
To: Leadership Board

On: 1 December 2021

Report by: Chief Executive

Heading: Council Plan – six months progress update

1. Summary

- 1.1 In September 2017, the Council approved new Council and Community Plans for Renfrewshire, which outlined an ambitious vision for Renfrewshire. The Council Plan covers the period 2017 to 2022 and sets the direction of the organisation, through five strategic outcomes. Service Plans for each Council service sit under this framework and describe in more detail how these priorities will be achieved, supplemented by a detailed action plan and performance scorecard.
- 1.2 Alongside Service Plan updates to policy boards, progress against the Council Plan objectives is regularly reported to the Leadership Board to enable scrutiny of the Council's performance and priorities - ensuring the plans are agile enough to respond to local and national emerging themes whilst still delivering on the agreed strategic outcomes.
- 1.3 The impact of the COVID-19 pandemic on Renfrewshire's communities, residents and businesses has been unprecedented and no Council service was untouched by the lockdown and associated restrictions. The Council worked with partners to continue to deliver vital frontline services throughout the period, and significant numbers of employees also continued to deliver services whilst working from home.
- 1.4 At the appropriate points during the pandemic, services worked to restart impacted services in line with Scottish Government guidance. In parallel to this work, the Council also commenced work with partners to develop local recovery plans for Renfrewshire, which set out the key actions to be progressed to support communities and businesses to recover from the impact of the pandemic going forward.
- 1.5 Despite the challenges that have been faced throughout 2021, including the impact the pandemic has continued to have on delivering services or pausing of activities, strong progress has been made against the five Council Plan priorities. Renfrewshire Council has supported **our economy** by delivering business grants and support to businesses impacted by the pandemic restrictions; the neighbourhood hubs enabled **resilient communities**; we have worked to **tackle inequality** with payments for families and developed our Social Renewal Plan to help our citizens recover from the pandemic; we have significantly progressed our work programme developing our Plan for Net Zero

to **create a sustainable Renfrewshire**; and all Council Services, the HSCP and Renfrewshire Leisure have continued to **work together** to progress our restart and recovery plans for Renfrewshire.

- 1.6 The Council has experienced significant pressures on existing capacity, a times exacerbated by recruitment and absence issues, which we expect to continue. There has been a significant level of additional activity being picked up across Services to support businesses and citizens through the pandemic and recovery. Across the Council's capital programmes, pressures have been experienced in terms of resource and material availability and supply chain disruptions, in many cases putting pressure on budgets. Set alongside this, at a national level there are a number of recovery plans now progressing, together with a challenging and ambitious Programme for Government, which local authorities will play a key role in progressing.
- 1.7 Due to the unprecedented nature of the pandemic, the three-year Service Improvement Plans were replaced by Service Delivery Plans which focus on a single year (2021/22) and outline what each service plans to do to mitigate the effects of the pandemic and associated restrictions, as well as actions to support recovery and renewal. Service Delivery Plans were approved by Policy Boards from March 2021 and mid-term updates reported to Policy Boards in October and November 2021.
- 1.8 This report provides a Council wide progress update, in relation to existing Council Plan priorities, and the impact of COVID-19 on these priorities and performance for 2021/22 year to date. Appendix 1 provides a detailed summary of progress against key actions and indicators.

2. Recommendations

- 2.1 It is recommended that members of the Leadership Board:
 - Note progress achieved against the strategic outcomes since the last update to Leadership Board in June 2021, as outlined in appendix 1; and
 - Agree that the next progress report for the Council Plan will be in summer 2022, marking the end of this Council Plan's term and acting as a final outturn report on progress.

3. Background

- 3.1 Renfrewshire's Council Plan 2017 – 2022 describes how the organisation will achieve the vision of "working together for a thriving and connected Renfrewshire, creating opportunities for all" through five strategic priority areas:
 - Reshaping our place, our economy and our future
 - Building strong, safe and resilient communities
 - Tackling inequality, ensuring opportunities for all
 - Creating a sustainable Renfrewshire for all to enjoy
 - Working together to improve outcomes
- 3.2 While the COVID-19 pandemic has fundamentally changed how we work, deliver services and engage with communities, the organisation's ambition for Renfrewshire remains and our five strategic priority areas also remain relevant and underpin our approach to recovery.
- 3.3 As agreed by Council, three core recovery plans have been developed that will shape the immediate activity of the Council – the Economic Recovery Plan, Financial Recovery Plan and the

Social Renewal Plan. Taken together these describe how Renfrewshire can learn, recover and build from the experiences of the pandemic - they are cross-cutting and will drive the efforts of officers across the Council.

