

Notice of Meeting and Agenda Communities and Housing Policy Board

Date	Time	Venue
Tuesday, 07 June 2022	13:00	Council Chambers (Renfrewshire), Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

MARK CONAGHAN
Head of Corporate Governance

Membership

Councillor Jacqueline Cameron: Councillor Gillian Graham: Councillor John Hood:
Councillor Lisa-Marie Hughes: Councillor Alec Leishman: Councillor Mags MacLaren:
Councillor Colin McCulloch: Councillor Janis McDonald: Councillor Cathy McEwan:
Councillor Jamie McGuire: Councillor Iain McMillan: Councillor John McNaughtan:
Councillor Emma Rodden:

Councillor Marie McGurk (Convener): Councillor Robert Innes (Vice Convener):

Webcasting of Meeting

This meeting will be filmed for live or subsequent broadcast via the Council's internet site – at the start of the meeting the Convener will confirm if all or part of the meeting is being filmed. To find the webcast please navigate to

<https://renfrewshire.public-i.tv/core/portal/home>

Hybrid Meeting

Please note that this meeting is scheduled to be held in the Council Chambers. However, it is a hybrid meeting and arrangements have been made for members to join the meeting remotely should they wish.

Members of the Press and Public

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

Apologies

Apologies from members.

Declarations of Interest

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

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| 1 | Police and Fire & Rescue Services Scrutiny Sub-committee | 1 - 6 |
| | Minute of meeting of the Police and Fire & Rescue Services Scrutiny Sub-committee held on 15 March 2022. | |

Finance

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| 2 | Community Empowerment Fund | 7 - 14 |
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| 3 | Greenspaces, Parks & Play Areas and Villages Investment Fund | 15 - 20 |
| | Report by Director of Communities and Housing. | |

Service Improvement and Delivery

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| 4 | Communities & Housing Services: Service Improvement Plan 2022/25 and Service Delivery Plan 2021/22 Outturn Report | 21 - 96 |
| | Report by Director of Communities and Housing. | |

Property

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| 5 | Disposal of Land adjacent to 15 Glendee Gardens, Renfrew | 97 - 102 |
| | Report by Chief Executive. | |

6	Proposed Disposal of Commercial Property – 21 Maxwellton Street, Paisley	103 - 108
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Report by Chief Executive.

Public Protection

7	Renfrewshire PREVENT Referral Strategy	109 - 136
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Report by Director of Communities and Housing.

Minute of Meeting

Police and Fire & Rescue Scrutiny Sub-Committee

Date	Time	Venue
Tuesday, 15 March 2022	15:00	Remotely by Microsoft Teams,

Present: Councillor Bill Binks, Councillor Marie McGurk, Councillor John McNaughtan

Chair

Councillor McGurk, Convener, presided.

In Attendance

O Reid, Head of Communities & Public Protection and C Dalrymple, Communities & Regulatory Manager (both Communities & Housing Services); L McIntyre, Head of Policy & Commissioning and J Jacobson, Senior Planning and Policy Development Officer (both Chief Executives); D Pole, End User Technician; R Devine, Senior Committee Services Officer and K O'Neill, Assistant Democratic Services Officer (all Finance & Resources).

Also in Attendance

R Scott, Chief Inspector, HM Fire Service Inspectorate; D Duncan, Chief Superintendent; R Fraser, Chief Inspector and R Macdonald, Divisional Intelligence Manager (all Police Scotland); D McCarrey, Area Commander and M Hill, Group Manager (both Scottish Fire & Rescue Service).

Declarations of Interest

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

Webcasting of Meeting

Prior to the commencement of the meeting the Convener intimated that this meeting of the Sub-committee would be webcast live on the Council's website.

1 **HM Fire Service Inspectorate in Scotland - Review of Inspections across Local Authority Areas**

Robert Scott, Chief Inspector, HM Fire Service Inspectorate, gave a presentation in relation to the statutory duty to provide independent, proportionate and professional inspections of the Scottish Fire and Rescue Service (SFRS) to give assurance to the public and Scottish Ministers that the service was working in an efficient and effective way, securing best value and promoting continuous improvement.

He advised that examination of service wide themes, usually selected by the Chief Inspector, were carried out with reports being laid before the Scottish Parliament. In addition to inspections at a national level, local area inspections were also completed. Service Delivery Areas (SDA) were established across the whole of Scotland with Local Senior Officers within each of the 3 SDA's. Inspectors would meet local senior staff and their teams and engage with other stakeholders from Local Authorities and partner agencies. Four key inspection themes: prevention, response, partnership and people were established to ensure performance measurements in key areas. The nature and quality of service provided would be scrutinised to ensure SFRS was working effectively and efficiently at a local level.

Performance Scorecard reports on the inspections would be published and benchmarking would be available across the SDA's and Scotland as a whole. The Inspectorate would contact local services and this scrutiny committee when inspection of this area was being conducted.

DECIDED: That the contents of the presentation be noted.

2 **Scottish Fire and Rescue Service - Long Term Vision**

M Hill, Group Manager, SFRS gave a presentation in relation to the Scottish Fire and Rescue Service (SFRS) Long Term Vision for working together for a safer Scotland.

The presentation provided information in relation to SFRS Vision; Mission, Purpose, Strategic Intents and Principles. Details on how the service would focus on meeting the changing needs of communities to reach best practice standards by sharing experiences, insights and learning with others about achievements was provided. Services would be delivered across communities by being a more innovative and agile organisation which responded to risks throughout Scotland.

Information on how the long-term vision would be achieved was detailed and included: working in partnership with communities and with others in the public, private and third party sectors, on prevention, protection and response, to improve the safety and wellbeing of people.

Scottish Fire and Rescue Service were committed to ensuring staff were safe in carrying out their duties by being supported through better training and in terms of their own health and wellbeing. Investment would be made in developing leaders and training staff to the highest standards using agile and smart ways of working to support staff to achieve a positive work-life balance.

The Group Manager also advised the sub-committee that SFRS were aiming to continue to enhance the use of technology to streamline services and had already noted benefits of attending meetings remotely and online interaction with communities and other partners. Research was ongoing into the use of electric appliances and the potential of installing solar panels on SFRS buildings.

Prevention would be at the heart of SFRS delivery model as it evolved to meet Scotland's changing needs with innovative use of technology, data and information being implemented to change how SFRS worked. Partnership working would be at the core of how SFRS worked and different views and experiences and backgrounds within the organisation would be valued.

DECIDED: That the contents of the presentation be noted.

3 **Draft Annual Police Plan 2022/23**

There was submitted a report by the Director of Communities and Housing Services relative to the development of Police Scotland's Annual Police Plan 2022/23.

The plan detailed the five strategic outcomes in the 2022/23 draft Annual Plan which were based around the Joint Strategy for Policing which were:- threats to public safety and wellbeing resolved by a proactive and responsive police service; the needs of local communities addressed through effective service delivery; the public, communities and partners engaged, involved and have confidence in policing; people supported through a positive working environment, enabling them to serve the public and Police Scotland was sustainable, adaptable and prepared for future challenges.

The plan was fully aligned to the revised outcomes focused performance framework, with impact measures identified for each strategic outcome and associated objectives.

The draft Annual Plan identified each strategic outcome, the objectives, how Police Scotland plan to achieve objectives and how these would be measured. The content and focus of the draft plan reflected issues and challenges faced locally and were in line with and supported the objectives of the Community Safety Partnership.

DECIDED:

- (a) That the contents of the draft Annual Police Plan 2022/23 be noted; and
- (b) That the Head of Communities and Public Protection write to Mr Livingstone, Chief Constable to advise that the opportunity to comment on the draft Annual Police Plan was welcomed; that it had been considered by this Sub-committee and that the Council agreed with the priorities and objectives set out in the proposed draft Annual Plan 2022/23.

4 **Policing Performance 2021/22 - Local Authority Feedback**

There was submitted a report by the Director of Communities and Housing Services relative to Scottish Police Authority (SPA) Policing Performance 2021/22.

A single assessment of performance across the policing system which was

incorporated into their Annual Report and Accounts was produced on an annual basis by the SPA.

The assessment the SPA made of the delivery of policing in Scotland, and the focus of the Annual Report and Accounts was set against progress towards the five joint strategic outcomes laid out in the Strategic Police Plan, and the impact of the activities described in the Annual Police Plan and associated Local Police Plans. The five joint strategic outcomes were: threats to public safety and wellbeing resolved by a proactive and responsive police service; the needs of local communities addressed through effective service delivery; the public, communities and partners engaged, involved and have confidence in policing; our people supported through a positive working environment, enabling them to service the public; and Police Scotland was sustainable, adaptable and prepared for future challenges.

The SPA Acting Chief Executive (Strategy and Performance) had written to local authority Chief Executives including Renfrewshire Council on 2 February 2022 requesting input into the performance of Police Scotland during 2021/22. A draft response to this request from this Council was attached as Appendix 1 for the approval of members and would be submitted in line with the timescales provided.

DECIDED:

- (a) That the Scottish Police Authority (SPA) Policing Performance 2021/22 report be noted; and
- (b) That this Council's response to the consultation as detailed in Appendix 1 to the report be approved.

5 Police Scotland Spotlight - Drug Deaths in Renfrewshire

Ross Macdonald, Divisional Intelligence Manager, Police Scotland presented information in relation to the drug deaths in Renfrewshire.

Information was provided on the ongoing work in relation to drug related deaths and measures taken to reduce harm caused by supply and consumption of controlled drugs by collaborative working and information sharing. Collaborative working with Renfrewshire Council, Greater Glasgow Health Board and other partners on prevention, education and enforcement was key in reducing the number of cases in line with Renfrewshire Alcohol and Drug Partnership Strategic Plans.

The Scottish Government's Rights Respect and Recovery Scotland Strategy would be delivered to improve, prevent and reduce alcohol and drug use, the harm this caused and related deaths at a local level. Statistical information was provided on the number of drug related deaths in Scotland and at a local level, which had reduced compared to the same period in 2021, together with drug related offences.

The Divisional Intelligence Manager advised that medication which can reverse the effects of drug overdose had now been issued to all frontline officers in Scotland and national training on the use of this was ongoing. Officers would also visit all secondary schools to provide drug safety awareness programs.

DECIDED: That the contents of the presentations be noted.

6 Local Issues

R Fraser, Chief Inspector advised the sub-committee of emerging work within Police Scotland and the launch of Mental Health Practitioner Nurse Triage service where work alongside Police Scotland would assist in getting individuals the help and support they need more quickly.

The Chief Inspector advised work had been ongoing in preparation of the spring summer period and in particular the well being of children and young people. Attendance at secondary schools had been re-introduced with a focus on Financial Harm and Online Safety. Information was also provided on the launch of quad bikes for use by officers in the remote and harder to reach areas to help address anti-social behaviour issues. The Chief Inspector advised she would pursue a bid for the presence of police horses for the local area in response to a request from Councillor Burns.

M Hill, Group Manager, SFRS advised the sub-committee that the risk profile in terms of fire and rescue alters at this time of year when people spend more time outdoors and the Spring Action Plan puts some focus on the risk of wildfires and preventative measures, including working with partners, put in place to address these.

DECIDED: That the information provided be noted.



To: Communities, Housing and Planning Board

On: 7th June 2022

Report by: Chief Executive

Heading: Community Empowerment Fund

1. Summary

- 1.1 The purpose of this report is to seek approval from the Communities, Housing and Planning Board for the award of grants from the Community Empowerment Fund.
- 1.2 The key objective of the fund is to support community organisations to acquire and develop community assets. The fund aims to support and develop community organisations, with a specific focus on assisting those organisations that wish to acquire and develop community assets.
- 1.3 Two new applications were received through this round from Inchinnan Community Development Trust and Spateston Development Trust as detailed within Section 2 and Appendix 1.
- 1.4 The next deadline for applications is 10th July 2022.

2. Recommendations

- 2.1 It is recommended that the board approves the recommendation as detailed in Section 4 and Appendix 1, to award:
- £2,275 to Inchinnan Development Trust for business planning support relating to their application for a Community Asset Transfer of the India Tyres Playing Fields
 - £9,200 to Spateston Development Trust to develop a business plan for a purpose-built community hub on the site of the former Spateston Early Learning and Childcare Centre

3. Background

- 3.1 At its meeting on 2 March 2018, Council agreed to commit £1.5million (£0.5million in revenue and £1million in capital) to establish a Community Empowerment Fund that will be used to support community asset transfers, by providing up-front investment in the condition of assets prior to transfer. It should be noted that the £1.5million represents a one-off investment fund.
- 3.2 On 20th June 2018, Leadership Board agreed the key objectives and criteria of the fund and agreed that applications to the Community Empowerment Fund be submitted to Communities, Housing and Planning Board for final approval.
- 3.3 The key objectives of the fund are to support and develop community organisations with a specific focus on assisting those organisations that wish to acquire and develop community assets in three ways:
- **Project:** Support the development of the Business Plan for an asset
 - **Organisation:** Develop the organisational capacity to manage and develop an asset
 - **Property:** Upfront investment in assets prior to or after transfer
- 3.4 The fund is comprised of £0.5million in revenue funding and £1million in capital funding. As such, it is anticipated that revenue funding will support applications to develop the project or organisation, and the capital funding will be used to support property costs.

3.5 It is important that applicants to the fund are able to demonstrate the following:

- Able to demonstrate positive impact for local communities
- The community are involved in the design and delivery of the project
- Good working relationships and partnership with others
- The project is financially sustainable
- Strategic fit with the fund objectives and criteria
- Value for money and leverage of additional funding and/or resources

3.6 The award of funding from the Community Empowerment Fund does not commit the Council to a particular outcome as part of the Asset Transfer process, which will be subject to a separate decision-making process through relevant governance arrangements.

4. **Summary of applications**

4.1 One new application was received by the deadline date and two applications were previously deferred. The total value of requested grants through this round is £11,475.

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

4.3 The officer recommendation is:

- To approve the application submitted by Inchinnan Development Trust. The total value recommended for approval is £2,275. The panel felt the funding would allow the group to develop their business planning in order to support their application for Community Asset Transfer of the India Tyres Playing Fields.
- To approve the application submitted by Spateston Development Trust. The total value recommended for approval is £9,200. The panel felt the funding would allow initial feasibility and business planning work to explore this site as an option now the building has been demolished and cleared.

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

Implications of the Report

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

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

3. **Community/Council Planning –**

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

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

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

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

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

6. **Information Technology** – None

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

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

Appendix 1: Community Empowerment Fund — Recommendations for award

Applicant	Project description	Requested	Recommendation	Reason	Geographical Area
Inchinnan Development Trust	<p>Inchinnan Development Trust are currently in the process of applying for a Community Asset Transfer of the India Tyres Playing Field.</p> <p>The group are seeking funding to commission support from the University of the West of Scotland to develop business planning documentation to support their Community Asset Transfer application.</p> <p>In particular, the group are seeking to develop their 1-year business plan into a 3-year plan, as well as developing a funding strategy.</p>	£2,275	£2,275	The Panel felt that the funding would allow Inchinnan Development Trust to progress their aspirations, by developing a robust business case to support their Community Asset Transfer application.	Inchinnan
Spateston Development Trust	<p>Spateston Development Trust are seeking funding to develop a secondary business plan and feasibility study to create a purpose-built Community Development Centre on the site of the former Spateston Early Learning & Childcare Centre.</p> <p>The group are applying for funding to carry out an architectural study, flood risk assessment, stakeholder and community</p>	£9,700	£9,200	<p>The Panel felt that the funding would allow Spateston Development Trust to progress their long-term aspirations to provide wider community benefit, by pursuing Community Asset Transfer.</p> <p>After discussion at the panel, the application has been adjusted in conjunction with the group to</p>	Johnstone

Applicant	Project description	Requested	Recommendation	Reason	Geographical Area
	<p>feasibility study and for support with their business plan.</p> <p>The group previously received funding from the Community Empowerment Fund to do a feasibility study on the old nursery building, which demonstrated that this option would not have been financially viable. They also explored another site nearby which was not suitable due to flooding. Now the old premises on the site has been flattened, the group are exploring a purpose-built option.</p>			<p>exclude costs which were not considered eligible within this fund.</p> <p>It was noted at the panel that the funding would support business planning and some initial flood assessment, but that the group will likely need to raise additional funding in order to pay for the comprehensive flood and drainage assessments that would be required to progress this project on this piece of land.</p>	



To: Communities and Housing Policy Board

On: 7 June 2022

Report by: Director of Communities and Housing Services

Heading: Greenspaces, Parks & Play Areas and Villages Investment Fund

1. Summary

- 1.1 This report updates the Communities and Housing Policy Board on progress made in supporting community projects through the Greenspaces, Parks & Play Areas and Villages Investment fund and provides information on 4 projects approved under delegated authority since the last Board Meeting totalling £13,423.10.
- 1.2 The key objective in allocating funding is to work with, and support, community groups to identify and deliver improvement projects in their local communities, improve their local greenspaces (including parks and play areas) and strengthen the identity, heritage, uniqueness and integrity of village life.
- 1.3 The Villages Investment Fund continues to be promoted to the relevant Local Area Partnerships to encourage eligible communities to come forward to bid for their share of the remaining funds. Support for two village Gala days was approved under delegated authority in this cycle. The Villages Improvement Fund still has a reasonable level of unallocated resources having received a further allocation of £200,000 agreed at Council in March 2022.
- 1.4 In addition, a further 2 Green Spaces projects have also been approved under delegated authority, totalling £9,223.10. Further information on each of the projects funded under delegated authority is included in Appendix 1 to this report.
- 1.5 Since the last report, the installation of 2 new play parks at Sandyflats, Johnstone and Barwood in Erskine has been completed. The installation of Spateston's park is currently underway, with installation of parks at Maxwellton and Kilbarchan both planned for June and Lochwinnoch's installation due to take place in August.

- 1.6 The funding awarded from Green Spaces to support local volunteers has so far seen twenty-five of the most active or willing Team Up to Clean Up volunteers being provided with quality tools and protective clothing to support their activities. Further work is underway with Estates, Risk Management, Environment & Infrastructure and Health and Safety, to ensure processes are in place to permit relevant ground works to be taken forward where requested.
- 1.7 Resource to deliver the priorities of both the Green Spaces and Team up to Clean Up projects has increased as a result of Public Protections merge with Community Learning and Development. In addition to this, the service has now advertised for 6 new team members to tackle environmental crime with litter and flytipping ongoing priorities within Renfrewshire communities – in line with the budget motion agreed by Council in March 2022.
- 1.8 The increase in resource will allow additional support to be provided to schools encouraging pupils to engage and deliver their own supported community and environmental projects. A recent visit from HMIE (Her Majesty's Inspector for Education) examining the impact of the pandemic on community capacity development highlighted the positive impact of both Team Up to Clean Up and the Greenspaces funding as best practice in community capacity building with the inspectors also impressed by the strength of partnership working made possible by the new joined up service structure.
- 1.9 A further 5 projects are currently being developed by communities across Renfrewshire. Decisions will be required to identify successful applications in due course as the Greenspaces Fund is now almost fully committed. Priority will go to areas which have not yet received awards. The current funding position is detailed in Appendix 2.

2. Recommendations

- 2.1 It is recommended that the Communities and Housing Policy Board:
- (a) note the work currently being undertaken to support communities as they develop projects to be funded using the Greenspaces, Parks & Play Areas and Villages Investment Fund;
 - (b) note the projects detailed in appendix 1 of this report and approved by the Director of Communities and Housing under delegated authority; and
 - (c) note that the current projects being developed by communities and listed in Section 3 will (when final applications are made) fully commit the Green Spaces, Parks and Play areas element of the fund.
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3. Expected Applications

- 3.1 Renfrewshire Council has supported 73 projects since October 2018 that met the criteria for this fund. Further projects continue to be developed within communities with the following potential applicants currently active and expected to apply:
- Howwood Parent Council – Multi-use Games Area in school
 - Elderslie Community Council – Phase 3 Queens Road Park Improvements
 - Howwood Road Tenants & Residents Association – tables, benches and planters
 - The Darkwood Crew – Teen Shelter
 - Knockhill Park – extension to pathway to support local runners
- 3.2 Reports will be brought back for the consideration of the Board in relation to these projects at future meetings of the Communities and Housing Policy Board.
- 3.3 In this round, 4 applications have been approved which meet the criteria for approval of grant funding. More information on these projects is detailed in the summary included in appendix 1 to this report.
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Implications of the Report

1. **Financial** - Council approved the allocation of £2.020 million to establish the Greenspaces, Parks & Play Parks and Villages Investment Fund in March 2018. Due to the capital works being undertaken, Officers are ensuring that there are minimal recurring revenue costs to Services in the coming years.
2. **HR & Organisational Development** – None
3. **Community/Council Planning** –
The Greenspaces, Parks & Play Parks and Village Investment Fund will be important to achieving and assisting the Community Plan by ensuring that Renfrewshire is thriving, well, fair and safe for residents, workers and visitors.
4. **Legal** - All legislative requirements will be taken cognisance of during this process wherever required e.g. health and safety requirements.
5. **Property/Assets** - There is the potential for property/assets to be included as part of this fund.
6. **Information Technology** – None
7. **Equality & Human Rights**
The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the

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

8. **Health & Safety** - Cognisance will be taken of health and safety requirements wherever required e.g. for play park equipment.
9. **Procurement** - There is no potential for the Council to be procuring and installing equipment of behalf of a community group as part of this grant funding process.
10. **Risk** - Discussions with the Council Risk Manager are on-going to ensure that the risk to the Council, as part of this grant funding process, is minimised.
11. **Privacy Impact** - None.
12. **COSLA Policy Position** – Not Applicable
13. **Climate Risk** – Not Applicable

List of Background Papers

None

Author: Oliver Reid, Head of Communities and Public Protection.

