



To: Finance, Resources and Customer Services Policy Board

On: 21 November 2024

Report by: Director of Environment, Housing & Infrastructure

**Heading: Environment, Housing & Infrastructure - Service
Improvement Plan 2024-27 Mid-Year Monitoring Report**

1. Summary

- 1.1 The Environment, Housing & Infrastructure Service Improvement Plan 2024-27 was approved by the Finance, Resources and Customer Services Policy Board on 13 June 2024. The plan sets out the priorities for the development of the service over a three-year period.
- 1.2 The Service Improvement Plan is part of a suite of documents which describe the strategic direction of the Service and the Council, and also includes the Council Plan, Community Plan, Risk Management Plan and the Workforce Plan.
- 1.3 The Service Improvement Plan sets out the actions which will ensure continuous improvement across the service and the performance indicators which ensure the impact can be measured. These reflect the priority themes of the new Council Plan which was approved by Council on 29 September 2022.
- 1.4 This report contains details of Environment, Housing & Infrastructure Services performance, and achievements over the period 1 April 2024 to 30 September 2024. The main purpose of the report is to provide:
 - details of the key achievements of the service over the period.
 - an update on changes made to the action plan and scorecard to reflect the new Council Plan themes.
 - a progress update on implementing the action plan linked to the 2024-27 Service Improvement Plan.

- an assessment of performance in relation to the service scorecard of core performance indicators; and
- an overview of priorities for the service over the next six months.

- 1.5 Over the past six months, the service has made good progress in delivering positive outcomes for Renfrewshire and its residents. This includes through the actions within the Service Improvement Plan and also other areas of activity which did not form part of the Service Improvement Plan actions which have subsequently arisen over the first six months of 2024/25.
- 1.6 To compliment the six-monthly update on the Service Improvement Plan, a Service Update report will be presented to each cycle of the Finance, Resources and Customer Services Policy Board. This report will provide an overview of key service activities, an operational performance update on the services and key projects and updates on any other relevant changes to service areas covered within the remit of the Board.
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2. Recommendations

It is recommended that the Finance, Resources and Customer Services Policy Board note:

- 2.1 The contents of this report.
- 2.2 The progress to date on delivering the actions contained within the Environment, Housing & Infrastructure - Service Improvement Plan.
- 2.3 The current performance of the service as measured by the scorecard indicators.
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3. Background

- 3.1 The Service Improvement Plan is a comprehensive statement of the outcomes the service aims to achieve, and the actions it will take to achieve these. It fits within the wider planning framework of the Council by taking account of Community Planning themes and Council priorities as set out in the new Council Plan which was refreshed in June 2024. It enables elected members to have oversight of developments within the service and to consider and develop policy options which reflect customer need and resource availability.
- 3.2 The Service Improvement Plan also provides a mechanism by which elected members can evaluate the performance of the service. The

appendix to the plan contains an action plan and performance indicators against which progress can be measured. This mid-year monitoring report provides an update on progress against the 2024-27 plan.

- 3.3 Section 4 gives details of service activity and achievements over the period April-September 2024. Section 5 discusses actions delayed since the Service Improvement Plan was approved. Section 6 provides a narrative on performance against the scorecard included as appendix 1. Section 7 of the report highlights the main priorities of the service over the next six months.
- 3.4 An outturn report detailing full-year performance will be brought before this board in spring 2025.
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4. Service Update and Key Achievements April-September 2024 Key Achievements

- 4.1 Environment, Housing & Infrastructure continues to deliver essential frontline services across Renfrewshire. Key achievements for Environment, Housing & Infrastructure under the remit of the Finance, Resources and Customer Services Policy Board are detailed throughout the action plan and performance indicators in the appendix.

5. Areas where actions have been delayed

- 5.1 Actions where there has been no progress has been in relation to the new duties and legislation regarding the further expansion of universal free school meals to all P6/P7 pupils. This action will be progressed once there is confirmation of implementation, and updates will be provided to this board accordingly, however, families eligible for the Scottish Child Payment will be able to access free school meals from February 2025.

6. Progress against performance measures

- 6.1 Environment, Housing & Infrastructure Services has 10 performance indicators in its current scorecard within the remit of this policy board, which are reported quarterly.

