complete	Progress update	Latest Note Date
					<p>The revised charter and route map will provide a foundation from which further changes can be made.</p> <p>The Deposit Return Scheme will be launched on 16 August 2023. Implications for Local Authorities are still being determined.</p> <p>Extended Producer Responsibility Scheme has not yet been laid before UK parliament.</p> <p>Relevant tonnage information and composition of waste streams will be considered to determine how these schemes are implemented across Renfrewshire.</p> <p>Baseline information has been gathered in 21 /22 for all waste streams; residual, food/green waste, paper and card and mixed plastic and cans.</p>	
ECSIP1 8.04.0 7	Review and update Renfrewshire's Sustainable Food Strategy and achieve Sustainable Food City Status	31-Mar-2021		 80%	Restrictions due to the Covid-19 pandemic have had an impact on the ability to achieve Sustainable Food City Status.	28-Apr-2021
ECSIP1 8.04.0 8	Deliver the Team Up, To Clean Up campaign throughout Renfrewshire, involving local communities	31-Mar-2021		 100%	<p>During 2020/21 the service targeted fly-tipping and addressed a number of areas where extensive flytipping over the years had blighted the community. Work was also undertaken to secure other open spaces where fly-tipping is prevalent.</p> <p>The COVID-19 pandemic acted as a catalyst for Team Up to Clean Up litter picking activity. Volunteers, many furloughed or with less hours needed on site for work, ventured out alone, or with their families, to clean up their neighbourhoods. This resulted in almost 700 litter picking kits being handed out to volunteers across Renfrewshire in 2020/21. An unprecedented volume of community activity has taken place over the last 12 months; 2,958 volunteers have gone out litterpicking on 1,842 occasions, removing 8,781 bags of litter from Renfrewshire streets and green spaces. StreetScene Services supported the Campaign by promptly uplifting bags</p>	28-Apr-2021

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Code	What we will do	Due Date	Status	% complete	Progress update	Latest Note Date
					and disposing of flytipping. The group's Facebook community group has grown from 750 members in 2019, to 2.4k group members.	
ECSIP1 8.04.0 9	Ensure that the Council's integrated enforcement policy is adhered to, ensuring businesses and communities are treated fairly and consistently	31-Mar-2021		 100%	<p>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.</p> <p>During the pandemic, Environmental Health and Trading Standards Officers worked to ensure that business premises have as much help and guidance as possible to support them to comply with legislation and guidance. This has been both proactive (e-mail, phone, and visit) and reactive (phone call or visit). In line with the Council's Integrated Enforcement Policy, businesses have been supported by officers adopting an "engage, explain, encourage and then enforce" model which affords people the best opportunity to comply before any enforcement action is taken.</p>	17-May-2021
ECSIP1 8.04.1 0	Deliver a refreshed Air Quality Action Plan to improve air quality for Renfrewshire	30-Sep-2018		 100%	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.	13-Nov-2020

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Local Outcome 05: Working together to improve outcomes

Code	What we will do	Due Date	Status	% complete	Progress update	Latest Note Date
CP17.F R.01	Continue to manage the Council's resources, ensuring financial sustainability of the organisation	31-Mar-2022		<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>	The Scottish Government has confirmed its intention to publish a resource spending review in May 2022 which should provide additional context for the council's financial plans; however the financial outlook is expected to remain challenging and service transformation along with other financial sustainability workstreams will be required to underpin the council's medium term financial outlook.	19-May-2022
CP17.F R.02	Take forward opportunities for transformation, innovation and efficiency through our Better Council Change Programme	31-Mar-2022		<div style="width: 50%;"><div style="width: 50%; background-color: #4f81bd; color: white; text-align: center;">50%</div></div>	Progress continues to be made on Right for Renfrewshire activities but at a slower pace than planned due to the impact of the pandemic on capacity. The programme is currently being reassessed to ensure it remains appropriate and continues to underpin the Council's financial sustainability. Service redesigns within Finance and ICT are ongoing and will be fully implemented in 22/23.	19-May-2022
CP17.C E.08	Review existing strategic partnership agreements and work with community planning partners to identify opportunities to share and connect resources	31-Mar-2022		<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>	Community Asset Transfer Annual Report submitted to Infrastructure, Land & Environment Policy Board (25 August 2021)	19-May-2022
CP17.C E.09	Develop our data and analytics function, working with partners to build a better picture of how to improve outcomes for local people, businesses and communities using an early intervention approach	31-Mar-2022		<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>	<p>The Data Analytics & Research Team has worked with a number of services using geographic information, population projections and economic data to improve the efficiency and accessibility of services. User workshops and resources were made available expanding capacity in Excel, data visualisation and survey design and use.</p> <p>Dashboards were developed to expand the use of Business Intelligence at an operational level.</p>	13-Nov-2020