Appendix 1
June 2022 Applications – Delegated Authority

Applicant	Project Description	Requested	Recommendation	Reason	Geographical Area
1. Bridge of Weir Festival Committee	This local gala day has been a longstanding event in the BoW community. Funding will pay for the provision of onsite first aid staff, portable toilets, piper, children's entertainer and a birds of prey show, as well as temporary parking measures required to facilitate vehicle access to the park.	£2,500	Approved under delegated authority	The Villages Investment Fund is designed to support the villages deliver such traditions, harnessing pride and village identity,	Bridge of Weir
2. Lillas Day Committee	A traditional annual event in the Kilbarchan villages calendar. Funds will support onsite entertainment, football markings, bunting/decorations as well as onsite toilet provision.	£1,700	Approved under delegated authority	The Villages Investment Fund is designed to support the villages deliver such traditions, harnessing pride and village identity	Kilbarchan
3. Create Paisley	Create is an active group supporting young people delivering activism work focusing on bullying, discrimination, and mental health and wellbeing. The group have commissioned an artist and alongside the artist they will design and paint a fitting mural on a boundary wall within Fountain Gardens. Funds received will pay for the artist, a gazebo, paints and refreshments.	£4,250	Approved under delegated authority	The young people of Create have successfully delivered a mural in the Shortroods area of Paisley. They partner with the Star Project which deal with similar issues. The mural should increase the appeal of Fountain Gardens.	Paisley
4. Pachedu	PACHEDU is a charity working with diverse minority ethnic groups, refugees and asylum seekers. They have an interest in growing foods that are appropriate to their own cultures. They seek to teach and feed their community as well as reconnect with nature and learn new skills. Pachedu have partnered with RAMH.	£4,973.10	Approved under delegated authority	Together with RAMH the group will benefit in a range of areas. Education, health and wellbeing and integrating into their local communities.	Paisley

Appendix 2
Greenspace, Parks and Play Areas Funding

Project	Funding proposed	External Funding (or other Council funding)
Bridge of Weir Gala	£2,500	n/a
Lilias Day Gala	£1,700	n/a
Fountain Gardens Mural	£4,250	n/a
Growing Grounds/RAMH	£4,973.10	n/a

Funding	Allocated Budget	Committed Budget	Unallocated Budget	Value of Potential Additional Projects
Greenspace, Parks and Play Areas	£1,280,000	£1,228,872	£51,128	£35,000
Village Investment Fund	£520,000	£424,625	£95,375	£40,000
Staffing costs	£220,000	£220,000	-	-
Total	£2,020,000	£1,873,497	146,503	£75,000



To: Communities and Housing Policy Board

On: 7 June 2022

Report by: Director of Communities and Housing Services

Heading: Communities and Housing Services - Service Improvement Plan 2022-23 to 2024/25 and Service Delivery Plan 2021-22 Outturn Report

1. Summary

- 1.1 The attached Service Improvement Plan for Communities and Housing Services covers the three year period from April 2022 to March 2025. The plan sets out the priorities being addressed; the key tasks to be implemented; the implementation timetable; and our measures of success. The Service Improvement Plan sits beneath the Council Plan, Community Plan, Risk Management Plan and the Workforce Plan to form a suite of documents which provide the strategic direction for the service. This plan is also intended to complement the council-wide Economic Recovery Plan and Social Renewal Plan. The Service Improvement Plan is included as appendix 1 to this report.
 - 1.2 This report also provides an overview of performance against the actions and measures set out in the Service Delivery Plan 2021/22. Service Delivery Plans were implemented for one year only and focused on what each service would deliver to support residents, businesses and communities through the pandemic and into a recovery phase. A detailed outturn report is included as appendix 2.
 - 1.3 A mid-year progress update on the Service Improvement Plan will be submitted to the Communities and Housing Policy Board in autumn 2022.
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2. Recommendations

- 2.1 It is recommended that the Communities and Housing Policy Board:
 - (i) approves the attached Service Improvement Plan for Communities and Housing Services;

- (ii) notes the progress made in delivering the Service Delivery Plan 2021/22; and
 - (iii) agrees that mid-year progress with the Service Improvement Plan be reported to this Board in autumn 2022
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3. Background

- 3.1 With approximately 430 members of staff, Communities and Housing Services aims to create, develop, support, protect and empower Renfrewshire's communities. This includes managing and investing in our housing stock of approximately 12,350 properties and providing services to council tenants, alongside housing advice and support, assisting homeless people and those threatened with homelessness and ensuring people have safe and healthy places to live.
- 3.2 This work links closely with our community protection role safeguarding public health and protecting the environment, consumers, workers and local communities. Within these communities, we encourage people to fulfil their potential and ensure they have equal access to a range of learning and development opportunities. Community Learning and Development teams work to build this capacity in young people and other individuals, families, groups and communities..
- 3.3 The Service Improvement Plan is one way in which elected members are able to scrutinise the work of Communities and Housing Services, and to consider and decide upon policy options as necessary. Refreshing service improvement plans annually allows each service to consider the context in which they operate and revise plans where appropriate.
- 3.4 Importantly, the Service Improvement Plan also links the Council Plan and Community Plan priorities to strategic and operational activity within the service, which supports employees to understand how their role contributes to the Council delivering on its objectives. The priority actions set out in section 6 of the attached Service Improvement Plan detail the specific actions the service will progress in order to support the Council's immediate priorities and future direction and help deliver improved outcomes for Renfrewshire's communities.

4. Key Achievements 2021/22

- 4.1 During 2021/22, key achievements of the service include:

Housing Services

Housing Investment & Regeneration

- Following the approval of the Housing Led Regeneration and Renewal programme by Council on 17 December 2020, an extensive period of consultation with tenants and residents on the proposals for investment in 8 housing areas was completed with the outcomes agreed at the CHAPS board in December 2021 and March 2022.

- This programme will deliver an additional investment of £100m over the next 10 years to deliver modern, high quality, energy efficient, affordable Council housing that will improve the quality and performance of tenants homes, contribute to the wider transformation of Renfrewshire as a place, and will be central to the economic and social recovery of Renfrewshire.
- We completed 95 newbuild homes in Johnstone Castle and a further 80 spacious family and amenity homes in Bishopton. All of our new build homes are built to excellent standards of design and energy efficiency. Work also commenced on site in spring 2021 on 39 new homes at Auchengreoch Road in Johnstone which are nearing completion, and on 101 new homes in Ferguslie Park.
- A comprehensive review of all statutory landlord compliance activities was completed and a new Compliance Strategy and policy were developed. Additional staff resources have been put in place to support this important area of work.

Housing & Homeless Services

- Housing Services, Homeless Services and Housing Support staff piloted a new digital platform, "Near Me", which enables face to face contact online, enabling enhanced form filling assistance, face to face interviews and meetings without the need for a customer to travel to an office.
- Within Homeless and Housing Support Services, we delivered a range of new programmes to support our clients, including - 'Move-on', 'We're Safe & Well' and 'WRAP'. The We're Safe and Well project was the winner of the COSLA Excellence Award 2022 for Achieving Better Outcomes in Partnership.
- Our Refugee Resettlement Team continued to support the Council's refugee resettlement programme throughout 2021/22 and over recent weeks have been intensively involved in the welcome arrangements and resettlement for refugees fleeing the war in Ukraine.
- In line with the recommendations to the Communities, Housing and Planning Policy Board in October 2021, we distributed the full Tenants Grant Fund allocation of £214,000 across the private and social rented sectors.
- Following the recommendations of the Alcohol and Drugs Commission, a new wholistic service to support tenants with addiction or alcohol issues has been developed. Turning Point Scotland have been commissioned to deliver this new wraparound support service.
- The Tenants Information Service (TIS), which is an organisation set up to promote and inspire innovative tenant participation have been commissioned to review the current approach to customer engagement and produce a new Tenant Participation Strategy. The new strategy will embrace digital technology, to help us reach groups who were not previously involved and a draft strategy will be brought to a future meeting of the Communities, Housing and Planning Policy Board for consideration.

- Housing Services staff continue to assist and support the production of major strategic documents including the Local Housing Strategy and the Local Development Plan. At the March 2022 meeting of the Communities, Housing and Planning Policy Board, the draft Renfrewshire Local Housing Strategy 2022-2027 was presented and approval was given to consult for a period of 12 weeks to obtain the views of communities and stakeholders.

Communities and Public Protection

- Front line workers continued to deliver essential services to businesses and residents across all communities throughout the pandemic.
- In particular, Communities and Public Protection services have been at the forefront in supporting the Council 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
- The service delivered and managed the Local Assistance Team (LAT) for calls in relation to self-isolation/vaccinations. Since August 2020, a total of 26,857 individuals who were self isolating have been contacted and approximately 6,000 parents and carers of those that have come into contact with somebody with COVID-19 have been advised to self isolate. The Local Assistance Team completed their final calls on 30 April 2022.
- The Civil Contingencies team (CCS) played a key role in the response to the COVID-19 pandemic and supported Renfrewshire, East Renfrewshire, Inverclyde and West Dunbartonshire Council's as well as the wider Greater Glasgow and Clyde region throughout the COVID-19 pandemic. This included supporting the Council management structures dealing with the incident, playing an active role in updating on any local, regional and national issues to share pertinent information and helping support decision making around the various issues arising from the coronavirus pandemic
- The CCS was also pivotal in the setting up and supporting the COVID-19 vaccination centres and testing centres across Renfrewshire and supporting preparations for the COP26 event held in November 2021.
- Officers from the Community Development service delivered the only youth led participatory budgeting exercise in Scotland undertaken during the COVID-19 pandemic and delivered the Get into Summer programme of activities throughout the summer of 2021, with a core programme open to all on a universal basis supported by a number of targeted activities aimed at particular groups or families known to have been particularly impacted during the COVID-19 pandemic. Over 15,000 people participated and over 200 families received targeted support.

- The work carried out by staff over the last two years, in responding to the pandemic including supporting the childcare hubs, delivering the Get into Summer programme and delivering Participatory Budgeting exercises demonstrates the transferable skills and commitment of staff to the communities of Renfrewshire.
- Team Up to Clean Up has grown from approximately 1,200 volunteers before the pandemic to over 3,700 active community members. During 2021/22, 4,696 community events took place, 8965, volunteers were involved, and 18,056 bags of litter were uplifted by volunteers. More than half of the 74 Green Spaces projects were delivered by volunteer groups working with Team Up to Clean Up.
- Almost all funding available via the Greenspaces, Parks and Play Areas and Villages Investment fund has now been allocated (94%) funding with over 70 projects being taken forward by communities across Renfrewshire. It has inspired the creation of 6 newly constituted community groups and 4 groups have purchased tools and containers to boost the Councils grounds maintenance offerings.
- Fly Tipping has been a priority and historical sites at Sergeantlaw Road and Blackstoun Road have been cleared and secured. During 2021/22, a total of 1,787 fly tipping incidents were reported, which was a 15% reduction in reported incidents compared to 2020/21.
- Officers from Renfrewshire Council sat on a national group with Food Standards Scotland to ensure consistency across Scotland as a programme of catch - up inspections and recovery plans was developed following the COVID-19 pandemic. The Business Regulation Service Plan was approved on 25 August 2021 detailing plans for the recovery of the Renfrewshire Food Law inspection programme to ensure full compliance with the Food Law Code of Practice for Scotland.
- The Renfrewshire Community Learning and Development Strategy for 2021–24 was developed in collaboration with a wide range of partner organisations, third sector groups and individual service users and was approved in August 2021.
- A Water Safety Working Group was established, and the Renfrewshire Water Safety Policy agreed in January 2022. Public Rescue Equipment has now been placed at key locations across Renfrewshire.
- The Renfrewshire Antisocial Behaviour Strategy 2022-2025 was updated and approved by board in March 2022. This was developed with a range of statutory, voluntary and community partners and has a comprehensive action plan to help tackle antisocial behaviour.
- The Financial Harm Strategy was developed and approved by board in March 2022. The Strategy sets out ways partner agencies and communities can work together to prevent financial harm; report it and support those affected.
- Contaminated Land and Air Quality Management strategies have been reviewed and updated.

- Prevent training and awareness raising has been updated to support the Council's delivery of Counter Terrorism initiatives. The roll out of Notice-Check-Share training to support local and national priorities remains ongoing. A Home Office led self-assessment review has been completed and demonstrates that Renfrewshire has established good practice in relation to compliance with the UK guidance published in February 2021.
- 4.2 A more detailed picture of achievements is included in the Service Delivery Plan Outturn Report included as Appendix 2.

5. What do we want to achieve?

- 5.1 Communities and Housing Services will contribute to the priorities set out in the forthcoming new Council Plan, which will be presented to Council in September 2022. It will also continue to contribute to the achievement of outcomes set in Our Renfrewshire, our 10-year Community Plan, which is also being refreshed this year.
- 5.2 As well as leading on the £100m Housing Led Regeneration and Renewal programme for the Council, Communities and Housing Services will also support the delivery of other major infrastructure project including the City Deal projects and the new Library, Museum, Arts Centre and Town Hall projects in Paisley. The service also supports the delivery of other strategic priorities of the Council, including delivering on Tackling Poverty, the Alcohol and Drugs Change Programme and supporting the Council's ambitious target for Renfrewshire to be Net Zero by 2030.
- 5.3 Across the service we will support the Council's response to the situation in Ukraine, including establishing the Welcome Hub at Glasgow airport and help to safely resettle refugees from Ukraine and carry out the necessary checks on homes and people who are volunteering to home refugees.
- 5.4 During the lifetime of this plan, specific priorities for the service include:

Housing Services

- Progress the Housing Led Regeneration and Renewal programme in eight Regeneration Areas. Phase 1 will focus on eight areas across Paisley, Renfrew and Johnstone which have been identified as being in particular need of investment.
- Development of around 400 new council homes, including the ongoing developments at Auchengreoch Road, and Ferguslie Park.
- We will complete our New Build Housing Zero Carbon Innovation Project guide the development of a standard specification for our new build houses to deliver net zero carbon homes by 2030, taking into account the whole lifecycle of the buildings including embodied carbon in construction, tenants' use and recycling.
- We will progress a major capital investment programme for our 14 Council owned Multi Story Flats.

- Develop our strategy for delivery of the Energy Efficiency Standard for Social Housing (EESH2) milestones and planning for the decarbonisation of social housing.
- We will complete a review of estate management and put in place an enhanced management programme to improve the upkeep and appearance of housing areas.
- We will continue to develop our Refugee Resettlement Service and manage the Welcome Hub at Glasgow airport and support the safe resettlement of refugees from Ukraine.
- We will deliver the Rapid Rehousing Transition Plan, moving to a housing first approach and reducing the use of temporary furnished accommodation to permanent housing with appropriate wrap around support.
- We will enhance our Sheltered Housing and Health & Wellbeing service – expanding this to provide this service to older tenants not in sheltered housing.
- Our new holistic support service ‘MYLA’ (My Life Ahead) in partnership with Turning Point Scotland, with funding from Alcohol & Drug Commission Programme Board launched on 6 May 2022. The project has capacity to support up to 30 individuals at a time, and will support households regardless of tenure, whose life is being affected by alcohol/drugs, and build on the concept that in order to have good health, you need to have a safe and settled home. Turning Point Scotland has been appointed to provide this bespoke support intervention and will deploy a therapeutic and trauma informed approach, with support being centred and tailored around the individual, to help sustain their settled housing and stabilise their lives.

Communities and Public Protection

- We will complete the ongoing service reviews and restructures within Communities and Public Protection to support the delivery of effective services.
- Through the Community Safety Partnership, working closely with Housing Services the service will lead in delivering the Antisocial Behaviour Strategy and provide an annual update on progress to the Communities and Housing Policy Board
- Under the Licensing Order, local authorities in Scotland will have to establish a licensing scheme for short term lets by 1 October 2022 and similar to the private rented sector housing standards, regulation and enforcement will be integrated into Communities and Public Protection’s duties.
- A process to ensure all regulated private water supplies are identified, sampled and risk assessed to meet regulatory requirements will be established and implemented.
- In line with Counter Terrorism responsibilities, Prevent Referrals, training and awareness raising will continue to be delivered and necessary actions will be taken to ensure compliance with the forthcoming Protect Duty legislation announced in May 2022.

- A review of Litter Control Areas across Renfrewshire that are in place has been undertaken in collaboration with colleagues in Legal and Democratic Services . In 2022/23, Officers will be assessing if the use of the Litter Control Areas under the Environmental Protection Act 1990 is the best way to achieve compliance in certain areas of Renfrewshire.
- The Civil Contingencies Service will support training and awareness raising to update Council procedures in relation to Council Incident Officer training and development, to support robust arrangements for continued delivery of essential services in the event of high-level risks such as a widespread power outage and in relation to Counter Terrorism and Serious Organised Crime particularly Cybercrime.
- The reshaped CLD service will play a critical role in developing the locality model to act as bridge between local communities, Local Partnerships and services. Through the Community Learning and Development Strategy the focus will be on developing Individual and family capacity, building community capacity and digital enabling to ensuring everyone can benefit from digital technology. We will also support our communities through Participatory Budgeting exercises and Community Asset Transfer/Ownership opportunities.
- A new Environmental taskforce will be introduced to help tackle issues relating to fly tipping investigation and enforcement. It will tie in with Renfrewshire projects such as Team Up To Clean Up and liaise with national organisations such as the Scottish Environment Protection Agency (SEPA) to support and assist in delivering Scotland wide projects within Renfrewshire.

Greater detail of the specific actions the service will progress can be found in Section 6 of the Service Improvement Plan included as Appendix 1 to this report.

6. Monitoring progress

- 6.1 Progress on the implementation of the Service Improvement Plan will regularly be monitored by the Senior Management Team every quarter and will be reported to elected members on a six-monthly basis. A review of progress will be brought to this Board in autumn 2022.
- 6.2 As well as performance measures with targets, the Service Improvement Plan also includes some additional management information as additional context. This includes those indicators which are part of the Local Government Benchmarking Framework. Indicators which are for information only are not featured on the performance scorecard but will be reported on as part of the outturn.

Implications of the Report

1. **Financial** - The Service Improvement Plan highlights resourcing pressures arising from increasing demand for services and the current financial environment

2. **HR & Organisational Development** – All council services are reviewing ways of working in light of the changes resulting from the pandemic. Any changes will be reflected through reports to elected members
3. **Community/Council Planning** – the report details a range of activities which reflect local council and community planning themes.
4. **Legal** – none
5. **Property/Assets** – Council services are reviewing ways of working in light of the changes resulting from the pandemic, and this includes how buildings are utilised. Any changes will be reflected through reports to elected members.
6. **Information Technology** – Digital resources are now key to supporting the delivery of services and strategies are in place to manage this.
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – none.
9. **Procurement** – none.
10. **Risk** – Risks related to the delivery and management of services are regularly monitored and included in Renfrewshire Council's Corporate and Strategic Risk Registers.
11. **Privacy Impact** - none
12. **COSLA Policy Position** – none.
13. **Climate Risk** - The report continues a number of actions directly related to addressing the impact of climate change.

List of Background Papers:

- Communities, Housing and Planning Policy Board, 16 March 2021 - Service Delivery Plan 2021/22: Communities and Housing Service - Report by Director of Communities and Housing Services (Agenda item 5a)
- Communities, Housing and Planning Policy Board, 26 October 2021 - Service Delivery Plan 2021/22 Mid Year Monitoring Report - Communities & Housing Services - Report by Director of Communities & Housing Services (Agenda item 5c)

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Communities and Housing Services

Service Improvement Plan 2022-2025

1. Introduction

- 1.1 This Service Improvement Plan (SIP) for Communities and Housing Services covers the period from 2022/23 to 2024/25. The plan outlines what the service intends to achieve over the next three years based on the resources expected to be available.
- 1.2 In 2021/22, in recognition of the considerable impact of the pandemic, services produced a single-year Service Delivery Plan (SDP), which was focused on actions required to manage the response to and recovery from the coronavirus as well as continuing to provide essential services to individuals, communities and businesses across Renfrewshire . An outturn report detailing the progress on all actions and performance indicators within the SDP is presented to this board in a separate report.
- 1.3 As restrictions continue to ease and public services can have a greater focus again on business as usual, the council is once again producing three-year Service Improvement Plans.
- 1.4 Council services continue to operate in a challenging context. The ongoing recovery from the pandemic and its effects continue to be felt by individuals, businesses, communities and the public sector. Councils have a role to play in supporting people through the current cost of living crisis by focusing on tackling inequalities and working to improve wellbeing. There are numerous legislative requirements relating to that work, including duties in relation to child poverty, the public sector equality duty and community empowerment. External events, such as the UK's departure from the EU and the war in Ukraine, are exacerbating supply chain issues and inflationary pressures and these have an impact on the Council's key strategic projects. Councils are also navigating an increasingly complex funding landscape resulting from increased demands and increasing costs but also arising from the introduction of new funding streams such as the UK Shared Prosperity Fund.
- 1.5 The Council Plan clearly articulates the Council's priorities for Renfrewshire, and along with the Community Plan, sets out an ambitious programme of work. A new Council Plan is developed every five years, aligned with the cycle of local government elections. Renfrewshire's new Council Plan is currently being developed and will be presented to elected members after the summer recess later this year. It will set out the high-level strategic outcome the Council intends to achieve and detail the steps needed to delivery on these. Future Service Improvement Plans will align to those high level outcomes; for now, key actions are grouped under four themes:

- Place
- People
- Sustainability
- Living Our Values

- 1.6 The Community Plan is a ten-year plan and the current Renfrewshire Plan runs from 2017 to 2027. It is good practice to review these plans regularly to ensure they remain ambitious and fit for purpose. The Renfrewshire Community Plan is currently being reviewed and this will involve engagement with key stakeholders. A revised Community Plan will be presented to elected members and the Community Planning Partnership after the summer recess.
- 1.7 Service Improvement Plans informs each service's Workforce Plan and Risk Register and are the overarching documents which sets the programme of development and improvement activity within the service as well as providing context for budget decisions.
- 1.8 A mid-year progress update on the Service Improvement Plan will be presented to board in autumn 2022, and an outturn report in May 2023. Early in 2023, Communities and Housing Services will review this plan and produce a revised version to reflect both progress and any changing priorities.

2. What we do

- 2.1 With approximately 430 members of staff, Communities and Housing Services aims to create, develop, support, protect and empower Renfrewshire's communities. This includes managing and investing in our housing stock of approximately 12,216 properties and providing services to council tenants, alongside housing advice and support, assisting homeless people and those threatened with homelessness and ensuring people have safe and healthy places to live.
- 2.2 This work links closely with our community protection role safeguarding public health and protecting the environment, consumers, workers and local communities. Within these communities, we encourage people to fulfil their potential and ensure they have equal access to a range of learning and development opportunities. Community Learning and Development teams work to build this capacity in young people and other individuals, families, groups and communities.

3. Overview of Achievements 2021/22

3.1 As part of the council's approach to managing the pandemic response, council services each produced a one-year Service Delivery Plan in 2021. These focused on the actions necessary to manage the response and the recovery from the pandemic. A full outturn report on that Service Delivery Plan is also being presented to this cycle of this Board. The outturn details the achievements of Communities and Housing Services during 2021/22 and sets out progress against actions and performance targets.