7. Priorities over the next six months

- Continue to progress the Strategic Property Review and deliver the next steps as outlined in previous reports to the Finance, Resources and Customer Services Policy Board.

- Renfrewshire's focus on the journey to Net Zero is supported by efforts in Facilities and Property services.
 - Continue to invest in Renfrewshire residents through the apprenticeship opportunities across Facilities and Property Services.
 - Complete the four kitchen redesigns to increase capacity to provide healthy, nutritious meals to school pupils in Renfrewshire.
 - Engage with parents, pupils, and teachers to gather feedback to improve and develop the school dining experience.
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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** – The Service Improvement Plan also highlights workforce development and wellbeing considerations.
3. **Community/Council Planning** – The report details a range of activities which reflect Council and Community Planning themes and a direct link to the delivery of the Council Plan.
4. **Legal** – none.
5. **Property/Assets** – none.
6. **Information Technology** – Service developments relating to information technology are key enablers of service improvement and modernisation and support service-level and corporate objectives.
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. **Children's Rights** - none
14. **Climate Change** – A section of the actions and performance indicators within the SIP covers the 'Green' theme of Renfrewshire's Council Plan which highlights activities across the Council to tackle climate change.

List of Background Papers: Finance, Resources and Customer Services
Policy Board 13 June 2024 Item 9 - Environment, Housing and
Infrastructure – 2024-27 Service Improvement Plan

Author: Gordon McNeil, Director of Environment, Housing and Infrastructure,
Email: gordon.mcneil@renfrewshire.gov.uk



ENVIRONMENT, HOUSING AND INFRASTRUCTURE SERVICES SERVICE IMPROVEMENT PLAN 2024-2027

Six monthly progress update
November 2024

We are **fair**, We are **helpful**, We are great **collaborators**, We value **learning**

WELCOME TO OUR SIX-MONTHLY UPDATE

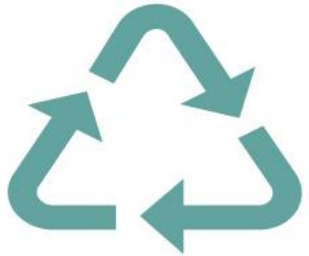
- This update reflects on the first six months of our Service Improvement Plan, highlighting areas where we are already making progress and some areas we want to focus on more, perhaps because performance isn't moving in the direction we anticipated or because of other pressures or factors that makes this even more of a priority for us.
- The following pages shine a spotlight on some great projects or practice and highlight areas where we'd like to improve or develop further. At a service level, there is a stronger focus on some of the Council Plan Strategic Outcomes than others. Towards the end of this document, you'll find a full update against all the actions and performance indicators we use to measure progress.
- We report on 10 performance indicators, which are reported quarterly .

ABOUT US

This update covers the Environment, Housing and Infrastructure service areas within the remit of Finance, Resources and Customer Services Policy Board. These are:

Facilities & Property Services covers four key service areas:

- Soft Facilities Management - cover janitorial, cleaning, catering, caretaking, housekeeping and school crossing patrollers
- Building Services - cover building services operations, compliance, repairs and maintenance for housing and public buildings
- Hard Facilities Management - responsible for compliance in schools and public buildings, life cycle maintenance in schools & public buildings and PPP contract management
- Property Services is a multi-disciplinary design consultancy commissioned by Council departments to deliver projects, including capital works.



DELIVERING THE COUNCIL PLAN

Place: Partnership working informs the facilities management provision across new developments.

The delivery and turnaround of void properties review continues to work towards returning properties to the letting pool as soon as possible.

The Strategic Property review across the Council estate is progressing well.



Economy: Environment, Housing & Infrastructure continue to provide apprenticeship and trainee opportunities across services, encouraging positive destinations.