- 3.4 The Council Plan will continue to sit alongside these three new plans and many of the core objectives are complementary. They outline an approach to work together across services and sectors with a focus on the economy, our resilience, supporting our most vulnerable residents and those most impacted by the pandemic and to deliver a green recovery.
- 3.5 Council Plan activity also sits alongside the Council's arrangements in terms of progressing and achieving best value which are considered within the Annual Audit Report published each year by Audit Scotland. A small number of recommendations have been made through the Annual Audit Reports, and progress against those pertaining to best value are tracked and reported within each update report to the Leadership Board and are mainstreamed within the Service Development Planning process which flows into the Council Plan monitoring and reporting process.
- 3.6 Within the Annual Audit Report for 2020/21, Audit Scotland confirm that:
'The Council has an appropriate and effective best value framework in place. The Council continues to make positive progress addressing the recommendations contained in our 2016/17 Best Value Assurance Report. The Council's performance management arrangements remained effective during the pandemic.'
- 3.7 This assessment is very positive given the significant challenges experienced by the Council during 2020/21 in relation to COVID-19. Within the Annual Audit Report, Audit Scotland recognise the work undertaken by the Council and its partners in relation to the COVID-19 Community Impact Assessment and the development of the Social Renewal Plan and note that it is important that work continues to deliver on the priorities identified through this process. Regular updates have been provided to Leadership Board on the community impact assessment and the implementation of the Social Renewal Plan, and to date £665,000 of funding has been allocated to fund priority actions around income and poverty, digital exclusion and community empowerment. Further details on this are outlined in section 4.6.

4. Progress of the Council Plan during 2021/22

- 4.1 Members will note from appendix 1 that strong progress has been reported across the priority areas with activity on target at the point of the lockdown commencing. As outlined in Section 1, the Council Plan is a five-year programme and whilst inevitably there will be delays across the plan due to the impact of the COVID-19 pandemic, it is anticipated there may be areas where progress has been accelerated, for example in the Council's digital and communities workstreams. The full impact of this will be more accurately assessed at the end of the financial year 2021/22.
- 4.2 Based on the latest available updates, for the 55 actions within the Council Plan, 33 actions have already been completed and the remaining 22 are in progress, reflecting that this is a 5-year plan and some actions relate to long-term programmes, with many actions at 75% or above as we move into the final stages of the Council Plan term.
- 4.3 Areas of progress are highlighted, including areas where planned activities did not proceed or were not undertaken in the same way due to COVID-19, these are grouped under each of the Council Plan strategic outcomes below.