3.2 As well as having a focus on responding to COVID-19 and supporting communities and businesses during this period, Communities and Housing Services teams continued to provide core services which are essential to our communities and have ensured the delivery of a wide range of key activities and achievements across the service. Particular activities to highlight include:

3.3 Housing Services

- A joint report by the Chief Executive, Director of Communities and Housing and Director of Finance and Resources setting out a major programme of Housing Led Regeneration and Renewal was approved by Council on 17 December 2020.
- This sought to bring forward additional investment from the Housing Revenue Account of some £100m over the next 10 years to 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.
- Following approval from the Communities, Housing and Planning Policy Board on 18 May 2021, consultation was carried out in the 8 phase 1 areas of the £100 million Housing Led Regeneration and Renewal programme for Renfrewshire. Consultation was widely publicised, with an opportunity for people to take part and comment on the proposals in a variety of ways to suit their needs and preferred method of communication.
- A further report in March 2022 notes the feedback received from tenants, residents, owners and local communities during the further targeted consultation period in three of the phase 1 areas, and the Director of Communities and Housing Services was authorised to undertake the necessary processes to implement the revised proposals for the three Regeneration Areas concerned.
- A new build programme for 2021/22 has been delivered – with revised targets due to COVID-19 restrictions. 95 newbuild homes in Johnstone Castle were completed in April 2021. 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. Worked commenced on site in spring 2021 on 39 new

homes at Auchengreoch Road in Johnstone and on 101 new homes in Ferguslie Park

- The comprehensive review of all statutory landlord compliance activities was completed and the Compliance Strategy and policies are now all in place. A new Compliance Team is now in place and a further review of resource requirements has also been undertaken. This will ensure our housing stock complies with all statutory and regulatory requirements in relation to Gas, Electric, Asbestos, Water, Lifts & Fire Safety.
- Fabric works are being tailored to the buildings in each area and will adopt a whole house retrofit approach with measures to improve energy efficiency and help reduce energy costs for tenants.
- During 2021/22, Housing Services continued to be delivered in accordance with the relevant and current Scottish Government guidance and restrictions. Staff quickly and positively adapted to working remotely and have continued to deliver essential services to tenants, homeless people, those threatened with homelessness, and other services users.
- Staff continue to make connections and refer Council Tenants and applicants where appropriate to relevant colleagues and partners to access support and/ or financial advice and assistance. Joint networking meetings have been held between all housing management staff, income advisors and homelessness staff to further increase awareness of respective services and assistance available to those who need it.
- Housing staff continue to make proactive contact with customers. A successful bid to Connecting Scotland has enabled the provision of devices to some customers to improve access to services and other benefits that being digitally enabled offers.
- Housing Services, Homeless Services and Housing Support staff piloted a digital platform, “Near Me”, which enables face to face contact online, enabling enhanced form filling assistance, face to face interviews and meetings without the need for a customer to travel to an office.
- Although we recognise the benefits that digital platforms like “Near Me” can provide to our clients to widen the choice of methods available to them to interact with us, we also recognise the importance of in person meetings. And as the relaxing and removal of Scottish Government COVID-19 restrictions have occurred, staff across all Housing Services teams have returned to front line duties in person to assist and support our tenants and other clients.
- Our Refugee Resettlement Team continued to support the Council’s refugee resettlement programme throughout 2021/22.
- In March 2022, a report was presented to the Communities, Housing and Planning Policy Board providing an update on the proposed distribution of the COVID-19 Tenant Grant Fund, and how the needs of homeless people have continued to be met throughout the pandemic, as well as a further update on the significant progress that has been made in the implementation of Renfrewshire’s Rapid Rehousing Transition Plan (RRTP).

- 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.
- Key initiatives in relation to homelessness during 2021/22 include:
 - the use of a Housing First approach in partnership with Turning Point Scotland and Blue Triangle H.A. which has now been further upscaled from 18 service users at the beginning of the RRTP, to 57 individuals now being in receipt of this wraparound support at any one time, using both RRTP and Council funding.
 - launch of a 'shared living' initiative with the Simon Community Scotland to support homeless applicants who want to share accommodation.
 - Deployment of an officer from 'Say Women' to support young women (16-25 years old) who have been subjected to sexual violence and are at risk of homelessness.
- Despite the challenges of the past 2 years, the total annual number of statutorily homeless households in Renfrewshire has shown no significant increase. During 2021/22 we provided support to 2,254 people and 909 homeless applications were received.
- Over the last two years, there has been a continued strong focus on matching Council/ Registered Social landlord (RSL) properties to those who were homeless or in greater housing need. Of the 940 homes let during 2021/22 through our Common Housing Allocation Policy a total of 369 were allocated to statutory homeless clients and 174 were allocated by our RSL partners.
- Within Homeless and Housing Support Services, we delivered a range of new programmes to support our clients, including - 'Move-on', 'We're Safe & Well' and 'WRAP'.
- The Renfrewshire Alcohol and Drugs Commission recognised that a safe and secure home is the best base for people to build their lives and enjoy good health and wellbeing. For those who are homeless, the provision of settled mainstream accommodation as early as possible, with appropriate support, is a key element in helping individuals and families affected by alcohol and drug use to rebuild their lives. We continue to strengthen our approach to prevention and repeat homelessness by providing holistic wraparound support to households in Renfrewshire, regardless of tenure, whose life is being affected by alcohol and/ or drugs.
- We submitted the Annual Return on the Charter (ARC) to the Scottish Housing Regulator (SHR) in May 2022. The ARC records the quality of service provided to tenants and provides benchmarking and tenant scrutiny of the services provided. We use this to help us prioritise what areas within Housing Services we will focus on for improvement.

- The Tenants Information Service (TIS), which is an organisation set up to promote and inspire innovative tenant participation have been commissioned to review the current approach to customer engagement and produce a new Tenant Participation Strategy. The new strategy will embrace digital technology, to help us reach groups who were not previously involved and a draft strategy will be brought to a future meeting of the Communities, Housing and Planning Policy Board for consideration.
- Staff across Housing participated in the short life working group established to review and update the Renfrewshire Antisocial Behaviour Strategy. At the March 2022 meeting, the Communities, Housing and Planning Policy Board approved the Renfrewshire ASB Strategy 2022-2025.
- Housing Services staff continue to assist and support our colleagues in the Chief Executive's Service with the production of major strategic documents including the Local Housing Strategy and the Local Development Plan. At the March 2022 meeting of the Communities, Housing and Planning Policy Board, the draft Renfrewshire Local Housing Strategy 2022-2027 was presented and approval was given to consult for a period of 12 weeks to obtain the views of communities and stakeholders.

3.4 **Communities and Public Protection**

- Front line workers continued to be out working delivering essential services to businesses and residents across all communities throughout the pandemic.
- In particular, Communities and Public Protection services have been at the forefront in supporting the Council 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
- The service continued to deliver and manage the Local Assistance Team (LAT) for calls in relation to self-isolation/vaccinations. Since August 2020, a total of 26,857 individuals who were self isolating have been contacted and approximately 6,000 parents and carers of those that have come into contact with somebody with COVID-19 have been advised to self isolate. The Local Assistance Team completed their final calls on 30 April 2022.
- The Civil Contingencies team (CCS) played a key role in the response to the COVID-19 pandemic and supported Renfrewshire, East Renfrewshire, Inverclyde and West Dunbartonshire Council's as well as the wider Greater Glasgow and Clyde region throughout the COVID-19 pandemic. This included supporting the Council

management structures dealing with the incident, playing an active role in updating on any local, regional and national issues to share pertinent information and helping support decision making around the various issues arising from the coronavirus pandemic

- The CCS was also pivotal in the setting up and supporting the COVID-19 vaccination centres and testing centres across Renfrewshire and supporting preparations for the COP26 event held in November 2021.
- Officers from the Community Development service delivered the only youth led participatory budgeting exercise in Scotland undertaken during the COVID-19 pandemic and delivered the Get into Summer programme of activities throughout the summer of 2021, with a core programme open to all on a universal basis supported by a number of targeted activities aimed at particular groups or families known to have been particularly impacted during the COVID-19 pandemic. Over 15,000 people participated and over 200 families received targeted support.
- The work carried out by staff over the last two years, in responding to the pandemic including supporting the childcare hubs, delivering the Get into Summer programme and delivering Participatory Budgeting exercises demonstrates the transferable skills and commitment of staff to the communities of Renfrewshire.
- Team Up to Clean Up has grown from approximately 1,200 volunteers before the pandemic to over 3,700 active community members. During 2021/22, 4,696 community events took place, 8965, volunteers were involved, and 18,056 bags of litter were uplifted by volunteers. More than half of the 74 Green Spaces projects were delivered by volunteer groups working with Team Up to Clean Up.
- Almost all funding available via the Greenspaces, Parks and Play Areas and Villages Investment fund has now been allocated (94%) funding with over 70 projects being taken forward by communities across Renfrewshire. It has inspired the creation of 6 newly constituted community groups and 4 groups have purchased tools and containers to boost the Councils grounds maintenance offerings.
- Fly Tipping has been a priority and historical sites at Sergeantlaw Road and Blackstoun Road have been cleared and secured. During 2021/22, a total of 1,787 fly tipping incidents were reported, which was a 15% reduction in reported incidents compared to 2020/21.
- Training and development opportunities have included the recruitment of additional employees to support the Team Up to Clean Up campaign and use of Invest and Kick Start programmes to support training and employee opportunities within Community Safety.
- Officers from Renfrewshire Council sat on a national group with Food Standards Scotland to ensure consistency across Scotland as a programme of catch - up inspections and recovery plans was developed following the COVID-19 pandemic. The Business Regulation Service Plan was approved on 25 August 2021 detailing plans for the recovery of the Renfrewshire Food Law inspection programme to ensure full compliance with the Food Law Code of Practice for Scotland.

- The Renfrewshire Community Learning and Development Strategy for 2021–24 was developed in collaboration with a wide range of partner organisations, third sector groups and individual service users and was approved in August 2021.
- A Water Safety Working Group was established, and the Renfrewshire Water Safety Policy agreed in January 2022. Public Rescue Equipment has now been placed at key locations across Renfrewshire.
- The Renfrewshire Antisocial Behaviour Strategy 2022-2025 was updated and approved by board in March 2022. This was developed with a range of statutory, voluntary and community partners and has a comprehensive action plan to help tackle antisocial behaviour.
- The Financial Harm Strategy was developed and approved by board in March 2022. The Strategy sets out ways partner agencies and communities can work together to prevent financial harm; report it and support those affected.
- Contaminated Land and Air Quality Management strategies have been reviewed and updated.
- Work has been undertaken to review, visit and risk assess the highest risk private water supplies. During 2022/23 a process to ensure all Regulated private water supplies are identified, sampled and risk assessed to meet regulatory requirements will be established.
- Prevent training and awareness raising has been updated to support the Council's delivery of Counter Terrorism initiatives. The roll out of Notice-Check-Share training to support local and national priorities remains ongoing. A Home Office led self-assessment review has been completed and demonstrates that Renfrewshire has established good practice in relation to compliance with the UK guidance published in February 2021.

4. Our strategic context

National context

- 4.1 The council has adapted the way services are delivered over the last two years and will continue to respond to national guidance as the pandemic recovery continues. The impact of the pandemic on Renfrewshire's communities, residents and businesses has been unprecedented and no Council service was untouched by the lockdown and associated restrictions at that time.
- 4.2 The operating environment has changed frequently and often at short notice and the council has had to be flexible and adaptable to manage this change and adjust services accordingly. The recovery phase is likely to continue for some time and council activity will reflect this. This recovery is guided by the national Strategic Framework for Recovery. As the recovery progresses, the council will work with staff, residents and partners to identify new ways of working which best meet the needs of our people and our communities.

- 4.3 Renfrewshire Council declared a climate emergency in 2019 and continues to progress work which aims to have Renfrewshire to reach Net Zero by 2030. More detailed plans on this will be published over the course of 2022. As well as council-led projects to help tackle climate issues, a Community Climate Fund allows local groups to bid for up to £3000 for localised initiatives which meet their community's needs and align to the council's drive towards Net Zero.
- 4.4 The impact of the UK leaving the EU in 2020 is not yet fully apparent, given the impact that the coronavirus has had on the economy and on day-to-day life. A main driver of how Renfrewshire is impacted will be in the operation of the UK Shared Prosperity Fund, which is in a 'pre-launch' phase. This fund is intended as a replacement for previous EU funding and will be allocated to local authorities according to a funding formula. More detail is expected over the next few months.
- 4.5 The Scottish Government published its Housing to 2040 proposals in March 2021. This is a long-term vision that sets out what homes and communities should look and feel like by 2040. The main aim of the initiative is that *'by 2040, everyone will have a safe, high quality home that is affordable and meets their needs in a place they want to be.'* The Housing to 2040 vision is set out in four over-arching categories:
- A well-functioning housing system
 - High quality sustainable homes
 - Sustainable communities
 - Homes that meet people's needs
- 4.6 During the COVID-19 pandemic, the Minister for Public Health and Sport granted local authorities a deviation from the Food Law Code of Practice (Scotland) normal requirements in recognition of the on-going work for Environmental Health Officers in prioritising the implementation of new regulations in relation to COVID-19. The deviation from normal inspection requirements was reviewed and extended several times throughout the pandemic and has now come to an end with all local authorities now required to produce and submit an updated Service Plan detailing how they are going to inspect premises and recover from the COVID pandemic in the coming years.
- 4.7 Communities and Housing Services will continue to assist with the safe resettlement of refugees from Ukraine and the Council's response to support the Scottish Government's 'Super sponsor' scheme and the UK Government's 'Homes for Ukraine' scheme and this is described in more detail in section 6 of this report.

Local context

- 4.8 In December 2020, Council approved an **Economic Recovery Plan** for Renfrewshire. It sets the direction of travel for measures to support the local economy through coronavirus response, recovery and beyond. The plan acknowledges the significant impact of the pandemic on the local and national economy, and what that means for the people, business and communities of Renfrewshire.
- 4.9 The Council also has a **Social Renewal Plan** which sets out joint plans (with our partners) to address the inequalities which exist in Renfrewshire, and which were made worse by the pandemic. The plan was developed after consultation with communities, and the council continues to seek views on these issues through consultation exercises and our Public Services Panel. Rising prices, particularly for food and fuel, may lead to more households experiencing absolute or relative poverty, and lead to increased demand for the supports and services the public and third sectors can offer.
- 4.10 Renfrewshire's **Alcohol and Drugs Commission** made its recommendations in 2020, setting out clear measures that partners across Renfrewshire need to take to reduce drug and alcohol related harms and promote recovery. 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. 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
- 4.11 **Demographic and Social Change** - Renfrewshire's population is predicted to grow by 2.1% by 2030, a higher rate of growth than the Scottish average. In common with the rest of Scotland, Renfrewshire has an ageing population due to the combined impact of a falling birth rate and increasing life expectancy. There has been positive net migration into Renfrewshire in recent years, both from within Scotland and from overseas. The job creation resulting from infrastructure projects and economic regeneration, coupled with new house building, may contribute to an increase in the working age population in the medium and long-term. Deprivation does remain a challenge in Renfrewshire, however, and this has considerable implications for council services in terms of meeting current and future needs but also in undertaking work with partners to lift people out of poverty.

- 4.12 The service will support the Planning and Climate Change Policy Board on Climate Change to develop a range of actions through its plan for net zero to reduce the Council's own carbon emissions and support partners, businesses and citizens in Renfrewshire to reduce theirs.
- 4.13 The £100m Housing Led Regeneration and Renewal Programme is one of a number of major investment programmes in Renfrewshire over the coming years, including the City Deal projects, and the Library, Museum, Arts Centre and Town Hall projects in Paisley, all of which will contribute to the economic and social regeneration of the area.
- 4.14 During 2022 there will be a reset of the strategic focus of the Council with the development of a new Council Plan and a new Community Plan, which will compliment this Service Improvement Plan for Communities and Housing Services. The SIP will over the next 3 years deliver our actions and priorities which will support the Council to deliver on its strategic objectives within the Council Plan.
- 4.15 Communities and Housing Services activities will make a critical contribution towards Renfrewshire achieving the target of net zero carbon emissions by 2030. The Housing-led Regeneration and Renewal Programme for Renfrewshire will contribute to achieving this through retrofit of existing stock, and establishing a specification for new build homes through the (RenZEB) programme in partnership with the University of Strathclyde and energy efficient construction methods for new build properties.
- 4.16 The Council's transformation programme continued throughout the pandemic but the launch of subsequent phases was paused. New phases of transformation will start during 2022.
- 4.17 **Our Values** - More than 4,000 voices including our staff, local residents, partners, young people and community groups helped identify the values most important to us all that describe our promise to our communities, staff and partners and what people can expect of us. These values have been formally adopted by Renfrewshire Council and will guide how we deliver services and make decisions every day. Our Values are;
- We are **fair**. We treat each other and everyone we deal with respectfully and work hard to build trust in Renfrewshire Council.
 - We are **helpful**. We care about getting things right and are always approachable.
 - We are great **collaborators**. We work as one team and with people who care about this place.
 - We value **learning** to help us innovate, improve and deliver better services.

- 4.18 Although COVID-19 restrictions have now been lifted, the Council will take time during 2022 to review and design what future ways of working will look like – to maximise benefits to the workforce, for the Council and most importantly, maximise the benefits to the services we provide to our communities
- 4.19 In 2020, Council approved the new People Strategy. The first two years of the strategy are focused on three priority areas – health and wellbeing, new ways of working, and staff communication and engagement. The Council’s workforce has shown considerable resilience over the last two years and no service was left unchanged during the pandemic. Our staff adapted quickly to the necessary changes, whether it was a change in how frontline delivery was handled, adopting new ways of communicating with our customers, or switching to full-time working from home. As the country emerges from the pandemic, the Council, like other organisations, will seek to build on the new ways of working and find an approach which delivers the best possible service for residents whilst promoting a healthy work-life balance for staff.
- 4.20 All local authorities in Scotland are subject to a **Best Value Audit** inspection at least once in every council term (i.e. every five years). Renfrewshire’s last inspection was in 2017 and resulted in 7 key recommendations being made. These help determine improvement actions within the council and each year, Audit Scotland publish an overview report detailing progress against the audit as well as scrutiny of council finances. Audit Scotland will produce an updated approach to these audits later this year, and this is likely to reflect the significant change in the operating environment of councils.
- 4.21 The engagement plan issued by the Scottish Housing Regulator (SHR) for 2020/2021 noted that the Council would have low level engagement. Following publication, the SHR took steps to meet with all local authorities on their Engagement Plans with a specific emphasis on homelessness. Officers met with the SHR in early August to discuss management of homeless services and the impact of Covid 19 on service delivery. The SHR confirmed that they were not looking for any further information at this time from Renfrewshire council.
- 4.22 The Council’s risk management arrangements are well established with all strategic, corporate and service risks being reported to the Audit, Risk and Scrutiny Board, with the latest report having been presented at the January 2022 meeting. Strategic risks are more outward in nature, whereas corporate ones are more inward and often affect more than one service department.
- 4.23 Communities and Housing Services also plays a significant role in the management and mitigation, where possible, of many ‘business as usual’ and service specific risks that exist within the council. Which currently include

- Inflationary pressures on construction materials and resources and knock on effect on capital programmes
- Cost of living pressures on tenants and other service users including on food costs, fuel and energy price rises, which may result in difficulty in rent payments
- Managing backlog due to impact of COVID-19 such as in housing repairs and construction and in regulatory services with food premises inspections.

4.24 Every area of work within the Council has a role to play in **promoting equality and diversity**. While this is the right thing to do and has clear advantages for the Council, there are also legal requirements. The Equality Act 2010 protects people from unfair treatment and asks public bodies (including Renfrewshire Council) to show how they make a positive difference to equality groups.

5. Our Resources

5.1 Our Workforce

There are approximately 430 staff within Communities and Housing Services and throughout the last two years, as well as reacting to the pandemic, they have continued to provide essential core services to individuals, communities and businesses across Renfrewshire.

We continue to support our staff to flourish and Housing Services colleagues are now accessing training through the Chartered Institute of Housing (CIH) to support their professional development. As well as the training, a number of staff also attended the CIH's two day "Scotland's Housing Festival" event in May 2022. The festival enabled staff to gain valuable knowledge from expert keynote speakers and influential innovators on the significant issues in the housing sector.

Through the service reviews and restructures currently being delivered within Community Protection and the Community Development services these teams are being developed to deliver services which can respond to the changing needs of service users as well as providing improved opportunities for career development for staff within these teams.

Within Communities and Public Protection, bespoke "teamtalk" training sessions are being developed for all aspects of enforcement and are being delivered to support the successful integration of Licensing Standards staff into the Trading Standards team.

During May 2022, the Director of Communities and Housing Services hosted 4 staff catch up events on TEAMS, attended by staff across all service areas. The purpose of these were twofold

- To allow staff to hear what had been happening across not only their own service area over the last year, but also to highlight to them what their colleagues in other areas in Communities and Housing Services had achieved,

and similarly what were the main priorities for each service area over the year ahead.

- Secondly, to provide staff with an opportunity to ask questions of the Director, or provide her with feedback on what they felt were the main achievements over the last year and opportunities for the coming year.

The feedback was that these sessions were a positive opportunity for staff to hear about the achievements of other parts of the service and contribute to the discussion, but one of the common points from these sessions, was the agreement that although having these virtual catch ups has a number of advantages, that the next round of these catch ups should be in-person events.

Awards and recognition –

- The Housing Asset and Investment team won the Retrofit Academy Award for *Social Housing Retrofit Landlord of the Year* – acknowledging the exemplar work for the retrofit project at Blackstoun Oval.
- The Johnstone Castle newbuild and regeneration programme won two awards. the *Affordable Housing Development of the Year (Social Rent) Award* at the Scottish Home Awards and also the *Best Regeneration Project of the Year (Residential) Award* at the Herald Property Awards.
- Our Sheltered Housing and Health and Wellbeing teams won the *Achieving Better Outcomes in Partnership Award* at the COSLA 2022 Excellence Awards for the “We’re Safe and Well” initiative - the team developed a broad range of innovative art, poetry, music, video and digital projects to support these older tenants, many of whom were particularly vulnerable, using their own words, thoughts and choices to reach out to family, friends and the community.
- Team Up to Clean Up was shortlisted in two categories in the Local Government Chronicles (LGC) Awards for Environmental Services and Community Involvement.
- Siobhan Gray a Youth Worker from the CLD team has been shortlisted for the Youth Worker of the Year Award at the National Youth Work Awards.
- The work undertaken by the members of the Local Assistance Team, often alongside their normal workload, has been outstanding and recognised via “Thank you” letters from the Scottish Government and Renfrewshire Council Chief Executive.
- In May 2022 a National Thematic Review was carried out by HMIE looking at the impact and legacy of the pandemic on CLD services across Scotland. When the inspectors visited Renfrewshire – They provided very positive feedback about the innovative and pro-active approach they saw in Renfrewshire. They also noted the breadth of work undertaken and how well it fits with our CLD strategy resulting in positive impacts for communities. They commented on the strength of the partnerships which exist across Renfrewshire and liked the plans to continue to build on those networks.

5.2 Our Partnerships and Providers

All of the work carried out within Communities and Housing Services is done with the support of and in partnership with a wide range of other Council services and external partners. We work closely with other Renfrewshire Housing Associations in the Housing Providers Forum, a number of external agencies in the Renfrewshire Homelessness Partnership and with the Renfrewshire Community Safety Partnership made up of services within Communities and Housing Services, other Council services, Police Scotland the Scottish Fire and Rescue Service and Greater Glasgow and Clyde Health Board.