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Code	What we will do	Due Date	Status	% complete	Progress update	Latest Note Date
CP17.F R.03	Continue to modernise our services, taking advantage of new technologies to deliver better, more accessible and more efficient services that meet customer needs – such as My Account	31-Mar-2022		 100%	Digital and Robotic Process Automation (RPA) services are being deployed as detailed in the Digital Council action plan. All work scheduled to be undertaken in 2021/22 is complete.	19-May-2022.
CP17.C S.06	Engage with proposed changes to education governance and local democracy, maximising opportunities for the organisation and communities	31-Mar-2022		 100%	Children's Services have been involved in local, collaborative and national discussions throughout the session ensuring we are contributing fully to the national agenda. We are working collaboratively with the West Partnership to support continuous improvement in educational outcomes for all children and young people. Renfrewshire is leading on aspects of the West Partnership plan and has representatives across all other areas.	13-Nov-2020
CP17.C E.10	Implement an action plan for the organisation, addressing any recommendations from the recent Best Value Audit	31-Dec-2018		 100%	The Improvement Plan is reported to the Leadership Board annually. In the recently published Annual Audit Report, Audit Scotland confirmed that the Council continues to make good progress in terms of implementing the recommendations made through the Best Value Assurance Report.	13-Nov-2020
CP17.F R.04	Roll-out the Performance Development and Review programme across the Council	31-Mar-2018		 100%	Since PPT was approved by Members, HR&OD have been working with services to roll out the policy, designing bespoke training and supporting materials, ensuring managers have the right skills to carry out PPT effectively. Implementation of the policy is taking into consideration other on-going Council priorities and configuration of appropriate systems to record and report output data.	13-Nov-2020
CP17.F R.05	Implement new leadership and management development programmes	31-Mar-2022		 100%	Over 600 managers and leaders throughout the Council participated across the 'Leaders of the Future' and 'ASPIRE' programmes. These leadership programmes are now being replaced with our new Lead to Succeed programme, which offers 3 different options linked to Chartered Management Institute (CMI) accredited qualifications at Levels 2, 3 and 5. These programmes will support leaders of all levels across the Council by combining a range of leadership	13-Nov-2020

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Code	What we will do	Due Date	Status	% complete	Progress update	Latest Note Date
					topics recommended by CMI with additional content that centres around supporting the Council's recovery to COVID-19 and ongoing transformational change. These programmes will be delivered in a blended format to offer maximum flexibility and, while all participants will complete the same learning experience, those who choose to go a step further and complete the related CMI assessments will be fully supported to achieve the accredited leadership qualification.	
CP17.C E.11	Fully embed our staff "intrapreneurship" programme and recognising staff for success	31-Mar-2020		 100%	Phase 1 and 2 of the programme have been fully implemented.	13-Nov-2020
CP17.F R.06	Implement our workforce plan for Renfrewshire Council	31-Mar-2022		 100%	The current Council Workforce Plan (2017-2020) is complete and will be replaced by a new People Strategy in 2021. Significant progress has been made to deliver the Workforce Plans across the Council, with positive activity around communication and engagement, supporting career pathways including professional traineeships and qualifications, mentoring and coaching in support of succession planning and health and wellbeing initiatives aligned to national campaigns delivered in partnership with Occupational Health, Employee Assistance providers and third sector partners.	13-Nov-2020