4.4 RESHAPING OUR PLACE, OUR ECONOMY AND OUR FUTURE

- Renfrewshire Council and its key partners are continuing to monitor the impact of COVID-19 on the local economy and work towards economic recovery. An update was provided to Leadership Board in June on progressing the 14 Priority Action Areas within the Plan. Short term priorities for Renfrewshire over the next 4 to 6 months include a clear focus on the following immediate 're-start priorities' and ensuring Renfrewshire does not lose out to pressures across the region impacting on employment, recruitment, opportunities for young people and business viability. Indicative short-term priorities are identified as:
 - Employability
 - Business engagement/supply chain
 - Inequality
 - Skills and recruitment
 - Young people
- As part of Renfrewshire's City Deal programme, Good progress continues to be made on the development of the Advanced Manufacturing Innovation District Scotland (AMIDS), which will be home to the National Manufacturing Institute Scotland (NMIS) and the UK's Medicines Manufacturing Innovation Centre (MMIC). The delivery of AMIDS is now at a critical stage, between infrastructure delivery and securing the investment which will bring employment, skills and economic growth enabled by GAIA infrastructure, and a primary aim of AMIDS. This context is recognised within the Renfrewshire Economic Strategy 2020-2030 where AMIDS is noted as a key component.
- The Council's Employability Service continues to offer support on jobs and skills development. Youth employment is a key priority within the Economic Recovery Plan and considerable progress has been made in terms of the action to reduce youth unemployment. The Council and its partners set out ambitious targets to create 700 new and additional jobs for unemployed young people in Renfrewshire by end December 2021 through the resources provided by the UK Government Kickstart Scheme and Scottish Government Young Persons Guarantee. Over 450 Kickstart places had been approved by the DWP for the Renfrewshire Council bid with 120 young people already started in post, and no longer claiming benefits, and 110 currently in the process of being recruited for. In addition to the new jobs being created the Young Persons Guarantee was launched in April 2021 and Renfrewshire was amongst the first to offer a new partnership website (ypguaranteerenfrewshire.com) with an opportunities portal aimed at all young people in Renfrewshire, joining up the local offer from all partner organisations.
- The Council also coordinated, administered and delivered business grants and support to business impacted by the pandemic restrictions. This represents a significant ongoing resource pressure for the organisation but a vital activity to support Renfrewshire's businesses, with these grants (once complete) estimated to be in the region of £169m distributed through awards to local businesses and self-employed people.
- In terms of the Council's physical regeneration programmes, the Cultural Infrastructure programme is progressing well. The Paisley Museum Reimagined project appointed a main works contractor in May 2021, with a site start in July. The Paisley Town Hall Refurbishment main works contract was awarded in March 2021 and works have commenced on site, with Practical Completion anticipated in November 2022. The Paisley Learning & Cultural Hub main works contract is now underway with a site start during August 2021 and completion anticipated in late 2022. The Paisley Arts Centre refurbishment design process is approaching completion, with an Advance Works contract planned for Autumn 2021, Main Works during 2022 and completion in January 2023.
- Environmental Health and Trading Standards Officers worked to ensure that business premises had as much help and guidance as possible to support them to comply with legislation and guidance.

This has been both proactive (e-mail, phone, and visit) and reactive (phone call or visit). In line with the Council's Integrated Enforcement Policy, businesses have been supported by officers adopting an "engage, explain, encourage and then enforce" model which affords people the best opportunity to comply before any enforcement action is taken.

- Despite the impact of the pandemic, progress continues to be made in improving Renfrewshire's travel infrastructure with ongoing progress improving bus corridor infrastructure and the detailed design for an off-road cycle link to the Hawkhead housing development is now nearing completion. The project to refurbish the footbridge across the White Cart saw it reopen to pedestrian and cycle traffic in November 2021.
- Following approval from the Communities, Planning and Housing Policy Board in May 2021, consultation took place across the eight phase 1 areas of the £100million Housing Led Regeneration and Renewal programme for Renfrewshire. The consultation period closed at the end of October and the outcomes are now being analysed and incorporated in amended proposals where appropriate, which will be reported to the Communities, Planning and Housing Policy Board in January 2022.
- Alongside this, a new build programme for 2021/22 is being delivered – with revised targets due to COVID-19 restrictions. 95 newbuild homes in Johnstone Castle were completed in April 2021. Work commenced on site in spring 2021 on 39 new homes at Auchengreoch Road in Johnstone and on 101 new homes in Ferguslie Park.
- Plans to relocate Paisley Grammar School to a new build community campus have been approved and funding has been agreed with the Scottish Government confirming that the project would be supported through phase 2 of the learning estate investment programme and the Council's "status evaluation" return for the project submitted to Scottish Futures Trust (SFT) in February 2021. Work is now underway to develop the design.
- Renfrewshire's major events programme has been significantly impacted by the pandemic. Digital programming has taken the place of live events into the summer of 2021 and includes delivery of a digital Food Festival and a second digital Sma' Shot Day celebration – which was supplemented with live programming as Renfrewshire moved to tier 2. Due to the ongoing COVID-19 restrictions, the British Pipe Band Championships was cancelled for a second year and the partnership with the Scottish Pipe Band Association has now concluded, releasing additional resource for the safe development of the events programme. Throughout the pandemic the team have worked with Event Scotland and Scottish Government to ensure a safe and viable return to events. Event Scotland awarded three lots of funding (£77.4k), to the programme the Scottish Events Recovery Fund for both the Spree and Halloween Festivals to support with additional costs for covid secure arrangements and a rollover of Year of Coasts and Waters money into the Halloween festival. The funding is helping to support the return to live in person events late in 2021, with the successful and very welcome return of The Spree and a reformatted Halloween Festival taking place.