We also work in partnership with many local and national organisations including Engage Renfrewshire, OneRen, Renfrewshire Health and Social Care Partnership, St Mirren Football Club and actively support the work of the I Am Me charity, which was founded in Renfrewshire and now works nationally to increase awareness of and reduce Hate Crime and bullying.

5.3 Council Finances

All local authorities in Scotland have experienced a hugely challenging and complex set of circumstances over the last two years and it is recognised that the financial impact on councils from COVID-19 will continue for some time. This includes the impact on service costs, service demands and income streams, as well as the cost of unavoidable delays to some transformation programmes.

Councils are also impacted by the rising costs of goods and services caused by inflationary pressures and global supply chain issues. Renfrewshire Council actively manages these pressures through its short- and medium-term financial planning and is acknowledged by Audit Scotland to have sound financial arrangements in place.

However, the Council's financial outlook remains subject to significant uncertainty. The most recent analysis reported to Council on 3 March 2022 suggests that Renfrewshire Council will experience a funding deficit in the range of £18m-£50m in the three years following 2022/23, unless mitigating action is taken.

Budgets are approved each year for both Capital and Revenue purposes. Revenue budgets allow for expenditure and income on day-to-day operational activities, such as employee costs, or supplies. For 2022/23, the Revenue budget approved for General Services on 3 March 2022 was £486m, and for the Housing Revenue Account £55m.

Capital budgets allow for expenditure on the creation or enhancement of assets. The capital budget approved for General Services on 3 March 2022 was £437m for the period 2022/23 to 2026/27, and for the Housing Revenue Account £267m for the period 2022/23 to 2027/28.

5.4 Housing Revenue Account (HRA)

The HRA operates a rolling 30-year Business Plan model which is the standard operating practice amongst local authorities and Registered Social Landlords. The 30-year basis of the model reflects the need for a long term planned approach to the replacement of major items such as rewiring, central heating etc aligned to the lifecycle of the element. The model ensures that planned rental income from the existing rented properties is sufficient over the term of the plan to cover debt and servicing capital expenditure including significant investment and regeneration initiatives together with funding the annual costs of maintaining council houses and all HRA annual operating costs including staffing.

The Business Plan model is reviewed to take account of the adjusted base budget position from the previous year and to update any key assumptions, economic factors and known or emerging risks. This review process allows consideration to be given to the setting of rent levels for the forthcoming and future financial years through effective scenario planning.

6. Our Strategic Priorities

As well as the national and local policy context outlined above, within the service we will continue to support the other strategic objectives and key priorities of the Council.

Housing Services

- Progress the Housing Led Regeneration and Renewal programme in eight Regeneration Areas. Phase 1 will focus on eight areas across Paisley, Renfrew and Johnstone which have been identified as being in particular need of investment.
- The areas have different combinations of proposals, including retention, some demolition and new build and retrofit of retained stocktaking account of the points above and in most cases allowing for the retention of a mix of property types and sizes.
- Complete further newbuild projects –
 - Johnstone SW (Auchengreoch Road): 39 new homes, and
 - Ferguslie Park (Tannahill): 101 new homes
- We will complete our New Build Housing Zero Carbon Innovation Project which will see us develop a standard specification for our new build houses to deliver net zero carbon homes by 2030, taking into account the whole lifecycle of the buildings including embodied carbon in construction, tenants' use and recycling.
- We will deliver the major capital investment programme for our 14 Council owned Multi Story Flats.
- Delivery of the Energy Efficiency Standard for Social Housing post-2020 (EESH2) milestones and planning for the decarbonisation of social housing.

- Implement enhanced budget in estate management – Enhanced state management practice including review of existing Common Maintenance Programme.
- Within the Housing Services team we will further improve and embed changes made to letting processes - reducing days in this part of the void process. We will continue to provide early intervention and wrap around approach to rent collection, maximising collaboration across advice services and prioritising home visits for tenants/ applicants, particularly where vulnerabilities are known. We will also assist tenants with the impact of fuel poverty and other living costs.
- Continue to develop our Refugee Resettlement Service and specifically we will establish the Welcome Hub at Glasgow airport and help to safely resettle refugees from Ukraine.
- Continue to deliver Rapid Rehousing Transition Plan, moving to housing first approach and away from temporary furnished accommodation to permanent housing with wrap around support.
- Enhance our Sheltered Housing and Health & Wellbeing service – expanding to older tenants beyond sheltered housing tenants within amenity housing, health & wellbeing benefits will be rolled out to housing support service users and homeless applicants.
- Launch new holistic support service ‘MYLA’ (My Life Ahead) in partnership with Turning Point Scotland, with funding from Alcohol & Drug Commission Programme Board. The project will support any household in Renfrewshire, regardless of tenure, whose life is being affected by alcohol/drugs, and build on the concept that in order to have good health, you need to have a good, settled home. Turning Point Scotland has been appointed to provide this bespoke support intervention and will deploy a therapeutic and trauma informed approach, with support being centred and tailored around the individual, to help sustain their settled housing and stabilise their lives.

Communities and Public Protection

- We will support the Homes for Ukraine programme by carrying out checks on those who have volunteered to house a refugee to ensure suitability before people are given a home.
- We will complete the ongoing service reviews and restructures within Communities and Public Protection to support the delivery of effective services.
- Through the Community Safety Partnership, working closely with Housing Services the service will lead in delivering the Antisocial Behaviour Strategy and provide an annual update on progress to the Communities and Housing Policy Board
- Under the Licensing Order, local authorities in Scotland will have to establish a licensing scheme for short term lets by 1 October 2022 and similar to the

private rented sector housing standards, regulation and enforcement will be integrated into Communities and Public Protection's duties.

- A process to ensure all regulated private water supplies are identified, sampled and risk assessed to meet regulatory requirements will be established and implemented.
- In line with Counter Terrorism responsibilities, Prevent Referrals, training and awareness raising will continue to be delivered and necessary actions will be taken to ensure compliance with the forthcoming Protect Duty legislation announced in May 2022.
- A review of Litter Control Areas across Renfrewshire that are in place has been undertaken in collaboration with colleagues in Legal and Democratic Services . In 2022/23, Officers will be assessing if the use of the Litter Control Areas under the Environmental Protection Act 1990 is the best way to achieve compliance in certain areas of Renfrewshire.
- Days of co-ordinated action aligned to both national events and local issues, will be used to target enforcement activities to promote Parking, Trade Waste, Littering and Dog Fouling compliance
- The Civil Contingencies Service will support training and awareness raising to update Council procedures in relation to Council Incident Officer training and development, to support robust arrangements for continued delivery of essential services in the event of high-level risks such as a widespread power outage and in relation to Counter Terrorism and Serious Organised Crime particularly Cybercrime.
- The reshaped CLD service will play a critical role in developing the locality model to act as bridge between local communities, Local Partnerships and services. Through the Community Learning and Development Strategy the focus will be on developing Individual and family capacity, building community capacity and digital enabling to ensuring everyone can benefit from digital technology. We will also support our communities through Participatory Budgeting exercises and Community Asset Transfer/Ownership opportunities.
- A new Environmental taskforce will be introduced to help tackle issues relating to fly tipping investigation and enforcement. It will tie in with Renfrewshire projects such as Team Up To Clean Up and liaise with national organisations such as the Scottish Environment Protection Agency (SEPA) to support and assist in delivering Scotland wide projects within Renfrewshire.

As noted in the introduction to this plan, Service Improvement Plans align to the Council and Community Plans. Actions and performance indicators are each grouped according to the strategic outcomes set out in the Council Plan. As the new Council Plan has yet to be approved, actions and indicators in this SIP are set out under four broad themes.

- **Place:** what we do to support our economy, our infrastructure, our assets;

- **People:** what we do to support our communities and individual residents;
- **Sustainability:** what we do to address climate issues and promote sustainable services and communities;
- **Living our Values:** what we do in terms of our organisational behaviours and approaches





The current targets for the performance indicators cover the next three years, however these will be reviewed and evaluated on an annual basis to ensure they remain appropriate

6.3 Actions and Performance Indicators

Place: what we do to support our economy, our infrastructure, our assets

What will we do?	What difference will we make?	Who is leading this?	When will we do it by?
Implement enhanced budget in estate management – including review of existing Common Maintenance Programme	This will deliver enhanced state management practice and improve the common areas within our housing estate.	Housing Services Manager	March 2023
Review the various local letting initiatives across Renfrewshire.	Ensure that letting initiatives are fit for purpose, delivering best value, and good outcomes for our customers.	Housing Regeneration and Development Manager /Housing Services Manager	March 2023
Implement revised Housing Asset Management Strategy	A revised strategy will set out proposals to achieve the necessary statutory and regulatory standards including EESSH2, SHQS and all other compliance requirements and to maintain these standards in the coming years.	Housing Asset and Investment Manager	March 2023
Carry out review of the current factoring service and potential use with regeneration areas.	To ensure we have robust arrangements in place to protect investment particularly within regeneration areas.	Housing Asset and Investment Manager	March 2023
Complete the developments at Auchengreoch Road (handovers of the 39 new homes will take place in summer 2022) and Ferguslie Park (handovers of the 101 new homes will commence summer/autumn 2022 with full completion expected early 2023).	On completion we will have completed over 315 new build homes since 2019 All Council newbuild developments include a mix of property sizes and types and all ground floor accommodation is level and step-free to meet mobility needs.	Housing Regeneration and Development Manager	March 2023
Commence feasibility work - Flood Risk Assessments at Gallowhill ahead of proposed new build project.	The proposed new build project at Gallowhill could result in a total of up to 60 new council homes being built.	Housing Regeneration and Development Manager	March 2023




Continue to work with stakeholders to understand the impacts of EU withdrawal and ensure safety of products in Renfrewshire	This work will continue and will increase over the coming years as import/exports pick up following Covid-19 but also when the EU withdrawal is implemented fully. Officers continue to liaise with Glasgow Airport and other partners e.g. Office for Product Safety and Standards (OPSS) to understand challenges and funding available,	Communities and Regulatory Manager	March 2023
Assess the use of Litter Control Areas across Renfrewshire	Officers will be assessing if the use of the Litter Control Areas under the Environmental Protection Act 1990 is the best way to achieve compliance in certain areas of Renfrewshire.	Communities and Regulatory Manager	March 2023
Complete the review of animal licence conditions across all licences	To modernise and ensure relevant to new licensing requirements	Communities and Regulatory Manager	March 2023
Establish and implement a process to ensure all Regulated private water supplies are identified, sampled and risk assessed to meet regulatory requirements	This will help ensure private water supplies are safe to use and meet all relevant legislation.	Communities and Regulatory Manager	March 2023
Establish the new Environmental taskforce	<p>This will help tackle issues including targeting fly tipping hot-spots (reactive and proactive), and it will tie in with Renfrewshire projects such as Team Up To Clean Up and liaise with national organisations such as the Scottish Environment Protection Agency (SEPA) to support and assist in delivering Scotland wide projects within Renfrewshire.</p> <p>The roles are currently being recruited with the Teams expected to be live by the Summer of 2022.</p>	Community Development Manager	March 2023
Deliver The Business Regulation Service Plan over the next 18 months	<p>The Business Regulation Service Plan details the work to be undertaken by the service, setting out objectives, the resources required and approach to quality assurance in the format and detail required by Food Standards Scotland.</p> <p>The Plan this year also sets out the resource required to undertake a catch up programme of food law inspections following the period during the COVID-19 pandemic when proactive routine inspections were restricted in line with guidance at that time from Food Standards Scotland.</p>	Communities and Regulatory Manager	October 2023

PI code	Performance Indicator	Frequency	Last update	Current Value	Current Target	Traffic Light Icon	2022/23 Target	2023/24 Target	2024/25 Target
CAHSSDP21.02	Private Water Supplies – 100% of type A supplies risk assessed and sampled	Annual	2021/22	100%	100%		100%	100%	100%
CR.PP.01	Air Quality - Annual average PM10 value across all continuous monitoring sites	Annual	2020/21	10.2ug/m3	18ug/m3		18ug/m3	18ug/m3	18ug/m3
CR.PP.01b	Air Quality - average nitrogen dioxide value of monitoring sites, within AQMA(s) exceeding limits	Annual	2020/21	<40ug/m3	41ug/m3		40ug/m3	40ug/m3	40ug/m3
CAHSSDP21.05	Number of or percentage of businesses brought into compliance with applicable legislation within 30 days	Quarterly	2021/22	100%	100%		100%	100%	100%
CAHSIP22.01	The new Environmental Taskforce will proactively visit known fly-tipping hot-spots to clear waste and try to catch offenders	Quarterly	New indicator	New indicator	New indicator	N/A	260 visits	260 visits	260 visits
CAHSIP22.04	The Green Spaces and Community Project will aim to work closely with schools during visits across the school year (20 visits per term).	Annual – measured across school terms	New indicator	New indicator	New indicator	N/A	60 visits	60 visits	60 visits

People: what we do to support our communities and individual residents

What will we do?	What difference will we make?	Who is leading this?	When will we do it by?
Develop and implement a new Tenant Participation Strategy.	The new strategy will review how we can best support tenant participation, including embracing digital technology, to help us reach groups who have not been previously involved.	Housing Regeneration and Development Manager/ Housing Services Manager	December 2022
Support the resettlement of refugees in to settled accommodation within the social rented sector.	Safely resettle refugees within Renfrewshire	Homeless and Housing Support team/ Housing Services Manager	March 2023
Establish the Welcome Hub at Glasgow airport for Ukrainian refugees	Ensuring a warm and safe welcome for refugees from Ukraine	Homeless and Housing Support Manager	March 2023
Support the Council's response to the Scottish Governments 'super sponsor' scheme for Ukrainian refugees and the UK Government's "Homes for Ukraine" scheme.	Safely resettle Ukrainian refugees within Renfrewshire	Communities and Regulatory Manager	March 2023
Develop and promote the work of the Advocacy Team to support tenants within the private rented sector	This will help ensure that tenants in the private rented sector have access to support and assistance available.	Communities and Regulatory Manager	March 2023
Deliver the key outputs from the 4th year of Renfrewshire's Rapid Rehousing Transition Plan (RRTP)	The RRTP details how those who are homeless will be provided with settled accommodation more quickly; spend reduced time in temporary accommodation and have more access to up-scaled support.	Homeless and Housing Support Manager	March 2023
Enhance our Sheltered Housing and Health & Wellbeing service	We will broaden the range of support and wellbeing initiatives provided for sheltered housing tenants, as well as rolling this out to older tenants living in amenity housing. We will also offer access to health and wellbeing initiatives to homeless applicants and housing support service users.	Homeless and Housing Support Manager	March 2023

Launch new holistic support service 'MYLA' (My Life Ahead)	This service, provided in partnership with Turning Point Scotland, with funding from Alcohol & Drug Commission Programme Board to engage with people who are experiencing challenges in their life related to alcohol, other drugs, and/or housing/homelessness.	Homeless and Housing Support Manager	March 2023
Deliver the key actions for 2022/23 outlined within the Community Learning and Development Strategy for 2021–24 across the three key priority areas <ul style="list-style-type: none"> o Young People, o Adults and Families, and o Building Communities 	The resulting plan of activities and action set out in this strategy, is an ambitious plan of action over the next three years till 2024 that will deliver real opportunities for individuals, families and communities across Renfrewshire to develop capacity, shape community aspirations and develop and maintain the services and facilities they want locally	Community Development Manager	March 2023
Deliver the Antisocial Behaviour Strategy and provide an annual update on progress to the Communities and Housing Policy Board	We will tackle and will respond to antisocial behaviour in Renfrewshire through a partnership and evidence led early intervention approach.	Community Development Manager	March 2023






PI code	Performance Indicator	Frequency	Last update	Current Value	Current Target	Traffic Light Icon	2022/23 Target	2023/24 Target	2024/25 Target
HPCMT05	Average time from household presenting themselves as homeless to completion of duty (number of weeks)	Quarterly	2021/22	22.25	26		24	24	24
SOA08.09o	Percentage of adults who agree that Renfrewshire is a safe place to live.	Annual	2020/21	75%	85%		85%	85%	85%
SOA09.1218a	Percentage of adults who agree with the statement "I am satisfied with my neighbourhood as a place to live".	Annual	2020/21	82%	85%		85%	85%	85%
CAHSIP.22.02	Contact to be made with all Sponsors in the Homes for Ukraine programme (Private and Super Sponsors) within 5 working days of cases being passed to Renfrewshire Council	Quarterly	New Indicator	New Indicator	New Indicator	N/A	95%	95%	95%

CAHSIP.22.03	Visits to be made to every property/household that want to continue as a sponsor with process being followed through to completion (acceptance or rejection)	Quarterly	New indicator	New indicator	New indicator	N/A	100%	100%	100%
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Sustainability: what we do to address climate issues and promote sustainable services and communities

What will we do?	What difference will we make?	Who is leading this?	When will we do it by?
Deliver the Energy Efficiency Standard for Social Housing post-2020 (ESSH2) milestones	ESSH2 aims to improve the energy efficiency of social housing in Scotland. This will help reduce fuel poverty and ensure warm, high quality, affordable, low carbon homes and a housing sector that helps to establish a successful low carbon economy across Scotland.	Housing Asset and Investment Manager	March 2023
Ensure the large value contracts for major works including Retrofit Design, Retrofit Works and-Voids/Tenanted works are in place.	These contracts will ensure we continue to improve the energy efficiency and overall condition of our tenants homes.	Housing Asset and Investment Manager	March 2023
Progress the Regeneration and Renewal programme in eight Regeneration Areas, including – <ul style="list-style-type: none"> Establish and begin to implement a programme for each area, with milestones for demolition, new build and investment in homes being retained Set up Neighbourhood Renewal Groups for the Regeneration Areas so that all stakeholders can contribute to the housing-led regeneration 	Over the next 10 years, the £100m Housing Led Regeneration and Renewal 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.	Housing Regeneration and Development Manager	March 2023









Complete our New Build Housing Zero Carbon Innovation Project with John Gilbert Architects and the University of Strathclyde	This will see us develop a standard specification for our new build houses to deliver net zero carbon homes by 2030, taking into account the whole lifecycle of the buildings including embodied carbon in construction, tenants' use and recycling at demolition	Housing Regeneration and Development Manager	March 2023
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PI code	Performance Indicator	Frequency	Last update	Current Value	Current Target	Traffic Light Icon	2022/23 Target	2023/24 Target	2024/25 Target
HPCMT13a	Percentage of Council housing stock which meets the Scottish Housing Quality Standard	Annual	2021/22	57%	100%		100%	100%	100%
CAHSSDP21.01	Percentage of homes meeting the EESSH 2020 standard	Annual	2021/22	78.4%	95%		95%	95%	95%
HPCHARTER13	Percentage of reactive repairs carried out in the last year completed right first time	Annual	2021/22	85%	93%		93%	93%	93%
HPCMT07	Percentage of Overall Repairs Completed Within Target	Quarterly	2021/22	93.6%	95%		95%	95%	95%
HPCHARTER12	Average length of time taken to complete non-emergency repairs (days)	Quarterly	2021/22	14 days	15 days		15 days	15 days	15 days

Living our Values: what we do in terms of our organisational behaviours and approaches

What will we do?	What difference will we make?	Who is leading this?	When will we do it by?
<p>Implement the Housing Management Services - Operational Activity Plan 2022/23. Under the following priorities;</p> <ul style="list-style-type: none"> • Recovery and resilience • Rent Collection • Managing Tenancy Changes <p>Estate and Tenancy Management</p>	<p>The plan outlines the intended actions for 2022/23 to deliver continuous improvement and contribution to key operational activities locally and also details ongoing actions that contribute to improving outcomes and conditions for Council Tenants.</p>	<p>Housing Services Manager</p>	<p>March 2023</p>
<p>Expand the Housing Asset and Investment team's resources to ensure capacity for the additional works programmed for the coming years.</p>	<p>This will ensure the successful delivery of the over £250m in capital investment in housing over the next 5 years (with significant ramping up in years 2 and 3).</p>	<p>Housing Asset and Investment Manager</p>	<p>March 2023</p>
<p>Deliver any new duties which may form a future Housing Bill following the Scottish Government's PREVENTION OF HOMELESSNESS DUTIES consultation.</p>	<p>Changes to existing homelessness legislation may include measures to ensure homelessness is prevented at an earlier stage, including a proposal to extend the duty to take reasonable steps to prevent homelessness up to six months before, to maximise the housing options available to people and to prescribe what reasonable steps may include.</p>	<p>Homeless and Housing Support Manager</p>	<p>March 2023</p>
<p>Finalise service review and restructure of the Community Protection team</p>	<p>The new structure will respond to the changing needs of service users as well as providing opportunities for career development for staff within these teams.</p>	<p>Communities and Regulatory Manager</p>	<p>March 2023</p>
<p>Implement the voluntary professional dog walking scheme in Renfrewshire</p>	<p>As part of the voluntary initiative the scheme will set minimum standards for the businesses so dog owners feel their pets are safe and in reliable hands.</p>	<p>Communities and Regulatory Manager</p>	<p>March 2023</p>
<p>Work with partners on national Serious Organised Crime and CONTEST (Prevent) agendas</p>	<p>This will ensure a joined up, co-ordinated approach to dealing with serious organised crime and threats of terrorism.</p>	<p>Communities and Regulatory Manager</p>	<p>March 2023</p>

Finalise service review and restructure of Community Learning and Development team	The new structure will respond to the changing needs of service users as well as providing opportunities for career development for staff within these teams.	Community Development Manager	March 2023
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PI code	Performance Indicator	Frequency	Last update	Current Value	Current Target	Traffic Light Icon	2022/23 Target	2023/24 Target	2024/25 Target
CAHSSDP21.06	Training – Percentage of staff training undertaken in relation to qualifications	Quarterly	2021/22	100%	100%		100%	100%	100%
DHS.COMP.FRONT%	Total Percentage of frontline (stage 1) complaints responded to within 5 days	Quarterly	2021/22	61%	95%		95%	95%	95%
DHS.COMP.INV%	Total Percentage of investigation (stage 2) complaints responded to within 20 days	Quarterly	2021/22	81%	95%		95%	95%	95%
HPCHARTER31	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	Quarterly	2021/22	7.99%	8%		7.5%*	TBC	TBC
HPCHARTER30	Rent collected as percentage of total rent due in the reporting year.	Quarterly	2021/22	98.2%	98%		98%*	TBC	TBC
HPCHARTER35	Average length of time taken to re-let properties in the last year	Quarterly	2021/22	66 days	60 days		53*	TBC	TBC
HPCHARTER34	Percentage of rent loss due to voids	Quarterly	2021/22	2%	1.60%		1.8%*	TBC	TBC
CAHSSDP21.07	Average number of work days lost per full time equivalent (FTE) employee. (cumulative)	Quarterly	2021/22	TBC	8.5		TBC	TBC	TBC

*These indicators will be reviewed at the mid-year point due to the various potential challenges which feed into the service provision/ performance

DATA ONLY INDICATORS

PI code	Performance Indicator	Frequency	Last update	Current Value	Current Target	Traffic Light Icon	2022/23 Target	2023/24 Target	2024/25 Target
CAHSSDP21.03.a	Enhanced Enforcement of Private Rented Sector - no. of investigations	Quarterly	2021/22	43	Data only		Data only	Data only	Data only
CAHSSDP21.03.b	Enhanced Enforcement of Private Rented Sector - no. of reports to First Tier Tribunal	Quarterly	2021/22	5	Data only		Data only	Data only	Data only
CAHSSDP21.03.c	Enhanced Enforcement of Private Rented Sector - no. of RPNs issued	Quarterly	2021/22	453	Data only		Data only	Data only	Data only

LGBF Scorecard – Communities and Housing Services

Indicator	Ranked Position		Data		Scottish Average
	2019/20	2020/21	2019/20	2020/21	
ENV5 – Cost of Trading Standards and environmental health per 1,000 population	15	20	£19,470	£19,360	£18,463
ENV5a – Cost of trading standards, money advice and citizens advice per 1,000 population	31	30	£13,454	£12,699	£5,857
ENV5b – Cost of environmental health per 1,000 population	1	1	£6,015	£6,661	£12,606
HSN1b – Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	6	7	5.73%	6.42%	8.19%
HSN2 – Percentage of rent due in the year that was lost due to voids	19	18	1.52%	1.58%	1.38%
HSN3 – Percentage of council dwellings meeting SHQS	17	13	94.65%	91.65%	90.26%
HSN4b – Average number of days taken to complete non-emergency repairs	17	17	7.76	10.71	7.28
HSN5 – Percentage of council dwellings that are energy efficient	20	14	78.01%	86.63%	86.35%

Communities and Housing Services

SERVICE DELIVERY PLAN 2021/22

OUTTURN REPORT

1. Introduction

- 1.1 As part of the council's approach to managing the pandemic response, council services each produced a one-year Service Delivery Plan in 2021. These focused on the actions necessary to manage the response and the recovery from the pandemic. This outturn details the achievements of Communities and Housing Services during 2021/22 and sets out progress against actions and performance targets.
- 1.2 As restrictions continue to ease and public services can have a greater focus again on business as usual, the council is once again producing three-year improvement plans. The new Service Improvement Plan for the period 2022 to 2025 is also being presented to this Board as appendix 1 of this report.