Council Plan Scorecard






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










Local Outcome 01: Reshaping our place, our economy and our future

PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2020/21		2021/22		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
DHS.EMP.01 Number of new unemployed people being supported through Renfrewshire Council Employability Programme (INVEST)				924	1,100	859	1,100	237	275	194	275	209	275	219	275	A total of 1791 people were supported through the service. The figures are broken down into 3 distinct groups:







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PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2020/21		2021/22		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
																<ul style="list-style-type: none"> 859 new people registered with the service for a full training / guidance and support employability service; 432 people were registered during 20-21 and continued to get a service during 21-22 Around 500 additional people worked with the service specifically to access Kickstart Opportunities being delivered by the Invest in Renfrewshire team.
DHS.EMP.09 Renfrewshire Claimant Count (NOMIS)				7,285	Data only	4,180	Data only	5,985	Data only	5,075	Data only	4,420	Data only	4,180	Data only	<p>The claimant count has been reducing steadily and the quarterly figures are taken every 3 months from June 2021.</p> <p>A recent report from ONS and SG showed that Renfrewshire had the second highest youth employment rate in Scotland in 2021 at 67.4% (54.9% is Scotland average) and (by a considerable margin) the highest youth employment growth over the last 10 years</p>

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PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2020/21		2021/22		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
																<p>across Scotland at 21.1% (against a Scotland increase of -0.3%). This shows the level of commitment and work on the youth employment agenda over the years, but particularly the last year.</p> <p>This data is taken from NOMIS.</p>
DHS.WORKPOP Percentage of Renfrewshire population working age (16-64)				64.2%	Data only	Data only	Data only	Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		NOMIS, 115,100 adults aged 16-64 resident in Renfrewshire in 2020 (latest figures) - an increase of 200 from the year before.
DHS.EMP.08 Number of new business start ups in Renfrewshire with Business Gateway support				86	310	272	320	80	80	78	80	60	80	54	80	The Start Up figures have improved on last year however the Business Team were still working on the COVID-19 grants (sometimes intensively) during 2021-22 and so the figures are lower than the target.
DHS.SLAEDOC9 Town Vacancy Rate				N/A	Data only	N/A	Data only	Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		Due to COVID-19 and the lockdown, the annual town centre audit was unable to be undertaken. A number of businesses are currently closed or are operating at

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PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2020/21		2021/22		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
																reduced hours, so any survey of the town centre would not provide an accurate measure of vacancy rates. A full survey of all town centres will be completed once the lockdown restrictions are eased to measure the impact of the lockdown on vacancy.
DHS.CP.RR01 Number of properties on Buildings at Risk Register				30	42	27	42	30	42	27	42	27	42	27	42	The Buildings at Risk Register, prepared and managed by Historic Environment Scotland, includes 27 Renfrewshire properties, a reduction of three since the start of 2021.
CEX/EVENTS/01 Number of people participating in the events programme, digitally or in person				New indicator		789	300	200	75	81	75	508	75	0	75	This is a new indicator with an annual target of 300, and the baseline position for 2020 was 150. 789 participation opportunities were delivered against an annual target of 300. Q1 events, Paisley Food and Drink Festival and Renfrew Gala day generated 200 participation opportunities. Food Festival workshops –




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PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2020/21		2021/22		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
																<p>pakora making and gin tasting plus cookery demonstrations and workshops on food sustainability. Families were able to learn how to make low-cost nutritional family meals and received food donations through EBI Unites and Bridgewater Housing Association. Renfrew Gala day programming featured a series of Renfrew on Film screenings and a walking challenge for residents to explore areas of the town.</p> <p>Q2 events Sma Shot' Day, Radical War – Paisley Radicals and Doors Open Days had 81 participants across live music, poetry, dance, theatre and ariel activities. Sma' Shot was delivered as a digital programme with a focus on the history of the Charleston Drum and the burning of the Cork. The event also featured a small and unadvertised return to live performance in Paisley town</p>