4.5 BUILDING STRONG, SAFE AND RESILIENT COMMUNITIES

- All Council services, Renfrewshire Leisure and Renfrewshire Health and Social Care Partnership (HSCP) have worked together to support the COVID-19 vaccination programme, and now the third dose and booster, which is an important part of the country's route out of the pandemic. Community Protection and Environmental Health and Trading Standards officers continue to play a key role throughout the pandemic response, including supporting the public health test and protect programme; providing advice, support and guidance to local residents and businesses; interpreting

and enforcing significant new Legislative and Statutory Obligations relating to public health; Test and Protect and COVID-19 compliance; and working closely with partners to support the public and businesses when supporting vulnerable residents and undertaking enforcement responsibilities.

- Renfrewshire Health and Social Care Partnership has played a critical role responding to the coronavirus pandemic, protecting and supporting employees and communities, and particularly vulnerable people across the area. Recognising the impact of COVID-19 on local people, the HSCP have also worked in partnership with local hospices and RAMH to develop a new bereavement support service. The service was set up to support people who experienced a loss or who were dealing with grief following the death of someone close to them or even the loss of something important to them as a result of the pandemic.
- In terms of community resilience, the Neighbourhood Hub model which was put into place as part of the initial pandemic response continues to develop, with colleagues across the Council and our partners. The hubs operate on a partnership basis with Renfrewshire Leisure, the HSCP, Engage Renfrewshire, local groups and organisations across communities, and are supported by local volunteers. Support provided has included signposting to food services, delivering prescriptions, befriending calls to people who feel isolated or vulnerable, and delivery of books and toys through the Libraries Direct Service.
- Renfrewshire Health and Social Care Partnership is one of the lead organisations who support residents who are experiencing social isolation. The strategic partnerships and operational interfaces with housing and third sector organisations enable it to identify and support adults who may have little contact with other people. In addition, Active Communities, funded by the HSCP, has been providing a befriending service which has been utilised by workers in the Neighbourhood Hubs, enabling them to refer people feeling isolated or lonely as a result of COVID-19. Community Health Buddies have made over 300 phone calls as well as sending text messages, e-mails and wellbeing packs. The HSCP has also provided additional funding to ROAR to lead a project in the East End of Paisley, working with the Local Partnership, to develop some cohesive activities for loneliness and isolation in that particular neighbourhood.
- Local Partnerships have continued to operate through the pandemic, in early 2021, Local Partnerships were briefed on the progress of the Community Impact Assessment, particularly the findings of the Public Services Panel by Local Partnership area. In May and June 2021, partnerships met to award grant funding. The planned review of Local Partnerships was put on hold due to officer capacity during the pandemic, however this has now commenced and is scheduled for completion by early Spring. Alongside this, the developing communities workstream is planning the next stage of work with communities – with a particular focus on locality working, developing Local Partnerships, integrated advice provision and community asset transfer.
- A framework for mainstreaming participatory budgeting has been drafted subject to further engagement with key stakeholders. Alongside this, work has continued to develop our local approach to participatory budgeting, with the launch of a community Investment exercise in partnership with Environment and Infrastructure, the development of options for participatory budgeting within schools, and a further round of the Celebrating Renfrewshire programme which is currently underway.
- Children and Families Social Work continue to protect the most vulnerable children, ensure statutory processes can continue, to ensure children who are accommodated are supported to have contact with their families and to ensure young people who are care-experienced feel safe and supported. Regular contact with all children who have a multi-agency plan has taken place throughout the

pandemic and now through the recovery process, with workers finding different ways to connect with the children and families they support.