2. Background

- 2.1 With approximately 430 members of staff, Communities and Housing Services aims to create, develop, support, protect and empower Renfrewshire's communities. This includes managing and investing in our housing stock of 12,216 properties and providing services to council tenants, alongside housing advice and support, assisting homeless people and those threatened with homelessness and ensuring people have safe and healthy places to live.
- 2.2 This work links closely with our community protection role safeguarding public health and protecting the environment, consumers, workers and local communities. Within these communities, we encourage people to fulfil their potential and ensure they have equal access to a range of learning and development opportunities. Community Learning and Development teams work to build this capacity in young people and other individuals, families, groups and communities.

3. Achievements in 2021/22

- 3.1 The Service Delivery Plan 2021/22 reflected the specific tasks councils would have to undertake in order to support communities and businesses through the ongoing effect of the pandemic and also into a recovery phase. Services carried out a range of tasks directly related to the pandemic as well as continuing to progress with both 'business as usual' and strategic priorities.

3.2 As well as having a focus on responding to COVID-19 and supporting communities and businesses during this period, Communities and Housing Services teams continued to provide core services which are essential to our communities and have ensured the delivery of a wide range of key activities and achievements across the service. Particular activities to highlight include:

3.3 **Housing Services**

- A joint report by the Chief Executive, Director of Communities and Housing and Director of Finance and Resources setting out a major programme of Housing Led Regeneration and Renewal was approved by Council on 17 December 2020.
- This sought to bring forward additional investment from the Housing Revenue Account of some £100m over the next 10 years to 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.
- Following approval from the Communities, Housing and Planning Policy Board on 18 May 2021, consultation was carried out in the 8 phase 1 areas of the £100 million Housing Led Regeneration and Renewal programme for Renfrewshire. Consultation was widely publicised, with an opportunity for people to take part and comment on the proposals in a variety of ways to suit their needs and preferred method of communication.
- A further report in March 2022 notes the feedback received from tenants, residents, owners and local communities during the further targeted consultation period in three of the phase 1 areas, and the Director of Communities and Housing Services was authorised to undertake the necessary processes to implement the revised proposals for the three Regeneration Areas concerned.
- A new build programme for 2021/22 has been delivered – with revised targets due to COVID-19 restrictions. 95 newbuild homes in Johnstone Castle were completed in April 2021. 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 comprehensive review of all statutory landlord compliance activities was completed and the Compliance Strategy and policies are now all in place. A new Compliance Team is now in place and a further review of resource requirements has also been undertaken. This will ensure our housing stock complies with all statutory and regulatory requirements in relation to Gas, Electric, Asbestos, Water, Lifts & Fire Safety.

- Fabric works are being tailored to the buildings in each area and will adopt a whole house retrofit approach with measures to improve energy efficiency and help reduce energy costs for tenants.
- During 2021/22, Housing Services continued to be delivered in accordance with the relevant and current Scottish Government guidance and restrictions. Staff quickly and positively adapted to working remotely and have continued to deliver essential services to tenants, homeless people, those threatened with homelessness, and other services users.
- Staff continue to make connections and refer Council Tenants and applicants where appropriate to relevant colleagues and partners to access support and/ or financial advice and assistance. Joint networking meetings have been held between all housing management staff, income advisors and homelessness staff to further increase awareness of respective services and assistance available to those who need it.
- Housing staff continue to make proactive contact with customers. A successful bid to Connecting Scotland has enabled the provision of devices to some customers to improve access to services and other benefits that being digitally enabled offers.
- Housing Services, Homeless Services and Housing Support staff piloted a digital platform, “Near Me”, which enables face to face contact online, enabling enhanced form filling assistance, face to face interviews and meetings without the need for a customer to travel to an office.
- Although we recognise the benefits that digital platforms like “Near Me” can provide to our clients to widen the choice of methods available to them to interact with us, we also recognise the importance of in person meetings. And as the relaxing and removal of Scottish Government COVID-19 restrictions have occurred, staff across all Housing Services teams have returned to front line duties in person to assist and support our tenants and other clients.
- Our Refugee Resettlement Team continued to support the Council’s refugee resettlement programme throughout 2021/22.
- In March 2022, a report was presented to the Communities, Housing and Planning Policy Board providing an update on the proposed distribution of the COVID-19 Tenant Grant Fund, and how the needs of homeless people have continued to be met throughout the pandemic, as well as a further update on the significant progress that has been made in the implementation of Renfrewshire’s Rapid Rehousing Transition Plan (RRTP).
- 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.

- Key initiatives in relation to homelessness during 2021/22 include:
 - the use of a Housing First approach in partnership with Turning Point Scotland and Blue Triangle H.A. which has now been further upscaled from 18 service users at the beginning of the RRTP, to 57 individuals now being in receipt of this wraparound support at any one time, using both RRTP and Council funding.
 - launch of a 'shared living' initiative with the Simon Community Scotland to support homeless applicants who want to share accommodation.
 - Deployment of an officer from 'Say Women' to support young women (16-25 years old) who have been subjected to sexual violence and are at risk of homelessness.
- Despite the challenges of the past 2 years, the total annual number of statutorily homeless households in Renfrewshire has shown no significant increase. During 2021/22 we provided support to 2,254 people and 909 homeless applications were received.
- Over the last two years, there has been a continued strong focus on matching Council/ Registered Social landlord (RSL) properties to those who were homeless or in greater housing need. Of the 940 homes let during 2021/22 through our Common Housing Allocation Policy a total of 369 were allocated to statutory homeless clients and 174 were allocated by our RSL partners.
- Within Homeless and Housing Support Services, we delivered a range of new programmes to support our clients, including - 'Move-on', 'We're Safe & Well' and 'WRAP'.
- The Renfrewshire Alcohol and Drugs Commission recognised that a safe and secure home is the best base for people to build their lives and enjoy good health and wellbeing. For those who are homeless, the provision of settled mainstream accommodation as early as possible, with appropriate support, is a key element in helping individuals and families affected by alcohol and drug use to rebuild their lives. We continue to strengthen our approach to prevention and repeat homelessness by providing holistic wraparound support to households in Renfrewshire, regardless of tenure, whose life is being affected by alcohol and/ or drugs.
- We submitted the Annual Return on the Charter (ARC) to the Scottish Housing Regulator (SHR) in May 2022. The ARC records the quality of service provided to tenants and provides benchmarking and tenant scrutiny of the services provided. We use this to help us prioritise what areas within Housing Services we will focus on for improvement.
- The Tenants Information Service (TIS), which is an organisation set up to promote and inspire innovative tenant participation have been commissioned to review the current approach to customer engagement and produce a new Tenant

Participation Strategy. The new strategy will embrace digital technology, to help us reach groups who were not previously involved and a draft strategy will be brought to a future meeting of the Communities, Housing and Planning Policy Board for consideration.

- Staff across Housing participated in the short life working group established to review and update the Renfrewshire Antisocial Behaviour Strategy. At the March 2022 meeting, the Communities, Housing and Planning Policy Board approved the Renfrewshire ASB Strategy 2022-2025.
- Housing Services staff continue to assist and support our colleagues in the Chief Executive's Service with the production of major strategic documents including the Local Housing Strategy and the Local Development Plan. At the March 2022 meeting of the Communities, Housing and Planning Policy Board, the draft Renfrewshire Local Housing Strategy 2022-2027 was presented and approval was given to consult for a period of 12 weeks to obtain the views of communities and stakeholders.

3.4 Communities and Public Protection

- Front line workers continued to be out working delivering essential services to businesses and residents across all communities throughout the pandemic.
- In particular, Communities and Public Protection services have been at the forefront in supporting the Council 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
- The service continued to deliver and manage the Local Assistance Team (LAT) for calls in relation to self-isolation/vaccinations. Since August 2020, a total of 26,857 individuals who were self isolating have been contacted and approximately 6,000 parents and carers of those that have come into contact with somebody with COVID-19 have been advised to self isolate. The Local Assistance Team completed their final calls on 30 April 2022.
- The Civil Contingencies team (CCS) played a key role in the response to the COVID-19 pandemic and supported Renfrewshire, East Renfrewshire, Inverclyde and West Dunbartonshire Council's as well as the wider Greater Glasgow and Clyde region throughout the COVID-19 pandemic. This included supporting the Council

management structures dealing with the incident, playing an active role in updating on any local, regional and national issues to share pertinent information and helping support decision making around the various issues arising from the coronavirus pandemic

- The CCS was also pivotal in the setting up and supporting the COVID-19 vaccination centres and testing centres across Renfrewshire and supporting preparations for the COP26 event held in November 2021.
- Officers from the Community Development service delivered the only youth led participatory budgeting exercise in Scotland undertaken during the COVID-19 pandemic and delivered the Get into Summer programme of activities throughout the summer of 2021, with a core programme open to all on a universal basis supported by a number of targeted activities aimed at particular groups or families known to have been particularly impacted during the COVID-19 pandemic. Over 15,000 people participated and over 200 families received targeted support.
- The work carried out by staff over the last two years, in responding to the pandemic including supporting the childcare hubs, delivering the Get into Summer programme and delivering Participatory Budgeting exercises demonstrates the transferable skills and commitment of staff to the communities of Renfrewshire.
- Team Up to Clean Up has grown from approximately 1,200 volunteers before the pandemic to over 3,700 active community members. During 2021/22, 4,696 community events took place, 8965, volunteers were involved, and 18,056 bags of litter were uplifted by volunteers. More than half of the 74 Green Spaces projects were delivered by volunteer groups working with Team Up to Clean Up.
- Almost all funding available via the Greenspaces, Parks and Play Areas and Villages Investment fund has now been allocated (94%) funding with over 70 projects being taken forward by communities across Renfrewshire. It has inspired the creation of 6 newly constituted community groups and 4 groups have purchased tools and containers to boost the Councils grounds maintenance offerings.
- Fly Tipping has been a priority and historical sites at Sergeantlaw Road and Blackstoun Road have been cleared and secured. During 2021/22, a total of 1,787 fly tipping incidents were reported, which was a 15% reduction in reported incidents compared to 2020/21.
- Training and development opportunities have included the recruitment of additional employees to support the Team Up to Clean Up campaign and use of Invest and Kick Start programmes to support training and employee opportunities within Community Safety.
- Officers from Renfrewshire Council sat on a national group with Food Standards Scotland to ensure consistency across Scotland as a programme of catch - up inspections and recovery plans was developed following the COVID-19 pandemic. The Business Regulation Service Plan was approved on 25 August 2021 detailing

plans for the recovery of the Renfrewshire Food Law inspection programme to ensure full compliance with the Food Law Code of Practice for Scotland.

- The Renfrewshire Community Learning and Development Strategy for 2021–24 was developed in collaboration with a wide range of partner organisations, third sector groups and individual service users and was approved in August 2021.
- A Water Safety Working Group was established, and the Renfrewshire Water Safety Policy agreed in January 2022. Public Rescue Equipment has now been placed at key locations across Renfrewshire.
- The Renfrewshire Antisocial Behaviour Strategy 2022-2025 was updated and approved by board in March 2022. This was developed with a range of statutory, voluntary and community partners and has a comprehensive action plan to help tackle antisocial behaviour.
- The Financial Harm Strategy was developed and approved by board in March 2022. The Strategy sets out ways partner agencies and communities can work together to prevent financial harm; report it and support those affected.
- Contaminated Land and Air Quality Management strategies have been reviewed and updated.
- Work has been undertaken to review, visit and risk assess the highest risk private water supplies. During 2022/23 a process to ensure all Regulated private water supplies are identified, sampled and risk assessed to meet regulatory requirements will be established.
- Prevent training and awareness raising has been updated to support the Council's delivery of Counter Terrorism initiatives. The roll out of Notice-Check-Share training to support local and national priorities remains ongoing. A Home Office led self-assessment review has been completed and demonstrates that Renfrewshire has established good practice in relation to compliance with the UK guidance published in February 2021.

4. Progress against actions and performance measures

The Service Delivery Plan contains a total of 33 actions and 25 performance measures.

Where performance is below expectation we will monitor and take appropriate remedial action. In terms of the Service Delivery Plan this currently includes





- **Percentage of Council Housing Stock which meets the SHQS** - This year has seen an increase in the percentage of failures as 2 new elements are now included within the calculation of this PI. For the first time, compliance with 5 yearly electrical installation condition report (EICR) checks and the new smoke and heat detector standard are included within the assessment of SHQS compliance. The

council's programme of EICR checks and smoke detector upgrades has been significantly affected by the impact of covid on the construction industry and was not complete by March 2022 as planned. Both the EICR and smoke detector programmes are still ongoing and when complete will give a significant increase in properties passing SHQS over the next year.



- **Percentage of homes meeting the EESSH 2020 standard** - Delivery of the capital investment programme has progressed, but has been affected by significant delays due to a range of issues which are still affecting the construction industry as it emerges from the restrictions put in place during the pandemic. These issues include delays with material supplies, fluctuating resource levels as the demand for construction work drives higher pay rates and ongoing high levels of absence due to covid cases. Planned works which have been delayed will be reprofiled into next financial year, so whilst there have been delays, the works will still be completed.
- **Complaints Performance** – Complaint performance dipped during 2021/22. There was a 33% increase in frontline complaints received in 2021/22 (808 received) compared to the previous year 200/21 (602 received). Although we were able to restart the carrying out repairs following the lifting of COVID restrictions at various points throughout 2021/22, there was still a backlog of repairs and the impact on repairs and other service issues due to the legacy of the COVID-19 pandemic and this led to a higher number of complaints answered out with the timescale of 5 days. We expect complaints performance to improve over the course of this year and we have focused additional resources to support this.
- **Absence** – current levels are similar to pre pandemic levels and the service is proactively managing each absence to ensure all available support and assistance is provided to staff who are currently off due to sickness absence. A monthly review meeting is also held with colleagues in HR to ensure absence remains a focus of the service.


Communities and Housing Services - Service Delivery Plan 2021-22 Action Plan and Performance Indicators





Action Status	
	Overdue;
	Check Progress
	In Progress
	Completed





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





<u>What will we do?</u>	<u>What difference will this make?</u>	<u>Who is leading on this?</u>	<u>When will it be completed?</u>	<u>Update on progress from April 2021 to March 2022</u>	<u>Percentage complete</u>	<u>Status</u>
Continue to work with stakeholders to understand the impacts of EU withdrawal and ensure safety of products in Renfrewshire	Safer communities by ensuring products etc are safe. It will also assist economy by ensuring businesses to import/export and that anything placed on the market is safe	Communities and Public Protection – Environmental Health – Business Regulation Manager and Serious Organised Crime and Trading Standards Manager	March 2022	<p>We continue to work with stakeholders to understand and assess the challenges and impacts of the EU withdrawal.</p> <p>This work will continue and will increase over the coming years as import/exports pick up following Covid-19 but also when the EU withdrawal is implemented fully.</p> <p>Officers continue to liaise with Glasgow Airport and other partners e.g. Office for Product Safety and Standards (OPSS) to understand challenges and funding available,</p> <p>In terms of work carried out during 2021/22 this action is 100% complete.</p>	100%	
Deliver the first year actions of Housing-led Regeneration and Renewal Programme for Renfrewshire?	The programme which is part of our economic recovery plan to help Renfrewshire thrive after COVID-19 and will create around 300 newbuild homes and deliver improvements to existing housing in eight areas in Johnstone, Paisley and Renfrew in its first phase in the first phase of this 10	Housing Regeneration and Development Team	March 2022	<p>Following approval from the Communities, Housing and Planning Policy Board on 18 May 2021, consultation was carried out in the 8 phase 1 areas. Consultation was widely publicised, with an opportunity for people to take part and comment on the proposals in a variety of ways to suit their needs and preferred method of communication.</p> <p>A further report in March 2022 notes the feedback received from tenants, residents, owners and local communities during the further targeted consultation period in three of the phase 1 areas, and the Director</p>	100%	


<u>What will we do?</u>	<u>What difference will this make?</u>	<u>Who is leading on this?</u>	<u>When will it be completed?</u>	<u>Update on progress from April 2021 to March 2022</u>	<u>Percentage complete</u>	<u>Status</u>
	<p>year programme.</p> <p>Creating modern, affordable, safe and warm homes which are designed to reduce fuel poverty and carbon emissions</p>			of Communities and Housing Services was authorised to undertake the necessary processes to implement the revised proposals for the three Regeneration Areas concerned.		
Improve Tenant Participation by delivering the Customer Engagement Action Plan.	The Action Plan outlines how we will strengthen and increase tenant participation and support engagement, to help inform ongoing service development and continuous improvement.	Housing Regeneration and Development Team	March 2022	The annual report detailing all we have achieved during 2021/22 will be presented to the Communities and Housing Policy Board during 2022. The Tenants Information Service (TIS), which is an organisation set up to promote and inspire innovative tenant participation have been commissioned to review the current approach to customer engagement and produce a new Tenant Participation Strategy. The new strategy will embrace digital technology, to help us reach groups who were not previously involved and a draft strategy will be brought to a future meeting of the Communities, Housing and Planning Policy Board for consideration.	100%	




Strategic Outcome 2: Building strong, safe and resilient communities




<u>What will we do?</u>	<u>What difference will this make?</u>	<u>Who is leading on this?</u>	<u>When will it be completed?</u>	<u>Update on progress from April 2021 to March 2022</u>	<u>Percentage complete</u>	<u>Status</u>
We will deliver new build programme for 2021/22 – with revised targets due to COVID-19 restrictions.	Provide modern, energy efficient homes	Housing Regeneration and Development Team	March 2022	<p>A new build programme for 2021/22 has been delivered – with revised targets due to COVID-19 restrictions</p> <p>95 newbuild homes in Johnstone Castle were completed in April 2021</p> <p>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</p> <p>Worked commenced on site in spring 2021 on 39 new homes at Auchengreoch Road in Johnstone and on 101 new homes in Ferguslie Park</p>	100%	
Sustained increase in the number and proportion of lets from Council and RSL partners	<p>Reduce the time homeless applicants spend in temporary accommodation, in line with national homeless policy.</p> <p>Positive effect on tenancy sustainment level and reduction in temporary accommodation costs.</p>	Homeless and Housing Support Services/ Housing Services	March 2022	Of the 940 homes let during 2021/22 through our Common Housing Allocation Policy a total of 369 were allocated to statutory homeless clients and a further 174 were allocated by our RSL partners.	100%	


Upscale the use of a Housing First approach in supporting homeless applicants into settled tenancies	Increase in number of homeless applicants being provided with wraparound support. Improved tenancy sustainment levels	Homeless and Housing Support Services	March 2022	Number being supported at any one time via the Housing First approach now increased to 57	100%	
Review the provision of temporary accommodation light of the impact of RRTP and Council Regeneration programme	Rationalise the provision and cost of temp accommodation.	Homeless and Housing Support Services	March 2022	Review completed. Stock of temporary accommodation is currently having to be sustained at previous levels due to demand from impacts of COVID-19 and recovery.	100%	
Implement new management structure for sheltered housing service.	Service modernised, improved resilience, meet Care Inspectorate requirements. Alternative arrangements in place for liaison with Gypsy / Travellers	Homeless and Housing Support Services	March 2022	Establishment Change Report finalised and new structure to be implemented from Summer 2022	80%	
Review service delivery arrangements for Concierge/ Caretaking service	Improved links with enhanced estate management service.	Homeless and Housing Support Services/ Housing Services	March 2022	New arrangements to be implemented in summer/ autumn 2022. Internal Audit of all safety procedures has been carried out	75%	