Green: Renfrewshire's focus on the journey to Net Zero is supported by efforts in Facilities and Property Services through new build e.g. Passivhaus or retrofitting/future proofing the property portfolio



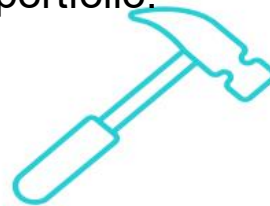
PLACE

Achievements:

- We have completed capital projects for Paisley Town Hall, Paisley Central Library and the Paisley Arts Centre.
- Work continues on major capital projects which includes Paisley Grammar School Community Campus and the new Primary School in Dargavel.
- By 30 September 2024, Operational and Management void numbers had been reduced from 518 to 383 and void rent loss had been reduced to less than 4.50%. By 31 August 2024 net void turnaround time had been reduced from 50.4 days in 2023–2024 to 38.7 days.
- A pilot of a Single Voids Team (in conjunction with Housing Services) has been established and noted to be working well with re-let times being reduced. Whilst Building Services are a key part of the team, the turnaround times have remained static between 14 and 21 days depending on the hours of work required in the property.

Areas for improvement and development:

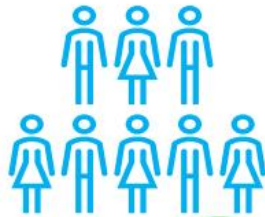
- Work continues to review and understand all buildings across the Renfrewshire Council property portfolio. A matrix has been used to identify which buildings remain as core, which are surplus, and which properties should be reviewed further, to reduce the number of buildings within our portfolio.



ECONOMY

Achievements:

- Our Property Services (Technical Unit) has employed two vocational trainees; a building surveyor in June 2024 (6-month appointment) and an architect in October 2024 (11-month appointment).
- Building Services have recruited 7 youth apprentices and 1 adult apprentice, and all have now commenced their formal training at College. Two of these were from the INVEST programme. We also adopted a 2nd year apprentice from a local company who had made several apprentices redundant due to a downturn in work. Building Services now have 24 apprentices at various stages in their apprenticeship journey.
- We continue to work with the third sector organisation that serves Renfrewshire to provide the technical training to their 2 staff undertaking adult apprenticeships. We have also worked with the local High Schools and the Princes Trust to provide work experience to young adults over the last 6 months and more programmes over the next few months. In addition, we have also recently employed an invest trainee as a General Maintenance Operative.
- Further achievements include supporting 8 candidates during 2024 from Project Search, and 6 traineeship candidates started Oct 2024 for 26 weeks from Invest, working with Children's Services to provide a pathway for School Leavers which includes a 6-month Trainee Facilities Operative roles



FAIR

Achievements:

- Over the summer, the Johnstone High dining area was redesigned.
- In June, new menus and menu boards were introduced in Primary Schools.
- In August, new menus, menu boards and price lists were introduced in High Schools.
- Soft FM have been awarded 'Food for Life' Bronze.
- School Meals Website for parents has been updated to show PDF images of all the meal options.

Areas for improvement and development:

- We are working with Children's Service to review the whole breakfast offering within schools.
- We continue to work with Property Services (Technical Unit) to progress the work in four school kitchens which will become operational cooking kitchen by August 2025



LIVING OUR VALUES

Achievements:



A Staff Engagement Forum has recently been established, and feedback will be used to inform service operations.



98% of Freedom of Information requests were responded to on time



All employees are provided with appropriate support to manage their attendance, health and wellbeing including use of Occupational Health referrals and “Timefortalking”.



Teams from Environment, Housing and Infrastructure have completed Level 1 (Trauma informed) and Level 2 (Trauma Skilled) Training with almost 100 staff participating in 2024 so far. Trauma informed approaches already aligned closely with the ethos of the service, but the additional training has highlighted opportunities to build on existing good practice, not only in terms of working with service users but also in supporting colleagues. Staff from E,H&I were invited to the Trauma Informed and Responsive Renfrewshire Steering Group to present on how the training has benefitted them and how they have implemented the learning.

IMPROVING OUTCOMES FOR CHILDREN AND FAMILIES

Across all of our work and all of our efforts, we hope for loving and happy lives for Renfrewshire's children – working together to get it right for children, families and communities – protecting, learning, achieving and nurturing. Every priority of our Council Plan contributes to improving the lives of Renfrewshire's children and their families.