4.6 TACKLING INEQUALITY, ENSURING OPPORTUNITIES FOR ALL

- Throughout the pandemic, the needs of those who were homeless or in housing need have continued to be met. Staff from Homeless Services and the Housing Support team have continued to offer a wide range of support services throughout 2020/21 and have helped homeless households to move on to settled accommodation, including assistance with Community Care Grant applications, provision of furniture items and assistance with benefit applications.
- The Tackling Poverty Programme has continued to operate throughout the year, adapting where appropriate to deliver vital projects throughout COVID restrictions with proposals for the 2021/22 programme agreed by Leadership Board in April 2021. Through the Social Renewal Plan that was agreed by Council in early 2021, linked work has also been undertaken in terms of developing further supports around food and fuel insecurity, and the provision of advice and support for people affected by redundancy and furlough. Specific allocations of Social Renewal Plan budget have been made to projects including:
 - employment advice to support clients to retain employment wherever possible and where this is not possible, ensure they are supported to obtain their full redundancy entitlement as well as access the correct benefits;
 - advice in GP surgeries to help maximise patients' income and refer on to other support services;
 - benefit take up campaign to maximise income for low income households;
 - affordable credit focussed on preventing borrowing from high-cost lender and ensuring everyone has options for borrowing money that help reduce the risk of falling into problem debt;
 - community food pantries and establishing the Community Food Fund to make small awards to organisations to develop community food offerings and promote dignified access to food and community resilience;
 - fuel insecurity pilot to work with low-income households struggling to meet immediate fuel costs linked to the provision of energy advice; and
 - developing participative approaches with people on low incomes.
- Alongside this targeted work, throughout the pandemic and recovery, the Council has administered a range of critical support payments for our citizens to help to prevent financial hardship, including self-isolation support grants, low-income pandemic payments and school meal payments.
- The Local Child Poverty Action report was agreed by Leadership Board in June 2021 and subsequently published. Child poverty has been identified as a particular area of focus for the Community Planning Partnership, and an initial scoping session for partners to identify next steps around child poverty was held in September 2021.
- Renfrewshire Council has continued to support the delivery of the Connecting Scotland Programme which was established by Scottish Government and Scottish Council for Voluntary Services to provide digital connectivity to people in priority categories who did not have a device. A total of 1963 devices have been allocated to organisations across Renfrewshire to date to support specific target groups including people shielding/at high clinical risk, families and care experienced young people and elderly and disabled people.

- The pandemic resulted in the Scottish Government recognising that the August 2020 deadline for increasing all local authority early years provision to 1140 hours was no longer feasible. Renfrewshire Council fully implemented the expansion of 1140 hours of early learning and childcare to eligible children, with all children aged 3 to 5 years and eligible 2-year-olds receiving this provision at the new deadline of August 2021. This is despite a delay, due to the Covid pandemic, in some of the Council's planned infrastructure work required to support the expansion.
- Following the Alcohol and Drugs Commission's final report in December 2020, partners have prioritised a range of actions in response to the key recommendations, as well as establishing a Programme Board to drive the local response, ensuring that all partners work together, join up service developments, and maximise the resources available. A number of projects have been developed and progressed, including:
 - Hidden Harm: Commissioning an independent research study into understanding more about the levels of hidden harm in relation to alcohol and drug use in Renfrewshire. The research was commissioned and completed by 'We are With You' over summer 2020, and the findings from this research are currently being considered.
 - Renfrewshire Peer Support Model: Partners are aiming to ensure that Renfrewshire is a place where recovery and lived experience is valued and recruiting peer support workers locally to connect with and support people on their recovery journey. This model is now being rolled out with a steering group established, a co-ordinator appointed, and recruitment of peer workers ongoing.
 - Trauma informed and Responsive Renfrewshire: Recognising the fundamental issue of trauma that local people and families told Commission members they had experienced, work has commenced on a partnership programme of work to ensure that recognising and responding to trauma is part of every service we deliver. A steering group has been established, and engagement with the Improvement Service and other local authorities has taken place. An initial action plan is currently being developed.
 - Intensive Mental Health Support for Children and Young People: Service proposals are being developed which will support the delivery of a children and young people's mental health strategy. A young people's wellbeing service is currently being progressed, and subject to required recruitment it is anticipated this would be in place early in 2022.
 - Assertive Outreach: An Outreach Crisis Response Team is being established in Renfrewshire. The primary purpose of the service will be to provide an out of hours response (evening and weekends) with some overlap to facilitate follow up engagement and referrals to mainstream services. An Overdose Response Team has also been established in Renfrewshire, providing support and interventions to those experiencing near fatal overdoses, recognising the need for a whole system, multidisciplinary and cross-departmental approach.