Continue to work with relevant colleagues and partners such as Advice Works, Invest in Renfrewshire, Energy Advisors and other support services to help council tenants to access any source of funding or benefit entitlement available	Tenants income is maximised	Housing Services	March 2022	Staff continue to make connections and refer Council Tenants and applicants where appropriate to relevant colleagues and partners to access support and / or financial advice and assistance. Joint networking meetings have been held between all housing management staff, income advisors and homelessness staff to further increase awareness of respective services and assistance available to those who need it.	100%	
Maximising contact with customers to understand their needs and offer support through proactive contact.	Allow us to understand their needs to help inform what actions we take next.	Housing Services	March 2022	Housing staff continue to make proactive contact with customers ensuring all services and any other benefits that being digitally enabled offers are utilised.	100%	
Implement revised Housing Asset Management Strategy	A revised strategy will set out proposals to deal with abeyances and exemptions which have arisen from the Scottish Housing Quality Standard (SHQS) and programmes to maintain delivery of the standard in coming years.	Housing Asset and Investment Team	March 2022	This has not progressed fully due to staff turnover in particular roles. This will be prioritised in 2022/23 following recruitment of a Housing Asset & Energy Strategy Manager post.	25%	
Deliver HEEPS:ABS programme subject to COVID-19 restrictions	The HEEPS:ABS programme will help to ensure council properties in mixed tenure blocks meet EESSH, reducing fuel poverty and ensuring warm, energy efficient homes.	Housing Asset and Investment Team	March 2022	The delivery of the HEEPS:ABS programme has progressed subject to COVID-19 restrictions, but has been affected by significant delays due to a range of issues which are still affecting the construction industry as it emerges from the restrictions put in place during the pandemic. These issues include delays with material supplies, fluctuating resource	100% subject to COVID-19 restrictions	



				<p>levels as the demand for construction work drives higher pay rates and ongoing high levels of absence due to covid cases.</p> <p>Planned works which have been delayed will be reprofiled into next financial year, so whilst there have been delays, the works will still be completed.</p>		
<p>Deliver yearly programme towards ensuring houses meet EESSH standard subject to COVID-19 restrictions</p>	<p>EESSH aims to improve the energy efficiency of social housing in Scotland. This will help reduce fuel poverty and ensure warm, high quality, affordable, low carbon homes and a housing sector that helps to establish a successful low carbon economy across Scotland.</p>	<p>Housing Asset and Investment Team</p>	<p>March 2022</p>	<p>Delivery of the capital investment programme has progressed, but has been affected by significant delays due to a range of issues which are still affecting the construction industry as it emerges from the restrictions put in place during the pandemic. These issues include delays with material supplies, fluctuating resource levels as the demand for construction work drives higher pay rates and ongoing high levels of absence due to covid cases</p> <p>Planned works which have been delayed will be reprofiled into next financial year, so whilst there have been delays, the works will still be completed.</p>	<p>100% subject to COVID-19 restrictions</p>	





Complete smoke and heat detector upgrade programme.	This will ensure our housing stock meets the revised regulations on smoke, heat and carbon monoxide detectors introduced by the Scottish Government. The date for compliance with the new standards has been extended from February 2021 to February 2022, due to the practical difficulties caused by COVID-19.	Housing Asset and Investment Team	February 2022	Good progress has been made, however, the programme has suffered from delays due to a range of issues which are still affecting the construction industry as it emerges from the restrictions put in place during the pandemic.	78%	
Review the Renfrewshire Council Anti-Social Behaviour Strategy and associated procedures	A fit for purpose strategy to work alongside partners to tackle persistent anti-social behaviour	Communities and Public Protection – Lead Officer, Tasking and Deployment	October 2021	At their March 2022 meeting, the Communities, Housing and Planning Policy Board approved the Renfrewshire ASB Strategy 2022-2025. This has been developed with a range of statutory, voluntary and community partners whilst taking account of the legislative requirements set out in the Antisocial Behaviour etc (Scotland) Act 2004.	100%	
Continue to deliver and manage the Local Assistance Team wherever required for calls in relation to self-isolation/vaccinations to ensure support to the communities	Assistance for communities throughout the pandemic to ensure support in isolation	Communities and Public Protection – Resilience and Deployment Manager	March 2022	Total calls since 12/10/2020: 26,857 Following revised Scottish Government guidance the Local Assistance Team have been stood down and completed their last calls on Saturday 30 th April 2022. The work undertaken by the team, often alongside their normal workload, has been outstanding and recognised via “Thank you” letters from Scottish Government and Renfrewshire Council Chief Executive.	100%	



Roll out of further Notice-Check-Share training as part of the local and national Prevent training	Safer communities and to allow people to share concerns safely	Communities and Public Protection – Resilience and Deployment Manager	March 2022	<p>The NOTICE-CHECK-SHARE training has now been rolled out to different audiences including Renfrewshire Council Officers (including Environmental Health) and UWS students.</p> <p>Feedback is very positive and the continued roll-out will be monitored and progressed via the Community Protection (PREVENT) Steering Group.</p>	100%	
Ensure business compliance with regards to COVID-19 legislation, guidance and requirements	This will reduce transmission of COVID-19 and ensure safety for everyone working, visiting or staying in Renfrewshire.	Communities and Public Protection – Environmental Health and Trading Standards Managers	March 2022	<p>Environmental Health and Trading Standards continued to be at the forefront of Covid-19 guidance and enforcement for businesses.</p> <p>As the Scottish Government threat level changed, the visits and enforcement changed to a risk based approach.</p>	100%	
Enhanced inspection of private water supplies (including risk assessments and sampling) in Renfrewshire to ensure compliance with legislation	Safe water supplies for the consumption of residents	Communities and Public Protection – Environmental Health – Public Health Manager	March 2022	<p>Work has been undertaken to review, visit and risk assess the highest risk private water supplies.</p> <p>Visits were still constrained between April 2021 and March 2022 due to Covid, however, high risk properties were visited and sampled.</p>	100%	

Recovery of Food Law inspections in line with the Code of Practice	This will allow businesses to re-open and serve food safely to residents in Renfrewshire	Communities and Public Protection – Environmental Health – Business Regulation Manager	September 2021 (Subject to change due to COVID-19 restrictions)	<p>The Business Regulation Service Plan was presented to the Infrastructure, Land and Environment Policy Board on 25 August 2021. This plan detailed the recovery of the Food Law inspection programme over the next 18 months. This has also detailed the time and resource that this will be required to ensure full compliance with the Food Law Code of Practice for Scotland.</p> <p>In terms of work programmed to be carried out during 2021/22 this action is 100% complete.</p>	100%	
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Performance Indicator	Current Status	2019/20		2020 /21		2021/22				2021/22 YEAR END		Comments
		Value	Target	Value	Target	Q1 Value	Q2 Value	Q3 Value	Q4 Value	Value	Target	
Percentage of Council Housing Stock which meets the SHQS		95.6%	100%	91.65%	100%	Not measured for quarters				57%	100%	<p>This year has seen an increase in the %age of failures as 2 new elements are now included within the calculation of this PI. For the first time, compliance with 5 yearly EICR checks and the new smoke and heat detector standard are included within the assessment of SHQS compliance. The council's programme of EICR checks and smoke detector upgrades has been significantly affected by the impact of covid on the construction industry and was not complete by March 2022 as planned.</p> <p>Both the EICR and smoke detector programmes are still ongoing and when complete will give a significant increase in properties passing SHQS over the next year.</p> <p>At the end of 2021/22, 6,976 of the stock of 12,216 met the standard SHQS standard.</p>

												There are 957 properties not in scope as they are part of approved demolition programmes and 253 properties currently in abeyance due to tenant refusal of works.
Average time from household presenting themselves as homeless to completion of duty (number of weeks)		23.27	24	25	23	25.73	23.19	20.18	19.89	22.25	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.</p> <p>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>
Percentage of adults who agree Renfrewshire is a safe place to live		84.6%	85%	75%	85%	Not measured for quarters				75%	85%	This comes from the Renfrewshire Public Services Panel which was carried out in December 2020.




Percentage of adults who agree with the statement "I am satisfied with my neighbourhood as a safe place to live".		83.5%	85%	82%	85%	Not measured for quarters				82%	85%	This comes from the Renfrewshire Public Services Panel which was carried out in December 2020.
Percentage of homes meeting the EESSH 2020 standard		N/A	N/A	N/A	N/A	Not measured for quarters				78.4%	95%	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. At the end of 2021/22, over 9,500 of the stock of 12,216 meet the EESSH2020 standard. There are over 1,200 properties exempt from EESSH in terms of SHR guidance, including 957 properties which are part of approved demolition programmes. The percentage of our stock that meets the current EESSH standard is 78.4%.
Private Water Supplies - 100% of type A supplies risk assessed and sampled		N/A	N/A	N/A	N/A	Not measured for quarters				100%	100%	This is a new performance indicator which will be reported on an annual basis.
Enhanced Enforcement of Private Rented Sector - no. of investigations		N/A	N/A	N/A	N/A	13	NOT COLLECTED	NOT COLLECTED	NOT COLLECTED	43	Data only	<p>As this activity is complaint driven, it is not appropriate to set any target for performance. The 2021 data includes all enforcement activity relating to private rented sector. Rent penalty notices issued will include landlords who are unregistered as well as landlords whose registration has expired.</p> <p>The 43 Investigations relate to complaints from tenants concerning the condition of privately rented property. Five of these resulting in referrals to the First Tier Tribunal.</p>



												Due to workload pressures as a result of the COVID-19 response it has not been possible to collect this data on a quarterly basis.
Enhanced Enforcement of Private Rented Sector - reports to First Tier Tribunal		N/A	N/A	N/A	N/A	1	NOT COLLECTED	NOT COLLECTED	NOT COLLECTED	5	Data only	<p>As this activity is complaint driven, it is not appropriate to set any target for performance. The 2021 data includes all enforcement activity relating to private rented sector. Rent penalty notices issued will include landlords who are unregistered as well as landlords whose registration has expired.</p> <p>The 43 Investigations relate to complaints from tenants concerning the condition of privately rented property. Five of these resulting in referrals to the First Tier Tribunal.</p> <p>Due to workload pressures as a result of the COVID-19 response it has not been possible to collect this data on a quarterly basis.</p>
Enhanced Enforcement of Private Rented Sector - RPNs issued		N/A	N/A	N/A	N/A	160	NOT COLLECTED	NOT COLLECTED	NOT COLLECTED	453	Data only	<p>As this activity is complaint driven, it is not appropriate to set any target for performance. The 2021 data includes all enforcement activity relating to private rented sector. Rent penalty notices issued will include landlords who are unregistered as well as landlords whose registration has expired.</p> <p>The 43 Investigations relate to complaints from tenants concerning the condition of privately rented property. Five of these resulting in referrals to the First Tier Tribunal.</p> <p>Due to workload pressures as a result of the COVID-19 response it has not been possible to collect this data on a quarterly basis.</p>

Strategic Outcome 3: Tackling inequality, ensuring opportunities for all


<u>What will we do?</u>	<u>What difference will this make?</u>	<u>Who is leading on this?</u>	<u>When will it be completed?</u>	<u>Update on progress from April 2021 to March 2022</u>	<u>Percentage complete</u>	<u>Status</u>
Develop Alcohol & Drug Commission related initiatives in line with Final Report recommendations.	Initiatives being delivered to better meet the needs of those homeless applicants and tenants with alcohol and drug issues.	Homeless and Housing Support Services	March 2022	Programme Board approval obtained and delivery partner appointed (Turning Point Scotland), and they are recruiting staff in March 2022. In-house Co-ordinator appointed. Project is called Myla (My Life Ahead) Formal launch in April / May 2022	100%	
Develop new 3 year Community Learning and Development Plan	The plan will be developed in partnership with learners and communities. The needs of learners and communities should clearly inform priorities. This will help to ensure CLD provision is adequate and efficient and meets the needs of young people, adults, families and communities.	Community Learning and Development Team	September 2021	The Renfrewshire Community Learning and Development Strategy for 2021–24 was developed in collaboration with a wide range of partner organisations, third sector groups and individual service users and was approved in August 2021.	100%	




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




<u>What will we do?</u>	<u>What difference will this make?</u>	<u>Who is leading on this?</u>	<u>When will it be completed?</u>	<u>Update on progress from April 2021 to March 2022</u>	<u>Percentage complete</u>	<u>Status</u>
Implement the voluntary professional dog walking scheme in Renfrewshire	Communities feeling safer, less dog fouling and a more controlled sector that is currently not engaged	Communities and Public Protection – Lead Officer, Environmental Initiatives	October 2021	<p>A draft scheme has been devised, however, to date it has not been consulted on or launched (due to Covid-19). The scheme is currently being reviewed to ensure it remains up to date and a plan developed to work with professional dog walkers in the coming year.</p> <p>This will be completed in 2022/23 with assistance required from Corporate Communications to launch the scheme.</p>	75%	
Review of Litter Control Areas with Legal and Democratic Services across Renfrewshire	A better understanding of areas of concern and a focus on engagement and enforcement	Communities and Public Protection and Legal & Democratic Services	March 2022	<p>A review of the areas that are in place has been undertaken.</p> <p>In 2022/23, Officers will be assessing if the use of the Litter Control Areas under the Environmental Protection Act 1990 is the best way to achieve compliance in certain areas of Renfrewshire.</p>	100%	
Continue to focus on fly tipping hot spots to both remove, secure and tackle the perpetrators	Cleaner communities with less fly tipping and a clear understanding that this will not be tolerated	Communities and Public Protection, Environment and Infrastructure Services and SEPA	March 2022	<p>Fly Tipping has been a priority for Communities and Housing alongside Environment and Infrastructure over many years. At the Council Meeting in March 2022, funding was allocated to introduce an Environmental Taskforce that would assist in targeting fly tipping hot-spots (reactive & proactive).</p> <p>The roles are currently being recruited with the Teams expected to be live by the Summer of 2022</p>	100%	





Performance Indicator	Current Status	2019/20		2020 /21		2021/22				2021/22 YEAR END		Comments
		Value	Target	Value	Target	Q1 Value	Q2 Value	Q3 Value	Q4 Value	Value	Target	
Air Quality Annual average PM10 value across all continuous monitoring sites		14.3	18	10.2	18	Not measured for quarters				10.2ug/m3	18ug/m3	Data is calculated annually will not be available until later in 2022 following validation by the Scottish Government. This will be published in the Annual Progress Report and reported to appropriate Board.
Air Quality - average nitrogen dioxide value of monitoring sites, within AQMA(s) exceeding limits		41.1	42	40	41	Not measured for quarters				<40ug/m3	41ug/m3	Data is calculated annually will not be available until later in 2022 following validation by the Scottish Government. This will be published in the Annual Progress Report and reported to appropriate Board






Strategic Outcome 5: Working together to improve outcomes



<u>What will we do?</u>	<u>What difference will this make?</u>	<u>Who is leading on this?</u>	<u>When will it be completed?</u>	<u>Update on progress from April 2021 to March 2022</u>	<u>Percentage complete</u>	<u>Status</u>
We will use the Annual Return on the Charter (ARC) to Scottish Housing regulator (SHR) process to drive improvements across Housing Services.	The ARC tracks the quality of service provided to tenants and provides benchmarking and tenant scrutiny of the services provided. We use this to inform what areas we will focus on for improvement.	Housing Regeneration and Development Team	March 2022	<p>As anticipated, overall performance during 2020/21 has been significantly impacted by the Covid-19 Pandemic, including;</p> <ul style="list-style-type: none"> • Gas servicing. • Routine repairs, • emergency repairs have continued to be completed throughout the pandemic period. • Void repair work was undertaken where possible in order to maintain a supply of available housing that could be utilised as additional temporary accommodation. • Letting activity focussed on homeless applicants and those with highest level of housing needs. • Adaptations work has been affected by pandemic restrictions 	100%	



The service will continue with a flexible approach to service delivery in order to meet any emerging needs or changes to COVID-19 guidance and restrictions.	The service will be agile enough to continue to deliver services as effectively as possible.	Housing Services	March 2022	Housing Services, Homeless Services and Housing Support staff piloted a digital platform, "Near Me", which enables face to face contact online, enabling enhanced form filling assistance, face to face interviews and meetings without the need for a customer to travel to an office.	100%	
Housing Services will continue to contribute to the Right for Renfrewshire workstream – 'Community Development' whose remit includes housing management services and is looking at opportunities to integrate advice services.	The aim is to create more integrated joined up services at a local level, which are responsive to local needs, and are simpler to navigate from the perspective of the service user/ customer or citizen	Housing Services/ Homeless & Housing Support Services	March 2022	The Council's transformation programme continued throughout the pandemic but the launch of subsequent phases was paused. New phases of transformation will start during 2022.	100%	
Implement compliance strategy and compliance policies.	This will ensure our housing stock complies with all statutory and regulatory requirements in relation to Gas, Electric, Asbestos, Water, Lifts & Fire Safety	Housing Asset and Investment Team	May 2021	The comprehensive review of all statutory landlord compliance activities was completed and the Compliance Strategy and policies are now all in place. A new Compliance Manager is now in place and a further review of resource requirements has also been undertaken.	100%	

Working with HR and OD, to develop relevant actions in line with the Council's new People Strategy.	Actions will focus on supporting staff through service transformation, changing culture norms, embedding our values within decision making and improving staff and service user experiences of the council	Senior Management Team	March 2022	Meetings have taken place between Communities and Public Protection & HR and OD to discuss improving staff and service. This has included the provision of "growing your own" staff and how staff can continue to be developed. This is highlighted by Renfrewshire Council working with UWS and taking on an Environmental Health student for the first time in many years.	100%	
We will work with HR & OD colleagues to ensure that our managers have timely, and tailored information and the support they need to proactively manage staff absence.	We will ensure our employees are provided with the appropriate support to manage their attendance, to minimise sickness absence levels and help support staff health and wellbeing.	Senior Management Team	March 2022	Managing absence has been and continues to be a challenge due to the Covid-19 pandemic. However, Managers are trained in the managing attendance policy and this has been used throughout the last year where the illness has not been Covid-19 related.	100%	
On-going training of staff as part of the Communities and Public Protection Review to ensure skills meet the needs of the communities	Workforce planning is a key priority to ensure that the workforce is trained and can undertake all roles appropriately	Communities and Public Protection	March 2022	Formal training has been challenging throughout 2021/22 due to Covid-19. However, training has continued with regards to Student EHO, Fair Trading Officer and Environmental Health Compliance Officers. As Universities open up, Officers will be enrolled to undertake formal training e.g. noise enforcement course. This is particularly important for new Officers. Whilst limited, the main training has been undertaken therefore this action is 100% complete.	100%	

Performance Indicator	Current Status	2019/20		2020 /21		2021/22				2021/22 YEAR END		Comments
		Value	Target	Value	Target	Q1 Value	Q2 Value	Q3 Value	Q4 Value	Value	Target	
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.		5.70%	5.70%	6.42%	8%	6.94%	8.17%	8.53%	8.04%	7.99%	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.
Rent collected as percentage of total rent due in the reporting year		99.5%	98%	99%	98%	97.2%	95.6%	99.4%	104.2%	98.2%	98%	Arrears escalation activity had been suspended, but resumed in November 2021. Officers are continuing in their attempts to contact tenants to check on financial, health and well-being and offering advice, support and signposting to relevant services where required.
Average length of time taken to re-let properties in the last year (days)		45	37	86	36	81	72	55	58	66	60	Measures were put in place to address performance relating to re-letting properties. There has been improvement over the past year and it is anticipated that there will be further improvement over the coming year subject to contractor capacity and availability of materials.
Percentage of rent loss due to voids		1.53%	1.40%	1.6%	1.40%	2.40%	2.26%	1.56%	1.83%	2.00%	1.60%	This indicator is closely linked to average re-let times as detailed in the performance indicator above.

Percentage of reactive repairs carried out in the last year completed right first time		82.6%	93%	85.1%	93%	Not measured for quarters				85%	93%	From the total number of reactive repairs completed (26748) a total of 22731 repairs were completed right first time during the reporting year
Percentage of overall repairs completed within target		94.58%	94%	95.97%	94%	95.6%	93.4%	93%	92.7%	93.6%	95%	Of the around 45,000 repairs carried out during 2021/22, over 42,000 were completed within target.
Average length of time taken to complete non emergency repairs (days)		7.8	15	10.7	15	9.9	13.3	15.2	16	14	15	Over the course of 2021/22 we completed just under 27,000 repairs in an average of 14 working days.
Total % of frontline complaints responded to within 5 days		92%	95%	86%	95%	85%	55%	52%	59%	61%	95%	808 frontline complaints were received and 489 answered within timescale.
Total % of investigation complaints responded to within 20 days		96%	95%	96%	95%	90%	67%	67%	86%	81%	95%	26 investigation complaints were received and 21 answered within timescale.

Number of proactive e-mails to businesses in relation to COVID-19 compliance		N/A	N/A	N/A	N/A	20	5	5	0	30	Data only	Proactive emails were sent out to relevant business sectors, when changes were made to Coronavirus controls imposed by Regulations under the Coronavirus Act. In Q1, there were 20 emails issued to a total of 941 businesses in sectors such as dog grooming, home improvements, gyms, personal trainers, close contact services, retail and hospitality. This dropped to 5 in Q2 due to the removal of controls, and a further 5 in Q3 due to the Vaccination Scheme going live. No emails were issued in Q4 due to removal of legal controls. Emails have covered subjects including the Levels Framework (including the removal of physical distancing, household limits and trading times), baseline controls, cleaning, events, Test & Protect, Vaccination scheme, face coverings, counter terrorism, customer management and Coronavirus testing. Due to the removal of restrictions from legislation to guidance, there are no plans for proactive e-mails, however, this will be monitored in case of changes.
Number of or percentage of businesses brought into compliance with applicable legislation within 30 days		N/A	N/A	N/A	N/A	100%	100%	100%	100%	100%	100%	Compliance was sought by a number of means through the cross-organisational Coronavirus enforcement policy to “engage, explain, encourage then enforce” the controls. Most businesses did want to comply with the controls but have found the vast amount of information online to be overwhelming. Proactive emails have secured compliance in the majority of cases, leaving enforcement officers available to target activities towards areas of higher risk or repeated noncompliance.

Training – Percentage of staff training undertaken in relation to qualifications		N/A	N/A	N/A	N/A	100%	100%	100%	100%	100%	100%	<p>Three Fair Trading Officers have completed 100% of the training they are required to do, relative to the overall qualification to become a Trading Standards Officer. There is a minimum of 2 years left for each before they will become fully qualified Officers under this new framework, which is still in its early adoption period. Two of the three Trainees are working on a portfolio of casework to illustrate their development against defined competencies. The third is undertaking a period of military deployment due to their external commitment as an RAF Reservist. The Team will continue to support them as fully as possible for the duration of their training.</p> <p>In addition, a trainee Environmental Health Officer has started with Renfrewshire Council as part of their 3rd year Environmental Health Degree (with professional practice). This is a new post and one that the University West of Scotland wish to grow to allow a throughput of Environmental Health Officers in the near future. The training will cover all Environmental Health aspects over a 48 week period (39 weeks over 3rd year and 9 weeks in 4th year) between 2021/2022 before they return to University to complete the remainder of the course. Whilst the trainee has covered all areas, the training has been severely hampered by Covid-19 and with Officers working from home or in a hybrid model and business visits being curtailed for several years.</p>
Average number of work days lost per full time equivalent (FTE) employee. (cumulative)		11.75	8.5	9.61	8.5	2.45	2.56	3.89	TBC	TBC	8.5	<p>Quarter 4, and hence Year end data is still being verified by HR&OD.</p>



To: Communities and Housing Policy Board

On: 7 June 2022

Report by: Chief Executive

Heading: Disposal of Land adjacent to 15 Glendee Gardens, Renfrew

1. Summary

- 1.1 The purpose of this report is to declare the area of land adjacent to 15 Glendee Gardens, Renfrew, shown on the attached plan (E3223), as surplus to requirements.