Achievements:

- The Head of Housing now sits on the Renfrewshire's Strategy Promise Oversight Group .
- The Promise Manager has been introduced and attended senior management meetings in E,H&I and from this there has been several follow up actions agreed.
- Discussions have taken with the Promise Manager and E,H&I Managers around the future consultations regarding incorporating The Promise housing related calls to action into key housing policies.
- Close on-going positive relationships and links with Homeless & Housing Support Services and The Promise Team including activity around the Homeless Service – Service Development Plan 2023-2026 Regulation of Social Housing Assurance Statement now has appropriate reference to Looked After and The Promise and this activity was supported by Housing Lead Officer – (Performance, Policy & Participation) and The Promise Manager. It has been recognised that an area for improvement is to grow the number of Promise Keepers across the service.





ACTIONS AND INDICATORS

Full list





November 2024

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Renfrewshire
Council

PLACE

What we will do	Due Date	Status	Progress Update
Work with colleagues to advise on facilities management requirements at new developments e.g. Paisley Grammar and the handover of upgraded properties e.g. Paisley Town Hall	31 March 2025		<p>Works are underway to complete “snagging works” before full handover to Facilities and Property Services relevant to some of the renovated/upgraded buildings still in the defects periods.</p> <p>Work continues on major capital projects e.g. Paisley Grammar School Community Campus to understand full components and future lifecycle maintenance (FM strategy being developed).</p> <p>Thorn Primary has been added to the major projects file. Paisley Town Hall has been handed over as complete, as well as Paisley Arts Centre and Paisley Community Learning Hub.</p>
As part of the new Department, Officers will work together to review the delivery and turnaround of void properties across Renfrewshire to minimise times, wherever possible, to allow properties to be re-let.	31 March 2025		<p>By 30 September 2024, Operational and Management void numbers had been reduced from 518 to 383 and void rent loss had been reduced to less than 4.50%. By 31 August 2024 net void turnaround time had been reduced from 50.4 days in 2023–2024 to 38.7 days.</p> <p>A pilot of a Single Voids Team has been established and noted to be working well with re-let times being reduced. Whilst Building Services are a key part of the team, the turnaround times have remained static between 14 and 21 days depending on the hours of work required in the property.</p>
Review and strategically plan both proactive planned preventative maintenance and reactive repairs to public buildings in Renfrewshire including schools	31 March 2025		<p>Hard FM are currently developing a boiler replacement programme for the whole estate. Officers have also reviewed the recent condition survey data for the school estate and plan to conduct feasibility studies for the 5 schools that are condition ‘C’ rated. This will help drive the future short and medium-term capital investment (dependent on Strategic Property Review and Learning Estate Strategy).</p>
Continue to review and deliver an electronic job management and stores system.	31 December 2024		<p>The WorkHub system implementation continues to present challenges. System elements in support of the transition of the final manual staff, are at present in the testing stage , which will run until the 1st quarter of 2025. Once satisfactorily completed , we will be able to move from the hybrid manual setup in place at present to a full deployment.</p>

PLACE

What we will do	Due Date	Status	Progress Update
Lead and drive the Strategic Property Review across Renfrewshire Council's estate.	31 March 2025		<p>Work continues to review and understand all buildings across the Renfrewshire Council property portfolio. A matrix has been used to identify which buildings remain as core, which are surplus, and which properties should be reviewed further. Renfrewshire Council need to reduce the number of buildings within the portfolio.</p> <p>An update report will be taken to the Infrastructure, Land and Environment Policy Board at the first opportunity.</p>
Work with Savills to produce a robust business plan that looks at the short medium and long term for Building Services.	31 March 2025		A draft plan has been prepared and is currently being reviewed by Senior Managers in both Facilities and Property Services and Housing Services. Savills will review with the proposed timescales to be in from 2025/26.
Develop and focus on repairs and compliance - short-, medium- and long-term plan on property portfolio.	31 March 2025		We are proactively ensuring greater diligence across the public buildings funding model. This involves greater collaboration with our Building Services and Finance partners to ensure the budget spent appropriately. A focus group has been established and, in addition, have monthly meetings with Building Services to ensure spend is being monitored in greater detail. Data management systems still pose a challenge, and we are hopeful we can evidence some improvement how these system integrate with one, in the coming months.
Continue to develop large capital projects, including schools for Renfrewshire Council.	31 March 2025		Paisley Town Hall, Paisley Central Library and the Paisley Arts Centre are now all complete and handed over. Technical Unit now in progress of delivering Paisley Grammar School Community Campus (on site since March 2024), New Primary School in Dargavel (design ongoing), Park Mains High School Extension (contractor appointment ongoing) and Thorn Primary School new build (initial design team appointment ongoing).