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PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2020/21		2021/22		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
																<p>centre with musicians and spoken word artists performing in popup spaces.</p> <p>The Radical War project, Paisley Radicals, saw the culmination of the Future Paisley funded project which delivered over 115 hours of community engagement with the final output of the project an immersive walking tour app now available for visitors to enjoy and learn about Paisley's role in the war. Doors Open day was delivered as a hybrid event with some venues re-opening for the first time, others were showcased online in the form of interactive family tours.</p> <p>Q3 participation opportunities came from The Spree, Wee Spree, Spree for All, Halloween and the Christmas programme across Renfrewshire – Festive Fun. Opportunities were available across music,</p>

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PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2020/21		2021/22		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
																<p>dance, costume and creative workshops, animation, and street theatre.</p> <p>Please note there are no council events in Q4.</p>
CEX/EVENTS/04 Number of people viewing or attending the events programme				New indicator	63,630	65,000	18,300	16,250	17,553	16,250	27,777	16,250	0	16,250	<p>This is a new indicator with an annual target of 65,000, reflecting the restrictions on large scale outdoor events in Q1 and 2. The cancellation of the British Pipebands Championships due to COVID-19 restrictions further impacted attendance/viewing numbers. Total audience for 2021/22 was 63,630 against target of 65,000.</p> <p>Breakdown: Two digital events took place in Q1 due to covid restrictions: 17,000+ people tuned in to watch the Food and Drink festival programme (live cookery demos, cooking and bake along family sessions, interactive cocktail making,</p>	

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PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2020/21		2021/22		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
																<p>crafts and live music) 1,000+ participated in digital Renfrew Gala day.</p> <p>Q2 – Sma’ Shot day (2,136) , Paisley Radicals and Doors Open Days (15,000) online content.</p> <p>Q3 – in-person events with restricted numbers to meet covid capacity restrictions: The Spree programme lost one third capacity Main stage mass gathering events – Halloween and Festive events were re-designed. Halloween festival moved to a 5-day walking trail event. A 4-week Festive programme was designed with activity taking place across weekends in Nov/Dec.</p>
<p>CEX.OTSH.PI</p> <p>Opportunities to see or hear something (OTSH) positive about Paisley and Renfrewshire as part of Paisley is destination brand</p>				160,185,805	240,000,000	314,041,621	240,000,000	31,200,000	60,000,000	107,463,573	60,000,000	109,410,795	60,000,000	65,967,253	60,000,000	<p>Q4 PR performance featured the announcement of Renfrewshire Council’s events programme for 2022 as well as the launch and initial promotion of this year’s Paisley Food and Drink Festival, which</p>




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PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2020/21		2021/22		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
																generated local and national coverage in March. The Future Paisley Exhibition and Paisley Book Festival also saw strong levels of local coverage during this period.




Local Outcome 02: Building strong, safe and resilient communities

PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2020/21		2021/22		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
CHS/LGBF/01 Percentage of Looked After Children cared for in the community				93%	89.9%	88%	89.9%	93%	89.9%	93%	89.9%	93%	89.9%	92%	89.9%	Performance remains stable with almost all looked after children being cared for in a community setting. Residential settings are more suitable for a small number of children and young people based on their particular needs but the service will always seek to place a child in a family setting where appropriate.
HSCP/AS/HC/02 Percentage of long term care clients				29%	30%	30.62%	30%	28%	30%	29%	30%	29%	30%	30.62%	30%	This indicator has increased to 30.62% and therefore exceeds the national target













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PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2020/21		2021/22		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
receiving intensive home care (National Target – 30%)																of 30%. Care at Home is demand and need led service which continues to ensure that the most vulnerable clients receive a high level of support to allow them to continue to live in their own homes.
HSCP/CI/HCES/02 Percentage of adults supported at home who agree that they are supported to live as independently as possible				N/A	Data only	62%	Data only	Not measured for Quarters								<p>The Health and Care Experience Survey is carried out on a bi-annual basis and asks about peoples' experiences of accessing and using their GP Practice and other local healthcare services; receiving care, support and help with everyday living; and caring responsibilities. In addition, a section in relation to COVID-19 was added to the 2021/22 survey.</p> <p>Overall, Renfrewshire received 4,375 responses (23% response rate) to the survey. However, for this particular indicator there were 349 responses 62% had a positive response (reduction of 5% from</p>