2. Recommendations

2.1 It is recommended that the Board:

- 2.2 Declare the area of land located adjacent to 15 Glendee Gardens, Renfrew, shown on the attached plan, as surplus to requirements, with a view to disposing to the adjoining owner.
- 2.3 Authorise the sale thereof to the adjoining owner of 15 Glendee Gardens, Renfrew, on such terms and conditions as may be negotiated by the Head of Economy and Development utilising delegated powers.
- 2.4 Authorise the Head of Corporate Governance to conclude the sale incorporating into the bargain such terms and conditions as may be deemed necessary to protect the Council's interest.
- 2.5 Note that the Chief Planning Officer will place an advert in the local press in terms of the Town and Country Planning (Scotland) Act 1959 for the proposed sale of an area of open space.

3. Background

- 3.1 This area of land, which is held on the Housing Revenue Account, extends to 127 sqm or thereby and is an area of open space, currently maintained by Environment and Infrastructure.
- 3.2 The applicant has expressed an interest in acquiring this land to create off-street parking. An agreed purchase price has been reached; but this is subject to the Board declaring the ground surplus.
- 3.3 The applicant will require to obtain planning permission for a change of use.
- 3.4 The purchase price of the land will be at a level upon which delegated powers granted to the Head of Economy and Development for disposal purposes will be utilised.
- 3.5 The purchaser will be liable to meet the Council's reasonable professional and legal expenses incurred in processing this transaction.
- 3.6 The Head of Housing has confirmed that this area of land has no operational requirement and is not opposed to the land being declared surplus.
- 3.7 The Chief Planning Officer will place an advert in the local press in terms of the Town and Country Planning (Scotland) Act 1959 for the proposed sale of an area of open space.

Implications of the Report

- 1. **Financial** – The HRA will benefit from a modest capital receipt.
- 2. **HR & Organisational Development** – None.
- 3. **Community Planning** – None.
- 4. **Legal** – Conveyancing of land required.
- 5. **Property/Assets** – As per report.
- 6. **Information Technology** – None.
- 7. **Equality & Human Rights**
 - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report.

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

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

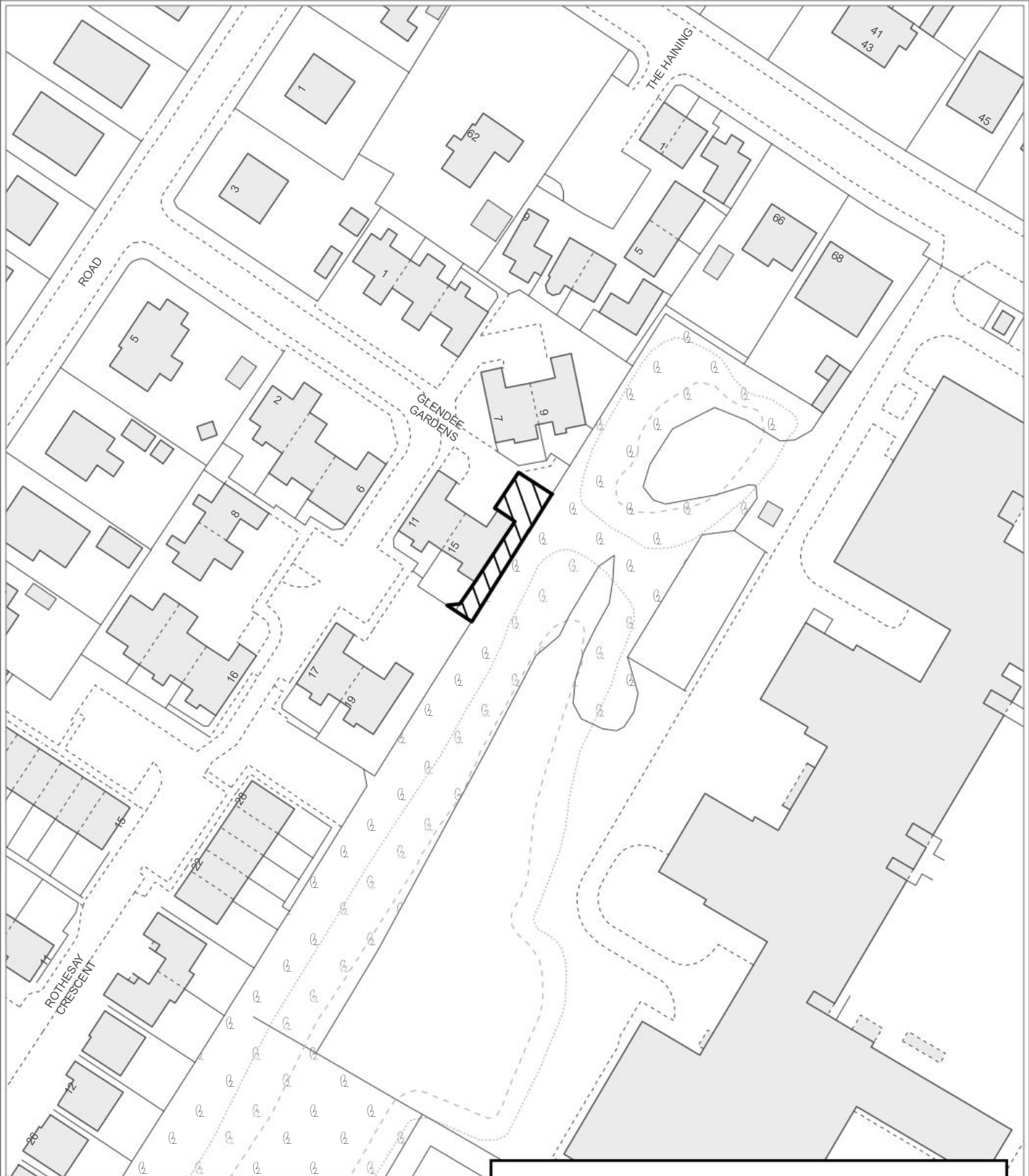
List of Background Papers

(a) None

***Author:** Aileen Johnston, Principal Estates Surveyor*

JW

Date: 30/03/2022



Notes:

Legend

 Area to be sold to proprietor of 15 Glendee Gardens extends to 127 sqm or thereby



To: Communities and Housing Policy Board

On: 7 June 2022

Report by: Chief Executive

Heading: Proposed Disposal of Commercial Property – 21 Maxwellton Street, Paisley

1. Summary

- 1.1 The purpose of this report is to seek consent to declare the property at 21 Maxwellton Street, Paisley surplus to requirements, the property being shown on the attached plan E3227.
 - 1.2 This is to allow the property to be disposed to the existing tenant.
-

2. Recommendations

- 2.1 That the Board declare the commercial property at 21 Maxwellton Street, Paisley surplus to requirements.
 - 2.2 Note that should the Board declare the property surplus, the property will be sold to the existing tenant Mr Wahab on terms and conditions negotiated and provisionally agreed with the Head of Economy and Development under delegated powers.
 - 2.3 Authorise the Head of Corporate Governance to conclude the sale incorporating into the bargain such terms and conditions as may be deemed necessary to protect the Council's interest.
-

3. Background

- 3.1 The commercial property which is located at 21 Maxwellton Street is currently leased to Mr Wahab. The tenant has been in occupation since the 8th of September 2021 when the lease was transferred from the previous tenant who was trading as a cafe. The current rent for the property is £7,800 per annum.
- 3.2 The property continues to trade as a cafe.
- 3.3 This is the only remaining Renfrewshire Council shop unit within a small parade of three shops located in a mixed residential/commercial area to the west of Paisley town centre. Mr Wahab owns the adjoining shop. There will be a capital receipt by the HRA Account, the Head of Housing has confirmed there would be no objections to this disposal.
- 3.4 The property to be sold is shown outlined on plan E3227. In addition, the purchaser will be granted a right of access over the strip of land shown hatched on plan E3227 to facilitate access to carry out future repair and maintenance of the shop building.
- 3.5 The Head of Corporate Governance has advised that there is no known restriction that would prevent this property being sold. The title deeds are not to hand, and the position will be ascertained when they can be examined.
- 3.6 The tenant has approached the Council to acquire the interest, and following negotiations, a provisional agreement of £65,000 (excluding VAT) which is consistent with market value in the area, has been reached as a purchase price. The Purchaser will also be responsible for the Council's reasonable legal and professional fees in connection with the transaction.

Implications of the Report

1. **Financial** - A capital receipt of £65,000 will be achieved for the Housing Revenue Account.
2. **HR & Organisational Development** – Not applicable.
3. **Community/Council Planning** – Not applicable.
4. **Legal** – Conclusion of Sale.
5. **Property/Assets** – As per the content of this report.
6. **Information Technology** – Not Applicable.
7. **Equality & Human Rights** -
 - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights.

No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because for example 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. (Report author to arrange this).

8. **Health & Safety** – Not applicable
9. **Procurement** – Not applicable
10. **Risk** – Not applicable
11. **Privacy Impact** – Not applicable
12. **Cosla Policy Position** – Not applicable.
13. **Climate Risk** – None.

List of Background Papers

- (a) None.
-

Author: *Margaret Law, Senior Asset & Estates Surveyor*

Date: 20/04/2022



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To: Communities and Housing Policy Board

On: 7 June 2022

Report by: Director of Communities and Housing Services

Heading: Renfrewshire PREVENT Referral Strategy

1. Overview and Purpose of this Report

- 1.1. The Prevent strategy is part of the overall UK counter-terrorism strategy, (CONTEST). The Counter Terrorism & Security Act 2015 places a duty on local authorities to support the Prevent strategy and to take steps to reduce the threat to the UK from terrorism by having due regard to stopping people becoming terrorists or supporting terrorism - to "prevent people from being drawn into terrorism".
 - 1.2. The UK Prevent strategy has 3 specific strategic objectives:
 - respond to the ideological challenge of terrorism and the threat we face from those who promote it
 - prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support
 - work with sectors and institutions where there are risks of radicalisation that we need to address.
 - 1.3. Awareness, vigilance, and early intervention are all key to the success of the Prevent strategy and process. In Scotland, safeguarding is central to the ethos and helps bring confidence to the process, providing reassurance that reporting concerns will lead to support for individuals to fully disengage from radicalisation.
 - 1.4. A PREVENT referral strategy has been developed for Renfrewshire which aims to ensure that the focus of awareness raising is on encouraging people to recognise and report issues that indicate that someone may be vulnerable to being drawn into terrorism and on developing the processes that will respond effectively – putting relevant safeguarding in place – including Prevent management processes and Prevent Multi-Agency Panels (PMAP) when required. The referral process is called "Notice-Check-Share". This report seeks approval of the Prevent Referral Strategy attached as appendix 1.
-

2. Recommendations

- 2.1 It is recommended that the members of the Communities and Housing Policy Board:
- (i) approve the Councils PREVENT Referral Strategy as detailed in appendix 1 to this report;
 - (ii) note the information sharing principles, governance and processes that support the referral strategy and the focus on safeguarding and support for individuals or groups that are identified as being at risk of being drawn into violent extremist or terrorist behaviour; and
 - (iii) note that a programme of awareness raising and training for relevant officers and public and third sector partners on the Notice – Check – Share referral process is being rolled out to support the strategy across Renfrewshire.
-

3. Background

- 3.1 The Prevent Referral Strategy attached as appendix 1 sets out the process for Prevent referrals to be submitted and also the way in which partners will consider these referrals and the nature of support that will be offered to individuals referred. The aim is to increase confidence across partners on how to report unacceptable or suspect behaviours. It defines how individuals can report concerns and the actions that will be taken if concerns are reported.
- 3.2 There is no single list of factors which can definitively identify an individual or group at risk of becoming involved in violent extremism or becoming a terrorist. There are some characteristics which may indicate this, but these must be considered with great care on an individual basis before any conclusions are drawn. If an individual or group is referred to the Prevent process in Renfrewshire a Vulnerability Assessment Framework will be completed by specialist officers in Police Scotland which considers these factors and this will be the focus of consideration for a multi-agency partnership response meeting (PMAP) chaired by the Head of Communities and Public Protection and with all relevant professional support services and experts in attendance.
- 3.3 The Prevent Multi-Agency Panel (PMAP) differs from other forms of multi-agency safeguarding meeting because it has a future focus. It responds to and addresses concerns that behaviours or associations *might* lead to terrorist activity or support in the future rather than incidents or events that have already taken place. It is important that the correct membership of the Panel is in place to be able to properly understand the particular nature of the individuals' vulnerabilities and concerns and how they are manifesting themselves currently – but the focus is on preventing future terrorist activity not on duplicating safeguarding arrangements that are already in place to support the individual professionally e.g. adult protection or child protection arrangements.

PREVENT / NOTICE-CHECK-SHARE Training

- 3.4 The Prevent legislation places a duty on specified authorities (including local authorities) under the Counterterrorism and Security Act 2015, in exercise of their functions, to have due regard to the need to prevent people from being drawn into terrorism.
 - 3.5 Local Authorities are expected to ensure frontline staff have a good understanding of Prevent and are aware of available processes to deal with any individual who is vulnerable to being drawn into terrorism. As part of the guidance published in 2021, good practice suggests that Local Authorities should develop a training model to raise awareness to practitioners who have front line roles, and that this should include third sector partners.
 - 3.6 During the next year Communities and Public Protection will be delivering an effective training and awareness raising programme for Prevent. This will include sessions arranged for key front-line staffing groups and for Elected Members as part of the Members induction programme. Some areas of training are being supported by Police Scotland. The WRAP (Workshop to Raise Awareness of Prevent) product which was previously a face-to-face standard training tool is currently being updated by the Home Office and will be embedded within Renfrewshire's training programme when available.
 - 3.7 The Renfrewshire Notice-Check-Share Training model has now been revised and updated to compliment and build on the WRAP training developed by the Home Office, focussing on Renfrewshire's response and the support available to individuals within the community who may be drawn into radicalisation. It outlines what practitioners should do, should they notice a change in someone's behaviour, appearance etc to suggest they may show vulnerabilities at the hands of a perpetrator. Up to now many public sector partners have been trained – the focus of the revised model will be to support awareness raising in third sector organisations as well as refresh and update the awareness of Prevent in key frontline public sector officer groups.
-

Implications of the Report

1. **Financial** - none
2. **HR & Organisational Development** – none
3. **Community/Council Planning** –
4. **Renfrewshire is Safe** - The Prevent legislation places a duty on specified authorities (including local authorities) under the Counterterrorism and Security Act 2015, in exercise of their functions, to have due regard to the need to prevent people from being drawn into terrorism. The attached strategy supports this duty and the safety of the Renfrewshire Community
5. **Legal** – none
6. **Property/Assets** – none
7. **Information Technology** – none

8. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
 9. **Health & Safety** – none
 10. **Procurement** – none
 11. **Risk** – none
 12. **Privacy Impact** - none
 13. **COSLA Policy Position** – none
 14. **Climate Change** - none
-

List of Background Papers: None

Author: Oliver Reid, Head of Communities and Public Protection



Prevent Referral Strategy

Referrals and PMAP Process

www.renfrewshire.gov.uk



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1. Introduction

The Prevent strategy, published by the UK Government in 2011, is part of the overall counter-terrorism strategy, CONTEST. The aim of the Prevent strategy is to reduce the threat to the UK from terrorism by stopping people becoming terrorists or supporting terrorism. In the Counter Terrorism & Security Act 2015 this has simply been expressed as to “prevent people from being drawn into terrorism”.

The Prevent strategy has 3 specific strategic objectives:

- **respond to the ideological challenge of terrorism and the threat we face from those who promote it;**
- **prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support; and**
- **work with sectors and institutions where there are risks of radicalisation that we need to address.**

The Prevent Statutory duty was introduced as part of the Counter Terrorism & Security Act 2015 to have “due regard” to preventing people from being drawn into terrorism.

The Renfrewshire Community Protection PREVENT Steering Group co-ordinates work in Renfrewshire in support of the national Prevent strategy aimed at stopping people becoming or supporting terrorists or violent extremists. A specific part of its role is to ensure that relevant arrangements are in place to prevent people from being drawn into terrorism and to ensure that those at risk of this are given appropriate advice and support – including oversight of the PMAP process in Renfrewshire.

In terms of strategic governance, the Renfrewshire Community Protection PREVENT Steering Group reports to the Renfrewshire Chief Officer Group for Public Protection chaired by the local authority Chief Executive and provides updates on progress in delivering CONTEST and SOC at each meeting of the Chief Officer Group.

The Strategy and approach considers all relevant forms of violent extremism, while recognising that it is currently considered that the greatest threat to the UK is terrorism associated with Islamic State and forms of Far-Right extremism. In Renfrewshire, similar to Scotland as a whole, most referrals to Prevent have been in relation to concerns around far-right extremist behaviours.

This document describes the processes used to support individuals and communities who may be particularly vulnerable to being radicalised by violent extremists and to increase

confidence across local communities to report unacceptable or suspect behaviours. It defines:

- how individuals can report concerns; and
- the actions that will be taken if concerns are reported.

2. Introduction to the referral process

Awareness, vigilance, and early intervention are all key to the success of the Prevent strategy and process. Safeguarding is central to the ethos and helps bring confidence to the process, providing reassurance that reporting concerns will lead to support for individuals to fully disengage from radicalisation.

In Renfrewshire it is understood that the vulnerabilities that may lead to people becoming involved in terrorism or supporting terrorist activities may also result in a range of other negative outcomes – becoming involved in crime either as a victim or perpetrator, going missing, becoming involved in exploitation such as slavery, trafficking or sexual exploitation or otherwise becoming involved in or a victim of coercion or control.

The focus of awareness raising is on encouraging people to recognise and report issues that indicate these vulnerabilities and on developing the processes that will respond effectively – putting relevant safeguarding in place – including Prevent processes and Prevent Multi-Agency Panels (PMAP) when required.

The Notice-Check-Share Process is central to this:

NOTICE - You notice a change or are concerned about a particular behaviour, it's that feeling/niggle you have about someone or something.

CHECK - You still have concerns, check your concerns with a colleague / manager / learning mentor / friend / anyone (remember safeguarding and take care to only share information that is relevant and proportionate)

SHARE - If you still have a concern share it with the relevant people: complete and return the Notice-Check-Share referral form attached as Appendix 1 to

preventpc@renfrewshire.gov.uk

Anyone can make a referral; referrals come from a wide range of partners including education, health, and youth offending teams, Police, and social services etc.

Referrals can be made either direct by a member of the public or a practitioner, or can be co-ordinated by a lead officer within organisations. Most larger organisations have a separate PREVENT lead to consider Prevent referrals. For some organisations the main PREVENT contact is the organisational safeguarding lead.

All referrals that are related to PREVENT will be assessed by Police Scotland through the PREVENT gateway assessment (PGA) process.

As a result of this assessment, a decision may be made:

- that no action needs to be taken; or
- that the individual poses a genuine and immediate risk, in which case immediate action will be taken; or
- that the individual is at risk of harm, but not of becoming a terrorist or violent extremist, in which case they may be referred for consideration under other safeguarding arrangements; or
- that the individual is radicalised and at risk of becoming a terrorist or violent extremist, in which case they may be referred for consideration under the Prevent Multi Agency Panel (PMAP).

3. Identifying vulnerable individuals or groups

There is no single list of factors which can definitively identify an individual or group at risk of becoming committed to violent extremism or becoming a terrorist. There are some characteristics and experiences which **may** indicate this, but these must be considered with great care on an individual basis before any conclusions are drawn. If an individual or group is referred to the PMAP process in Renfrewshire a Vulnerability Assessment Framework will be completed which considers these factors and they will be the focus of consideration for the PMAP at each of its meetings.

Expressed opinions

These may include support for violence and terrorism, the leadership of terrorist organisations and uncompromising rejection of the principle of the rule of law and of the authority of any elected government in this country.

Materials

The following may be relevant:

- possession of violent extremist literature and imagery in hard copy or digital form (e.g. so called 'beheading' videos or amateur film of terrorist attacks)

- attempts to access, become a member of, or contribute to violent extremist websites and associated password protected chat rooms
- possession of material regarding weapons and/or explosives
- possession of literature regarding military training, skills, and techniques

Online communities are important in the radicalisation process and enable ready access to radicalising material which may not be available in the offline world. Digital content can be made very attractive and persuasive and can be quickly and widely shared between people – often it has a particular appeal for younger people.

Behaviour and behavioural changes

Relevant changes may include:

- withdrawal from family, peers, social events, and venues
- hostility towards former associates and family
- association with proscribed organisations
- association with organisations which hold extremist views that stop short of advocating violence in this country

Personal history

The following may be relevant:

- claims or evidence of involvement in organisations espousing violent extremist ideology in this country or overseas
- claims or evidence of attendance at military/terrorist training in the UK or overseas
- claims or evidence of involvement in combat/violent activity, particularly on behalf of violent extremist non-state organisations
- Low level criminality, including violence, is commonly seen in case histories of convicted terrorists.

4. Referral process

Initial concerns may be explored first with Renfrewshire Council SPOC – the Head of Communities and Public Protection. Internal referrals can also be made to preventpc@renfrewshire.gov.uk providing the information set out in Appendix 2. It can also help to complete the Notice-Check-Share referral form and return that to preventpc@renfrewshire.gov.uk the prompts in this form can often help in setting out the nature of concern that has been identified and providing all of the relevant information that can be used in an initial assessment.

Where it is clear that the concern is PREVENT related a direct referral can also be sent straight to Police Scotland using the same referral form and emailing it to

PPCWpreventdeliveryunitwest@scotland.police.uk

All referrals will initially be checked against other information to see if the individual referred is considered to pose a risk to themselves or the wider community which would require immediate action. If this is not the case, a decision will be made as to which of the following routes to follow:

- that no action needs to be taken
- that the individual is at risk of harm, but not of becoming a terrorist or violent extremist, in which case they may be referred for consideration under other safeguarding arrangements.
- that the individual is radicalised and at risk of becoming a terrorist or violent extremist, in which case they may be referred for consideration under the PREVENT PMAP process.

5. Renfrewshire Prevent Multi Agency Panel - PMAP

PREVENT is an early intervention, multi-agency process designed to safeguard vulnerable people from being drawn into violent extremist or terrorist behaviour. It is required under the Counter Terrorism Security Act 2015 and is established in line with guidance overseen by the Scottish Government and Home Office. PREVENT works in a similar way to existing safeguarding partnerships aimed at protecting vulnerable people but is designed to work with individuals of any age who are at risk of being exploited by extremists or terrorist ideologies. The process is shaped around the circumstances of each person and can provide support for any form of radicalisation or personal vulnerability.