PLACE

Indicator	Current Status	2023/24		2024/25	Q1 2024/25	Q2 2024/25	Explanation of performance
		Value	Target	Target	Value	Value	
% of Overall repairs completed within time by building services	✅	92.1%	95%	95%	94.5%	95.37%	Q2 performance has improved from Q1 and is better than the target of 95%. This is also an improvement on the figure for 2023/24 which was 92.1%.
Average length of time taken to complete non-emergency repairs – public buildings (days)	✅	7.9 days	15 days	15 days	TBC	TBC	<p>The challenges remain in connection with the WorkHub system implementation currently and Officers continue to close jobs in a manual basis across multiple system areas.</p> <p>The manual processes in place continue to operate as intended with additional close monitoring in place across, Finance, Building Services and the Support Services teams.</p> <p>The Workhub upgrades required are now in the testing and development stage and it's intended that the system should be able to provide ongoing meaningful KPI data for the fiscal period 25/26 onwards.</p>
% of compliance tasks undertaken per year –Statutory compliance for public buildings	⚠️	88%	90%	90%	84%	89%	Good performance across compliance tasks within the portfolio with Officers working to meet the 90% target.

ECONOMY

What we will do	Due Date	Status	Progress Update
Provide employment, training, and apprenticeship opportunities for identified groups of young people in Renfrewshire.	31 March 2025	▶	<p>Property Services (Technical Unit) has employed two vocational trainees; a building surveyor in June 2024 (6-month appointment) and an architect in October 2024 (11-month appointment). There are no further plans to employ other students or trainees before summer 2025.</p> <p>Building Services have recruited 7 youth apprentices and 1 adult apprentice, and all have now commenced their formal training at College. Two of these were from the INVEST programme. We also adopted a 2nd year apprentice from a local company who had made several apprentices redundant due to a downturn in work. Building Services now have 24 apprentices at various stages in their apprenticeship journey.</p> <p>We continue to work with the third sector organisation that serves Renfrewshire to provide the technical training to their 2 staff undertaking adult apprenticeships. We have also worked with the local High Schools and the Princes Trust to provide work experience to young adults over the last 6 months and more programmes over the next few months. In addition, we have also recently employed an invest trainee as a General Maintenance Operative.</p> <p>We are currently exploring short term employment for younger persons. Typically, this will be for up to 6 months.</p> <p>Further achievements include supporting 8 candidates during 2024 from Project Search, and 6 traineeship candidates started Oct 2024 for 26 weeks from Invest, working with Children's Services to provide a pathway for School Leavers which includes a 6-month Trainee Facilities Operative roles.</p>






FAIR

What we will do	Due Date	Status	Progress Update
Work with Children's Services/pupils to enhance dining experience and develop the menus to be more attractive whilst meeting requirements of the Nutritional Requirements for Food and Drink in Schools (Scotland) Regulations 2020	31 March 2025		<p>Over the summer we have redesigned the Johnstone High dining area.</p> <p>In June we introduced new menus and menu boards in Primary Schools.</p> <p>In August we introduced new menus, menu boards and price lists in High Schools.</p> <p>We have been awarded 'Food for Life' Bronze.</p> <p>School Meals Website for parents has been updated to show PDF images of all the meal options.</p>
Work with Childrens Services to provide a healthy breakfast to school pupils where possible.	31 March 2025		<p>.</p> <p>We are working with Children's Service to review the whole breakfast offering within Schools.</p>
269K capital investment from Scottish Government to enhance the dining experience in preparation for eligibility of the Scottish child payment for the entitlement free universal school meals for P6 and P7. Continue to collaborate with Property and Technical to plan improvements across in up to 5 schools.	31 August 2025		<p>Scottish Government confirmed Universal free school meals for P6/7 is not being implemented, no further funding will be received.</p> <p>Scottish Child payment being implemented Feb 2025</p> <p>We continue to work with Property and Technical services to progress the work in four school kitchens which will become operational cooking kitchen by August 2025</p>