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PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2020/21		2021/22		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
																<p>previous survey), 27% neutral and 11% were negative.</p> <p>The national picture was relatively similar with 65% of response being positive, 24% neutral and 12% negative.</p>
CHP/CF/DD/01 Number of acute bed days lost to delayed discharges (inc AWI)				6,250	Data only	5,878	Data only	1,334	Data only	1,471	Data only	1,289	Data only	1,784	Data only	<p>Acute services are demand led and subject to multiple variables including peak demands this coupled with the underlying strong trend of a rising ageing population which is driving demand upwards. The service targets are to minimise the number of people over 65 with non-complex care codes delayed more than 72hours.</p> <p>When benchmarked against other HSCP's our performance in relation to delayed discharges remains amongst the best in Scotland. The service will continue to pro-actively manage performance with close monitoring of patient movement.</p>




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PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2020/21		2021/22		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
SOA08.09o Percentage of adults who agree that Renfrewshire is a safe place to live.				75%	85%	*	86%	Not measured for Quarters								*This comes from the Renfrewshire Public Services Panel which was carried out in December 2020.
SOA09.1218a % of adults who agree with the statement "I am satisfied with my neighbourhood as a place to live".				82%	88%	*	91%	Not measured for Quarters								* This comes from the Renfrewshire Public Services Panel which was carried out in December 2020.
CR.PP.07 Number of incidents of anti-social behaviour reported to Renfrewshire Council Community Safety Service				1,662	1,800	1,299	1,800	315	420	401	420	317	420	266	420	The Q4 total for 2021/22 has followed the seasonal trend of reducing numbers during the colder winter months. As part of this ongoing annual trend, we can expect to see these numbers increase during Quarters 1&2 of 2022/23 due to the warmer Summer weather and school holidays.
CR.PP.32 Number of complaints regarding youth disorder				307	650	248	650	86	150	39	150	38	150	85	150	The overall total of 248 for 2021/22 represents a 19% reduction in comparison to the overall total for 2020/21. This is mainly attributable to the ongoing Covid restrictions in place during this period, which also impacted notably on the Youth Team, particularly in







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PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2020/21		2021/22		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
																relation to additional interventions and new referrals/case load.
CHS/CJ/CPO/02 % of NEW unpaid work orders/requirement complete by the required date				91%	72%	90%	75%	91%	75%	95%	75%	86%	75%	89%	75%	Court services are recovering and work is underway to address their significant backlog. The number of new orders imposed has increased throughout the year and the service has continued to prioritise workloads and deliver unpaid work activity in accordance with safe working guidelines.
CR.PP.06c Number of recorded attendances at Street Stuff activities				5,146	25,000	12,023	25,000	1,414	6,250	6,273	6,250	1,782	6,250	2,554	6,250	Due to the global Covid-19 pandemic, the Street Stuff programme was massively impacted due to the legislative restrictions on the gathering of people. Where possible and allowed, sessions were run outdoors in a safe environment. As legal restrictions have been lifted, a new programme of sessions is being deployed with continuing close links with Community Learning and Development team to




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PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2020/21		2021/22		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
																maximise attendance and opportunities.
HPCMT05 Average time from household presenting themselves as homeless to completion of duty (number of weeks)				25	23	22.25	26	25.73	26	23.19	26	20.18	26	19.89	26	<p>It was anticipated that performance with this indicator may slip back in 2021/22, given the challenges during COVID recovery.</p> <p>A commitment to our key RRTP objective of a stepped increase in the number and proportion of social rented lets to homeless applicants, as well as adjusting the arrangements for matching and resettling homeless applicants to their new tenancies, resulted in this figure actually improving to its best level for many years. It continues to be significantly better than the national average.</p> <p>It may be a challenge to continue to meet this level of performance given the demand for social rented properties from programmes such as Homes For Ukraine.</p>