Where PMAP differs from other forms of multi-agency safeguarding meeting is that it has a future focus. It responds to and addresses concerns that behaviours or associations might lead to terrorist activity or support in the future rather than incidents or events that have already taken place. It is important that the correct membership of the Panel is in place to be able to properly understand the particular nature of the individuals' vulnerabilities and concerns and how they are manifesting themselves currently – but the focus is on preventing future terrorist activity not on duplicating safeguarding arrangements that are already in place to support the individual professionally e.g. adult protection or child protection arrangements.

In Renfrewshire this is achieved by having a core group of standing members that will be invited to attend each PMAP meeting that are supplemented by relevant officers and partners that are already engaged with the individual being supported.

Members of Renfrewshire PMAP:

- **Head of Public Protection & Communities, Renfrewshire Council. (Chair)**
- **Resilience and Deployment Manager, Renfrewshire Council. (Depute Chair)**
- **Head of Child Care and Criminal Justice, Chief Social Work Officer, Renfrewshire Council.**
- **K Division Police Scotland representative. CT Divisional Lead**
- **Prevent Delivery Unit (PDU) Police Scotland**

Other members of PMAP will depend on the individuals being considered, but would regularly include:

- **Adult Protection / Child Protection as relevant**
- **Social Work / Education representatives**
- **Community Mental Health representative**
- **Housing provider representative**
- **Single Point of Contact making referral**
- **Identified individual service providers in public and third sectors**

Referrals to Prevent are considered by the PMAP Chair in consultation with relevant standing members. A review is undertaken of available data, the Vulnerability Assessment Form produced by Police Scotland and a decision taken on whether progression to management of the case through PMAP is appropriate.

PMAP reviews all available information in light of:

- **the risk the individual faces of being drawn into violent extremism**
- **the risk the individual poses to society**

A referral will not progress to management under the full PMAP process if:

- **it is considered malicious or misguided**
- **it is clear the person is not vulnerable to potentially violent extremism / ideologies.**

Individuals can only be managed and supported through the PREVENT process with their agreement and consent. If the individual is under 18 their guardians' permission is also required.

PMAP considers individual cases and will develop a support package based on the risk assessment, the needs of the individual and any risks posed to potential support providers.

6. PREVENT Case Management

If PMAP decide to take forward a case through PREVENT case management, engagement with the individual is sought at an early stage to seek consent for their participation in PREVENT and for any subsequent intervention or support.

Decisions relating to the management of the case are recorded and actions are clearly laid out in the form of an Action Plan which highlights identified behaviours and risks that need to be addressed. This assists in case reviews and evaluating the effectiveness of the support package. PMAP meetings are administered and supported by Renfrewshire Community Safety Partnership with all information exchanged through secure email and minutes and other records held securely by the Partnership. All activities are covered by the Renfrewshire and Inverclyde Information Sharing Protocol with all participants at PMAP meetings required to complete and return the appropriate Confidentiality Agreement in advance of participation at the meetings.

Individuals considered by PMAP are frequently involved in other statutory support mechanisms or safeguarding processes, such as Multi Agency Public Protection Arrangements (MAPPA) or child protection arrangements. PREVENT does not replace or duplicate those referral systems. In such cases, ownership of the case will rest with the relevant statutory support mechanism operating alongside PREVENT. PMAP will only respond to and address concerns that behaviours or associations might lead to terrorist activity or support in the future rather than incidents or events that have already taken place or that are the remit of other safeguarding panels or processes. It is important that the correct membership of PMAP is in place to be able to properly understand the particular nature of the individual's vulnerabilities and concerns and how they are manifesting themselves currently – but the focus is on preventing future terrorist activity not on duplicating safeguarding arrangements that are already in place to support the individual professionally.

PMAP monitors Action Plan delivery on a regular basis at each meeting. Meetings are scheduled in line with the needs of the case to ensure active management and consideration of what can frequently be a fluid and dynamic situation. Membership and attendance at meetings may change as aspects of the case come forward and require active consideration.

If PMAP is satisfied that the risk has been successfully reduced or managed, they will recommend that the case exit the process. A closing report will be completed as soon as

possible setting out the evidence for the panel's decision. If PMAP is not satisfied that the risk has been reduced or managed, the case will be reconsidered. A new action plan will be developed, and alternative support put in place. Following sign-off of a case from active management under PREVENT a formal review is held after 6 and 12 months to reconsider all referrals considered by PMAP.

7. Support packages

Providers of support for individuals/groups deemed as at risk of becoming violent extremists or terrorists can include statutory and community partners as well as a number of intervention providers that are Home Office approved with specific skills or lived experience that equips them to connect with and work with individuals at risk of radicalisation or coercion. PMAP will determine how to connect the referred individual with the relevant support provider. The PREVENT process acknowledges that the vulnerabilities that lead to a risk of radicalisation often stem from a desire to belong or connect with others and simply asking individuals to disengage from these relationships is not likely to be successful unless more positive connections and relationships can be developed and nurtured in their place.

The level of information shared with and about the individual to enable effective assessment and, if appropriate, delivery of any support package, will be determined on a case-by-case basis. All decision making will be clearly documented and in line with the Renfrewshire and Inverclyde ISP and guidance on the sharing of information set out below.

The type of activities included in an intervention support package will depend on the PMAP. Overall assessment of risk, vulnerability, and local resources. To illustrate, a diversionary activity may be sufficient for someone who is in the early stages of radicalisation to violence, whereas a more focussed and structured one-on-one mentoring programme led by an approved Home Office intervention provider may be required for those who are already further down the route to radicalisation.

Appropriate support programmes include:

- **counselling:** providing advice and support in dealing with a range of personal issues that could create vulnerability, though it may not always be the best option, particularly in light of any emerging mental health issues
- **faith guidance:** helping an individual to develop their knowledge of religion, to better challenge the claims of some violent extremist ideologies

- **civic engagement:** exploring political engagement, civil challenge, human rights, social justice and citizenship
- **working with support networks:** engaging family and peers to provide help for the person concerned
- **mainstream services:** education, employment, health, and housing.
- **specialist intervention providers** accessed via a list of pre-approved individuals maintained by the Home Office.

8. Sharing of information

PMAP members will share personal information with each other, for the purposes of PREVENT subject to a case-by-case assessment of necessity, proportionality, and lawfulness. All information shared and the means and expectations related to the sharing of information is covered by the Renfrewshire and Inverclyde Public Protection Information Sharing Protocol.

A confidentiality statement (Appendix 3) will be signed by all participants reminding them of this Information Sharing Protocol prior to their attendance at a PMAP, and this will be referred to at the start of relevant meetings.

Principles of information sharing

Effective information sharing is key to the delivery of PREVENT, so that partners can take appropriately informed action and reach relevant decisions based on a clear understanding of the full position. This will sometimes require the sharing of personal information between partners, particularly where sharing of information will be central to providing the best support to vulnerable individuals.

Key principle

Partners can share personal information with each other for PREVENT purposes, subject to ongoing assessment which focuses on ensuring the information shared is necessary, proportionate, and lawful. The Information Sharing Protocol sets clear guidance for the sharing of personal or sensitive data and the need to act responsibly when receiving any information shared and to protect all information from being further shared or disclosed unnecessarily.

The legal framework within which information and data sharing takes place is clear. The Renfrewshire and Inverclyde Public Protection Information Sharing Protocol supports the sharing of information where this is necessary to protect individuals or communities from

coming to harm. In addition to satisfying all legal and policy requirements there are some clear principles which guide information sharing in relation to PREVENT.

Necessary and proportionate

The overriding principles are necessity and proportionality. Those holding information should only share it where it is necessary for partners to be aware of the information held and should limit what they share to the elements necessary for the effective decision making of partners or to safeguard or protect the individual or community from harm. Only the information required should be shared, and only to those necessary. Key to determining the necessity and proportionality of sharing information will be the professional judgement of participants regarding the risks to an individual or the public. Where relevant, consideration is given to whether discussion of an incident is possible with anonymised information, for example, referring to “the young person” without the need to give the individual’s name, address or any other information which might identify them.

Each case should be judged on its own merits, and the following questions should be considered when sharing information:

- **What information you are intending to pass**
- **To whom you are intending to pass the information**
- **Why you are intending to pass the information (i.e., with what expected outcome)**
- **The legal basis on which the information is to be passed.**

Consent

Where a case is determined to be suitable for management through PMAP and the PREVENT process the consent of the individual concerned is required. Similarly, where an intervention provision is deemed necessary the consent of the individual will be needed to proceed. At these stages the default should be to consider seeking the informed consent of the individual to share information as part of that process.

Compliance with the Data Protection Act and Human Rights Act are significantly simplified by having the subject’s consent. The Information Commissioner has indicated that consent should be informed and unambiguous, particularly in the case of sensitive personal information. If consent is sought, the individual should understand how their information will be used, and for what purpose.

9. Governance

PMAP is overseen by the Community Safety & Public Protection Steering Group which currently reports to the Renfrewshire Community Protection Chief Officers Group (COG). Governance hierarchy attached (Appendix 4).

The Community Safety & Public Protection Steering Group works with the CRMT, CMT, Adult and Child Protection Committees and also aligns with the priorities in the Renfrewshire Council Plan 2017 – 2022, and the Renfrewshire Community Plan (2017 – 2027). It oversees the work of several related groups including:

- Building Safer and Greener Communities Working Group
- Integrity Subgroup
- CONTEST (Prevent)
- Daily Tasking / Monthly Tasking
- Prevent / Divert Subgroup
- Deter / Disrupt Subgroup
- Financial Harm Subgroup
- MARAC

10. Appendix 1 – Renfrewshire Prevent referral form for vulnerable individuals

PREVENT REFERRAL PROCESS: NOTICE – CHECK - SHARE

This form has been developed to support the NOTICE, CHECK, SHARE concern referral process and to collect and SHARE the information required by Renfrewshire Council and Police Scotland to help them make an assessment about any individual that might be vulnerable to becoming involved in criminal activities or terrorism or is otherwise displaying or becoming involved in extremism or supporting extremist behaviours or groups or subject to exploitation, coercion, or control. The information provided is CONFIDENTIAL and will be used to assess and consider the nature of intervention and support that might be provided to safeguard the individual and reduce this vulnerability where evidence demonstrates this is required. The information shared on this form will be treated as confidential intelligence and an indicator of concern. Action will only be taken where there is enough intelligence and evidence available following the assessment, that supports the need for action and corroborates the concern. Please provide as full information as possible completing all relevant sections.

By sending this form you consent for the information shared to be used by Renfrewshire Council & Police Scotland to carry out a joint assessment and to develop appropriate safeguarding plans. Wherever possible we aim to give you feedback on your referral. Please be aware, however, that this is not always possible due to data-protection & other case sensitivities.

Once you have completed this form, please email it to: preventpc@renfrewshire.gov.uk **and for terrorism related concerns**

PPCWpreventdeliveryunitwest@scotland.police.uk

(monitored 24/7)

If you have any questions whilst filling in the form, please call: **Oliver Reid, Renfrewshire Council SPOC on 0141 618 7352**
or **Police Scotland on 01236 818034/8437 (business hours)**

In circumstances where you have an URGENT concern about an immediate or imminent risk or threat that could put an individual or community at risk of harm this should be notified to Police Scotland direct using telephone - 101 or 999.

INFORMATION ABOUT THE INDIVIDUAL BEING REFERRED

Forename(s):	First Name(s)
Surname:	Last Name
Known Alias(es):	Any other names the individual is known by
Date of Birth (DD/MM/YYYY):	D.O.B.
Approx. Age (if DoB unknown):	Please Enter
Gender:	Please Describe
Known Address(es):	Identify which address is the Individual's current residence
Nationality / Citizenship:	Stated nationality / citizenship documentation (if any)
Immigration / Asylum Status:	Immigration status? Refugee status? Asylum claimant? Please describe.
Primary Language:	Does the Individual speak / understand English? What is the Individual's first language?
Contact Number(s):	Telephone Number(s)
Email Address(es):	Email Address(es)
Web or Social Media Details:	Web address: Social Media Profile(s) Twitter, Facebook, Snapchat etc?
Any Other Family or Contact Details:	Family makeup? Who lives with the Individual? Anything relevant.

DESCRIBE CONCERNS	In as much detail as possible, please describe the specific concern(s) relevant to Prevent.
<p>FOR EXAMPLE:</p> <p>How / why did the Individual come to your notice – what is the nature of your concern? Does it involve a specific event? What happened? Is it a combination of factors? Please describe them. Has the Individual discussed personal travel plans to a warzone or countries with similar concerns? Where? When? How? Does the Individual have contact with groups or individuals that cause you concern? Who? Why are they concerning? How frequent is this contact? Is there something about the Individual's mobile phone, internet or social media use that is worrying to you? What exactly? How do you have access to this information? Has the Individual expressed a desire to cause physical harm, or threatened anyone with violence? Who? When? Can you remember what was said / expressed exactly? Is the individual expressing or blaming an individual or group for a perceived or actual injustice against them or someone/something they care about? Has the Individual shown a concerning interest in hate crimes, or extremists, or terrorism? Consider <i>any</i> extremist ideology, group or cause, as well as support for “school-shooters” or public-massacres, or murders of public figures Is the individual sharing, displaying or publicising concerning images or statements on their person or on property? Please describe any other concerns you may have that are not mentioned here.</p>	
Please Describe	
COMPLEX NEEDS	Is there anything in the Individual's life that you think might be affecting their wellbeing or that might be making them vulnerable in any sense?
<p>FOR EXAMPLE:</p> <p>Victim of crime, abuse or bullying. Work, financial or housing problems. Citizenship, asylum or immigration issues. Personal problems, emotional difficulties, relationship problems, family issues, ongoing court proceedings. On probation; any erratic, violent, self-destructive or risky behaviours, or alcohol / drug misuse or dependency. Expressed feelings of injustice or grievance involving any racial, religious or political issue, or even conspiracy theories. Educational issues, developmental or behavioural difficulties, mental ill health (see Safeguarding Considerations below). Employment issues – not being able to fulfil their academic potential through their career Please describe any other need or potential vulnerability you think may be present, but which is not mentioned here.</p>	
Please Describe	
OTHER INFORMATION	Please provide any further information you think may be relevant, e.g. social media details, military service number, other agencies or professionals working with the Individual, etc..
<p>FOR EXAMPLE:</p> <p>Known associations, influences or relationships - positive and/or negative Family relationships, key professionals or key workers – teachers, mental health practitioners social work, Colleagues, friends, acquaintances Membership/attendance of organisations, groups or events Known sources of information or inspiration – books, websites, social media, publications, other</p>	

Please Describe	
SAFEGUARDING CONSIDERATIONS	
Is the individual known to other safeguarding or vulnerability processes?	Yes / No
For example – MAPPA, MARAC, Criminal Justice, Daily Tasking, Children’s Panel – please provide any examples and details	
Does the individual have any stated or diagnosed disabilities, disorders or mental health issues?	Yes / No
If Yes, please describe – stating whether the concern has been diagnosed:	
What is the individuals educational experience? - School, College or University	
Please provide any known information on current and previous educational establishments attended	
What is the individual’s employment history?	
Please provide any known information on current and previous employers and roles	
Have you discussed this Individual with your organisations Safeguarding / Prevent lead?	Yes / No
If Yes – Please provide details of the nature of the discussion and any agreed outcomes	
Have you informed the Individual that you are making this referral?	Yes / No
If Yes - What was the response?	
Have you taken any direct action with the Individual since receiving this information?	Yes / No
If yes – What was the nature of action and the response?	

PERSON MAKING THIS REFERRAL		
Forename:	Referrers First Name(s)	
Surname:	Referrers Last Name	
Professional Role & Organisation:	Referrers Role / Organisation	
Relationship to Individual:	Referrers Relationship To The Individual	
Contact Telephone Number(s):	Referrers Telephone Number(s)	
Email Address:	Referrers Email Address	
PERSON WHO FIRST IDENTIFIED THESE CONCERNS (if different from above)		
Forename:	Contact First Name(s)	
Surname:	Contact Last Name	
Professional Role & Organisation:	Contact Role & Organisation	
Relationship to Individual:	Contact Relationship to the Individual	
Contact Telephone Number(s):	Contact Telephone Number(s)	
Email Address:	Contact Email Address	
Have you discussed your concerns around the Individual with anyone else?		Yes / No
If Yes – Please provide details of who you discussed this with, the nature of the discussion and any agreed outcomes		

RELEVANT DATES	
Date the concern first came to light:	When were the concerns first identified?
Date referral made to Prevent:	Date this form was completed & sent off?
ANY FURTHER RELEVANT INFORMATION NOT COVERED ELSEWHERE	

REFERRER'S ORGANISATIONAL PREVENT CONTACT (if different from above)	
Forename:	Referrers First Name(s)
Surname:	Referrers Last Name
Professional Role & Organisation:	Referrers Role / Organisation
Relationship to Individual:	Referrers Relationship To The Individual
Contact Telephone Number(s):	Referrers Telephone Number(s)
Email Address:	Referrers Email Address

THANK YOU

Thank you for taking the time to make this referral. Information you provide is valuable and will always be assessed.

The information you provide will be treated as CONFIDENTIAL and only shared where necessary to undertake the assessment and safeguard and protect the individual and community.

If there is no Prevent concern but other safeguarding issues are present, this information will be sent to the relevant team or agency to provide the correct support for the individual(s) concerned.

11. Appendix 2 – Internal notification of concern

Concern raised by

Name

Email

Service

Organisation

Subject of referral:

Name

Address (if known)

Date of birth

Summary of concerns

Actions taken to date

Completed forms should be sent to: preventpc@renfrewshire.gov.uk

12. Appendix 3 – PMAP Confidentiality Statement

Prevent – Multi-Agency Panel CONFIDENTIALITY DECLARATION

The chair of the meeting reminds all concerned of the principles contained within the information sharing protocol (ISP)

In discussing members of the public, all agencies have agreed boundaries of confidentiality. The agencies within this meeting respect those boundaries and hold the meeting under the shared understanding that:

Information discussed by participants at this meeting, is strictly confidential and must not be disclosed to third parties who have not signed up to the ISP, without the agreements of the partners of the meeting, it should focus on building safer communities and public protection concerns and a clear distinction should be made between fact and professional opinion. **All information should be processed appropriately and in compliance with the Data Protection Laws**

All work undertaken at the meetings will be informed by a commitment to human rights, respect for individuals and their information, equal opportunities and effective practice issues in relation to age, disability, gender, marriage and civil partnership, pregnancy and maternity, race and religion or belief.

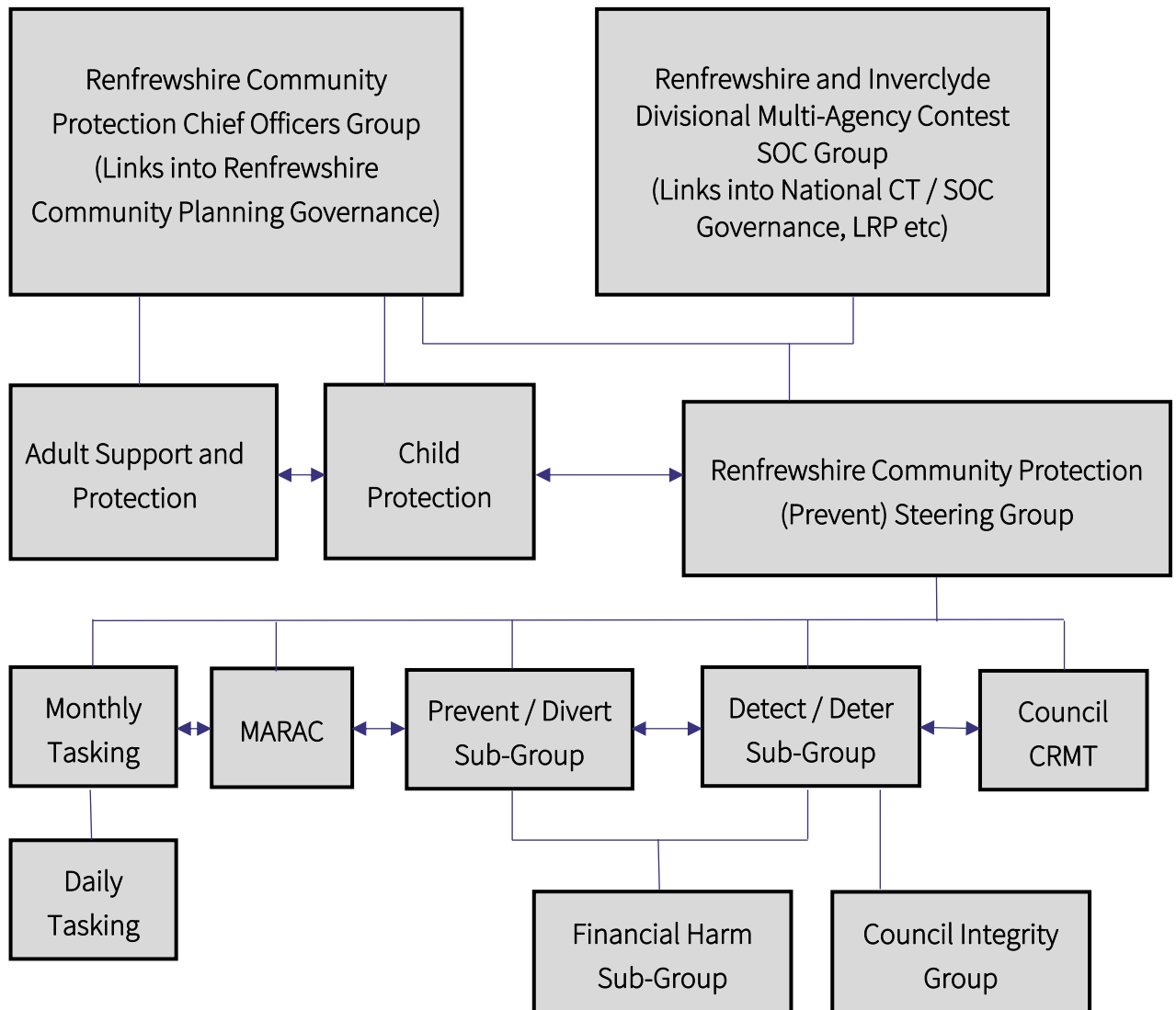
All attendees understand that any unauthorised release or carelessness in the handling of this confidential information will be considered a breach of the duty to maintain confidentiality and that action would be required to be undertaken by individual agencies.

Attendees must agree to above statement and complete and return below prior to meeting:

Attendee	Agency	Signature

13. Appendix 4 – Governance Hierarchy

Communities and Public Protection Hierarchy / Key Relationships





Communities and Housing Services
Renfrewshire Council
Renfrewshire House
Cotton Street
Paisley
PA1 1BR

www.renfrewshire.gov.uk