FAIR

Indicator	Current Status	2023/24		2024/25	Q1 2024/25	Q2 2024/25	Explanation of performance
		Value	Target	Target	Value	Value	
% uptake of free school meals in primary schools	🟢	52.5%	60%	60%	53.4%	61%	Q2 performance has improved from Q1 and is better than the target of 60%. This is also an improvement on the figure for 2023/24 which was 52.5%.
% uptake of free school meals in secondary schools	🟡	TBC	42%	42%	TBC	TBC	Further work is on-going across both Renfrewshire Council staffed schools and PPP schools to get an accurate figure. This will be updated for the end of year update.

LIVING OUR VALUES

What we will do	Due Date	Status	Progress Update
Provide our employees with the appropriate support to manage their attendance, health, and wellbeing	31 March 2025		All employees are provided with appropriate support to manage their attendance, health and wellbeing including use of Occupational Health referrals and “Timefortalking”.
Better use of data and technology to improve services performance and delivery	31 March 2025		Work is currently ongoing to use data and technology across all Services to improve and modernise the work undertaken across our estate including to clean schools, ensuring our resources are allocated efficiently and effectively.
Implement the next phase of transformation as part of Right for Renfrewshire	31 March 2025		EH&I has continued to support the Council's Transformation Programme.
Engage and participate in trauma informed and responsive Renfrewshire programme	31 March 2025		Teams from Environment, Housing and Infrastructure have completed Level 1 (Trauma informed) and Level 2 (Trauma Skilled) Training with almost 100 staff participating in 2024 so far. Trauma informed approaches already aligned closely with the ethos of the service, but the additional training has highlighted opportunities to build on existing good practice, not only in terms of working with service users but also in supporting colleagues. Staff from E,H&I were invited to the Trauma Informed and Responsive Renfrewshire Steering Group to present on how the training has benefitted them and how they have implemented the learning.
Work with Services across EH&I to support further digitisation and business improvement of our processes to meet the needs of our customers.	31 March 2025		Work is being undertaken to engage with the services to identify gaps in digitisation to improve business processes and the effective use of data capture and analysis. Working in collaboration with Digital First team to develop business processes to link the customer experience with frontline operations






LIVING OUR VALUES

What we will do	Due Date	Status	Progress Update
Continue to develop new approaches to staff communication and engagement across all areas of the service	31 March 2025		A Staff Engagement Forum has recently been established, and feedback will be used to inform service operations.
Ensure robust and up to date business continuity arrangements are in place and maintained	31 March 2025		Robust and up to date business continuity arrangements are in place and maintained with ongoing training and scenario planning to supplement this work as required.
Embed the enquiry systems for public and elected members across Environment, Housing & Infrastructure services	31 March 2025		A system to deal with public and elected member enquiries is established and embedded across Environment and Infrastructure Services and supports ongoing work to identify recurring issues or concerns which can be addressed.
Review Health & Safety and Risk Assessments	31 March 2025		An Environment, Housing and Infrastructure Health and Safety Plan 2024/25 was approved by the appropriate Board for each service area. A 6-month update on actions and progress will be provided to the appropriate Board in October/November 2024. Work is ongoing across services to review health and safety and risk assessments.
Ensure robust financial monitoring	31 March 2025		Regular financial monitoring discussions with Senior Management and Finance Team are well established to support ongoing monitoring and planning of resources.
Review and maintain continuous improvement frameworks	31 March 2025		Work is ongoing to address actions identified from Audit reports and accreditations including maintaining British Standards ISO9001 for identified services.