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PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2020/21		2021/22		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
HPSIP01 Affordable housing completions				250	200	170	243	Not measured for Quarters								The affordable newbuild housing programme involves both Council and Housing Association developments across a range of sites in Renfrewshire. Due to the impact of the COVID-19 pandemic some developments were delayed. The Council along with the Housing Associations active in Renfrewshire and the Scottish Government continue to work in partnership to deliver affordable housing across Renfrewshire and to ensure that delivery exceeds the target next year. Over 450 new affordable homes are now expected to be completed in 2022/23.
SOA10.10a Private housing completions				751	500	*	500	Not measured for Quarters								Private housing completions are monitored in an annual Housing Land Audit. Despite the pandemic, 1383 new private homes were completed in the 2 year period from 2019 to 2021 which exceeds targets. A range of new homes







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PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2020/21		2021/22		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
																continue to be delivered across Renfrewshire including at Dargavel Village, the former BASF site in Paisley and the former Johnstone Hospital. *The 2022 audit will be complete in the summer which will record completions for the period 2021/22.
HPCHARTER08 Percentage of council dwellings that are energy efficient				*	100.0%	*	100.0%	Not measured for Quarters								This indicator previously recorded the percentage of council dwellings that are energy efficient. It has been superseded by EESSH indicators which are returned to the Scottish Housing Regulator.










Local Outcome 03: Tackling inequality, ensuring opportunities for all

PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2020/21		2021/22		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	







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PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2020/21		2021/22		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
CHS/EY/03 % of entitled 2 year olds accessing 1140 hours of early learning and childcare				99%	Data only	100%	Data only	99%	Data only	100%	Data only	100%	Data only	100%	Data only	All eligible 2-year-old children are in receipt of this provision, in accordance with legislation.
CR.FM(S).01 % uptake of free school meals in primary and secondary schools				48.4%	75%	40.8%	75%	52.5%	75%	*	75%	*	75%	*	75%	<p>Although below target performance in the first quarter of 2021/22 at 52.5% was above the 2020/21 figure of 48.4%.</p> <p>Lockdown periods and transmission of COVID-19 in the pupil population impacted on the uptake of school meals. A new approach for gathering school meal uptake data is being developed in conjunction with Parent Pay .</p> <p>* Free meal uptake, for each sector, is calculated by taking the total number of free meals served and then dividing that by the maximum free meals served.</p> <p>Work is being undertaken to improve data quality for these indicators.</p>

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PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2020/21		2021/22		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
CHS/ATT/10 Average complementary tariff score of pupils living in SIMD 30% most deprived areas				583	Data only	*	Data only	Not measured for Quarters								Latest data on school leavers attainment shows 2020/21 complementary tariff score is ahead of 2019/20 and represents a continuation of an overall upward trajectory across the previous 6 years. Please note, assessment methods continue to be impacted by the pandemic, and comparison with previous years should be treated with caution. *This data is not yet available
CHS/ATT/11 Average complementary tariff score of all school leavers in Renfrewshire				763	Data only	*	Data only	Not measured for Quarters								The average complementary tariff score increased significantly in 2020/21. The average tariff of 763 is significantly higher than the previous 5 year average. Please note, assessment methods continue to be impacted by the pandemic, comparison with previous years should be treated with caution. *This data is not yet available
CHS/ATT/04 No. of opportunities for				N/A	1,130	808	1,130	*	*	*	*	*	*	*	*	2019/20: 261 DoFE participants + 1047 engaged







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PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2020/21		2021/22		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
young people to achieve through accredited awards																<p>in community-based learning programmes offering wider achievement</p> <p>*Due to the impact of the COVID-19 pandemic, this figure is not available for 2020/21.</p> <p>358 DofE Participants + 450 engaged in community-based learning programmes offering wider achievement</p>
CHS/YC/01 Number of young carers engaged with services				46	Data only	*	Data only	28	Data only	12	Data only			*		<p>*This service is now provided by Renfrewshire Carers' Centre on a commissioned basis and the council's contract monitoring processes apply. As such, this dataset is no longer produced by the council.</p>
HSCP/CI/HCES/08 Percentage of carers who feel supported to continue in their caring role.				Bi-annual	Data only	26%	Data only	Not measured for Quarters								<p>The Health & Care Experience Survey is carried out on a bi-annual basis and asks about peoples' experiences of accessing and using their GP Practice and other local health care services; receiving care, support and help with everyday living; and caring</p>




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PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2020/21		2021/22		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
																<p>responsibilities. In addition, a section in relation to COVID-19 was added to the 2021/22 survey.</p> <p>Overall, Renfrewshire received 4,375 responses (23% response rate) to the survey. However, this particular indicator there were 703 response. 26% of respondents felt positive about being supported in their caring role, 46% neutral and 28% negative.</p> <p>This is slightly below the positivity rate for Scotland which is 30%.</p> <p>During the COVID-19 pandemic the HSCP has worked closely with the Carers Centre including:</p> <ul style="list-style-type: none"> • Developing a triage system for carers who are providing personal care to access PPE • Completing Adult Carer Support Plans remotely







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PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2020/21		2021/22		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
																<ul style="list-style-type: none"> Regular check-in calls to find out if support needs have changed Moving training and one-to-one and group support online (Alzheimer and Dementia, Parent Carer, Male Carer, Mental Health Carer) Providing COVID-19 specific training course including: Autism Quarantine Anxiety, Energy Booster During COVID-10, and Helping Carers Cope During Lockdown Providing opportunities for online peer support and social interaction
HSCP/Hi/ADS/06 Reduce the estimated prevalence of problem drug use amongst 15-64 year olds (percentage of total population age 15-64)				*	Data only	*	Data only	Not measured for Quarters								A study to produce prevalence estimates of problem drug use is conducted every three years. The most recent study was published in March 2019 showing the 2015/16 data estimates.
CP.RLL.PL.01 Number of attendances at pools				33,096	Data only	209,128	Data only	22,301	Data only	56,404	Data only	58,123	Data only	72,300	Data only	Increased attendances are due to a number of factors.







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PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2020/21		2021/22		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
																Increased operating hours, expansion of learn to swim programme, increase in number of group exercise classes and the return of indoor clubs.
CP.RLL.SL.01 Number of attendances at indoor sport and leisure facilities excluding pools				71,413	Data only	876,749	Data only	26,151	Data only	67,749	Data only	69,676	Data only	713,173	Data only	Increased attendances are due to a number of factors. Increased operating hours, expansion of learn to swim programme, increase in number of group exercise classes and the return of indoor clubs







Local Outcome 04: Creating a sustainable Renfrewshire for all to enjoy

PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2020/21		2021/22		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Explanation of Performance
				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				10.2	18	*	18	Not measured for Quarters								*Data is calculated annually will not be available until later in 2022 following validation by the Scottish Government.
CR.PP.01b Air quality – average nitrogen dioxide value of				40	41	*	40	Not measured for Quarters								*Data is calculated annually will not be available until later in 2022 following




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PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2020/21		2021/22		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
monitoring sites, within AQMA(s) exceeding limits																validation by the Scottish Government.
CR.SSL.01a Street Cleanliness Score – % of areas assessed as clean				93.6%	92%	*	94.5%	* Data for 2021/22 will not be published until February 2023								The percentage of Renfrewshire's street assessed as clean was 93.6% for 2020/21. 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.
CR.W.06a % of Household Waste Recycled (Calendar year data)				49.1%	54%	50%	50%	46.6%	50%	54.06%	50%	54.5%	50%	47.1%	50%	2021 stat still to be verified by SEPA. Recycling levels are likely to have been impacted by COVID-19. There have been greater yields in some waste streams and the overall rate



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PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2020/21		2021/22		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
																will also be affected by the temporary closure of the HWRCs. Recycling levels are likely to have been impacted by COVID-19. There have been greater yields in some waste streams and the overall rate will also be affected by the temporary closure of the HWRCs.
SOA13CR.08 % of the vehicle fleet which uses alternative fuels, such as electricity				23.7%	23%	25%	25%	25.9%	25%	25.9%	25%	26.4%	25%	25%	25%	Renfrewshire Council have purchased 14 Electric Vehicles to add to our zero emissions fleet of cars, light vans, minibuses and large goods vehicles resulting in almost a quarter of the fleet now using alternative fuel sources.
SOA13CR.09 Amount of CO ² emitted by the public vehicle fleet				2,992	3,250	3,223	3,000	Not measured for Quarters								The amount of CO ₂ emitted by the public vehicle fleet has increased from 2,992 in 2020/21 to 3,223 in 2021/22. This is above target of 3,000 but reflects the increased vehicle use because of the requirement to maintain social distancing throughout the COVID-19 pandemic.