LIVING OUR VALUES

What we will do	Due Date	Status	Progress Update
Support the Council in developing New Ways of Working	31 March 2025		Environment, Housing & Infrastructure continue to proactively support and encourage hybrid working where possible and the use of technology, such as teams, to improve collaborative working.
Develop and undertake a Strategic Property Review of Council operational, non-operational and surplus assets	31 March 2025		<p>Work continues to review and understand all buildings across the Renfrewshire Council property portfolio. A matrix has been used to identify which buildings remain as core, which are surplus, and which properties should be reviewed further. Renfrewshire Council need to reduce the number of buildings within the portfolio.</p> <p>Leases of certain buildings e.g. Abbey House/7A Moss Street etc have ended with staff being relocated to Renfrewshire House.</p> <p>An update report will be taken to the Infrastructure, Land and Environment Policy Board in November 2024.</p>




LIVING OUR VALUES

Indicator	Current Status	2023/24		2024/25	Q1 2024/25	Q2 2024/25	Explanation of performance
		Value	Target	Target	Value	Value	
Average number of workdays lost through sickness absence per employee (FTE) (cumulative)		14.91	TBC	TBC	4.15	TBC	Data for Quarter 2 not yet available, due to changes in reporting processes currently being developed within HR&OD.
% of Members enquiries completed within timescale		92%	85%	85%	92%	94%	In the first six months of 2024/25 Environment, Housing & Infrastructure received 2,612 members enquiries of which 93% were responded to within timescale.
% of frontline resolutions dealt with within timescale		85%	85%	85%	40%	58%	In the first six months of 2024/25 Environment, Housing & Infrastructure received 5,370 front line resolutions of which 48% were responded to within timescale.
% of complaint investigation completed within timescale		89%	85%	85%	45%	40%	In the first six months of 2024/25, 43.1% of 185 complaint investigations received have been responded to on time.
% of FOI request completed within timescale		100%	100%	100%	98.51%	97.37%	In the first six months of 2024/25 Environment, Housing & Infrastructure dealt with 354 Freedom of Information requests of which 347 (98%) were responded to within timescale. 110 of these requests were cross departmental and 244 were departmental

CROSS CUTTING THEME

IMPROVING OUTCOMES FOR CHILDREN AND FAMILIES

“Across all of our work and all of our efforts, we hope for loving and happy lives for Renfrewshire’s **children** - working together to get it right for children, families and communities – protecting, learning, achieving and nurturing. Every priority of this Council Plan will contribute to improving the lives of Renfrewshire’s children and their families. It is our fundamental duty as an organisation and our shared responsibility as citizens of this place to ensure that our children inherit a Renfrewshire where their wellbeing is nurtured, their futures are bright, and their environment is safe and healthy.’

What we will do	Due Date	Status	Progress Update
EH&I will work towards keeping The Promise	31 March 2025		<p>The Head of Housing now sits on the Renfrewshire’s Strategy Promise Oversight Group . The Promise Manager has been introduced and attended senior management meetings in E,H&I and from this there has been several follow up actions agreed.</p> <p>Discussions have taken with the Promise Manager and E,H&I Managers around the future consultations regarding incorporating The Promise housing related calls to action into key housing policies.</p> <p>Close on-going positive relationships and links with Homeless & Housing Support Services and The Promise Team including activity around the Homeless Service – Service Development Plan 2023-2026 Regulation of Social Housing Assurance Statement now has appropriate reference to Looked After and The Promise and this activity was supported by Housing Lead Officer – (Performance, Policy & Participation) and The Promise Manager. It has been recognised that an area for improvement is to grow the number of Promise Keepers across the service.</p>
Deliver a programme of engagement with schools, parents, and pupils, encouraging participation in the development of school meal menus	31 March 2025		<p>Met with Fairer Renfrewshire Group, menus taster session</p> <p>Annual survey completed and P1 inductions completed in August 2024. Also, engagement with P4/5 in various schools have been undertaken.</p>
Consider implementing robotics for cleaning Secondary schools to improve the service provided.	31 March 2025		<p>To improve the service provided in secondary schools we have completed demonstrations costings calculated and feasibility survey completed . We will undertake Staff survey in due course and prepare Business case for costs.</p>



EH1 SERVICE IMPROVEMENT PLAN

SIX MONTHLY PROGRESS UPDATE
NOVEMBER 2024

For more information, please contact:

Douglas.morrison@renfrewshire.gov.uk

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Renfrewshire
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