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PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2020/21		2021/22		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
SOA13CR.12 Reduce the amount of CO ² emitted from public space lighting.				1,368	1,700	1,246	1,700	Not measured for Quarters								There has been a slight reduction in CO ₂ emissions from public space lighting due to a small number of the remaining 'conventional' lanterns transferring to LED. This figure shows an improvement in 2021/22 compared to the previous year. There was a 10% reduction in CO ₂ between 2020/21 and 2021/22. Any future improvements will level out as the LED programme is substantially complete.
















Local Outcome 05: Working together to improve outcomes

PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2020/21		2021/22		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
CMTABS01d Councilwide – Average number of work days lost through sickness absence per employee				10.7	9.9	11.87	9.9	2.91	2.6	2.93	2.1	3.64	2.8	3.24	2.6	During 2021/22 the council has recorded a provisional overall absence rate of 11.87 days lost per FTE employee which is 1.97 days above the council target of 9.9, if

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PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2020/21		2021/22		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
																covid-19 absences are removed, this figure is 11.40. Absence data is being reviewed and a confirmed annual figure will be available in early June 2022.
CW.SPSO.02d Number of complaints closed at Frontline Resolution as a percentage of all complaints				84.95%	85%	86.8%	85%	87.9%	85%	86%	85%	87.5%	85%	86.2%	85%	7,930 Frontline resolution complaint cases were closed against a total of 9,139 complaints received. Target was achieved for this period – 86.8%
CWFOI01 % Of FOI requests completed within timescale				95%	90%	95.4%	90%	95.3%	90%	93.4%	90%	96.3%	90%	97%	90%	A total of 1,226 FOI requests were received during 2021/22. Of those, 1,170 were completed within timescale (95.4%)
FCSCSU03 % of calls answered by the Customer Service Unit within target (40 seconds)				67%	70%	58%	70%	59%	70%	56%	70%	61%	70%	57%	70%	Several periods of increased calls through the year due to changes in restrictions and services offered as well as reduced resource levels due to leavers within the team caused a reduction in the service level through the year. Recruitment activity is ongoing to increase resource levels.

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PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2020/21		2021/22		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
FCSKPI001 Percentage of Council Tax due in the year, collected by the end of the year (cumulative position to date)				95.03%	96%	95.48%	96%	32.84%	32.76%	59.8%	60.27%	87.26%	87.98%	95.48%	96%	Following the substantial impact of the COVID pandemic in 2020/21 the Council has made significant progress in recovering the collection position.
HPCHARTER31 Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.				6.42%	8.00%	8.04%	8.00%	6.94%	8.00%	8.17%	8.00%	8.53%	8.00%	8.04%	8.00%	Although rent arrears have increased over the course of the current pandemic. The increases have been marginal. This figure remains better than the Scottish average.
HPCHARTER13 % of reactive repairs carried out in the last year completed right first time				85.1%	93.0%	93.0%	93.0%	Not measured for Quarters								From the total number of reactive repairs completed (14150) a total of 12,037 repairs were completed right first time during the reporting year.
PT.DS.PPF.CMT01 Average Time for processing Planning Applications (Householder)				6.9	8	*	8	6.7	8	6.7	8	*	8	*	8	*This indicator is verified by the Scottish Government bi-annually.
PT.DS.PPF.CMT.06 Application Approval Rate				96.9%	Data only	*	Data only	97.4%	Data only	97.1%	Data only	*	Data only	*	Data only	*This indicator is verified by the Scottish Government bi-annually.