4.7 CREATING A SUSTAINABLE RENFREWSHIRE FOR ALL TO ENJOY

- Climate change remains a key priority area for the Council and work is currently being progressed to develop a plan for Renfrewshire, which will set out the actions required to achieve the net zero by 2030 target set by Council in 2019. Particular areas of progress include
 - The Climate Change Sub-Committee has continued to approve funding for range of innovative projects through the £1million Climate Action Fund, including detailed assessment work underway in relation to various peatland restoration sites in Renfrewshire; a research partnership to inform and guide the development of the new build Council housing programme, with a key focus on delivering high quality housing in Renfrewshire which delivers on sustainability requirements; the appointment of a lead officer to support the

climate emergency response in Renfrewshire; the purchase of new electric light commercial vehicles as part of the ongoing expansion of the Council's electric fleet; the introduction of a business support scheme which would provide small grants to local businesses to support the transition to green energy sources and processes; and an energy modelling project in Bridge of Weir Primary, the findings from which could be used to inform the refurbishment of other similar primary buildings.

- Over the late summer the Public Services Panel and wider Renfrewshire citizens were surveyed about their views on the climate emergency and a report has just been published with the high-level findings currently being shared with citizens, partners and other stakeholders and used to help drive the development of Renfrewshire's Plan for Net Zero
 - A citizen's assembly, Renfrewshire's Climate Panel has been established and met for the first time in early November to coincide with COP26. A further session is scheduled for December 2021, and two more in the early part of 2022.
 - Further stakeholder, business and partner engagement is programmed throughout the remainder of the financial year to support the development of Renfrewshire's Plan for Net Zero.
- Whilst progressing the specific work programme to support the Plan for Net Zero, services across the Council have continued to progress broader projects and approaches which support progress towards the 2030 targets, including the development of a low carbon district heating network at the AMIDS site; exploring the feasibility of a photovoltaic panel farm in Linwood; exploring a range of carbon offset proposals, linking with regional and national initiatives including the Clyde Climate Forest; a funding bid was submitted for recycling infrastructure to improve Household Waste Recycling Centres (HWRCs) to enable more compaction for cardboard to increase recycling, and remove temptation for residents to put in wrong skips if cardboard is full; an additional Recycling Officer for HWRCs is being recruited to reduce residual waste and increase recycling at HWRCs, with residents disposing of unsorted black bags having increased as a result of COVID; and mobilising the Council's procurement spent to support the climate emergency response and maximise the socio-economic impacts which can be achieved through sustainable procurement duty.
- Social landlords are reporting on the first milestone target for Energy Efficiency Standard for Social Housing (EESH) and the Council has achieved 92.5% compliance with the EESH 2020 target after the appropriate exemptions are applied in line with Scottish Housing Regulator guidance. From next year, social landlords will be measured against the new EESH 2032 target – our compliance against this measure will be significantly lower, however, an EESH Strategy is in development to address the requirements of the 2032 standard.
- The Council took delivery of 27 electric vehicles (EV) during this reporting period – a combination of cars, light vans and 3.5 tonne vans to increase the number of electric vehicles in our Council Fleet. The percentage of the vehicle fleet which uses alternative fuel such as electricity increased to 25.9% by the end of quarter 1, 2021/22. The Council also successfully applied for external grant funding to install additional EV chargers in Underwood Road Depot and Castle Semple Visitor Centre. In addition, publicly available EV charging hubs have been installed in Elderslie, Ferguslie, Glenburn, Howwood, Linwood, Lochwinnoch and Renfrew.
- Throughout the lockdown and easing of restrictions, the Council has continued to deliver all essential frontline collection services including collections for residual waste, recycling, food and garden waste and commercial collections, supporting the Council's ambitions to increase recycling and reduce waste.
- The Team Up to Clean Up community activity continued safely throughout the pandemic and since restrictions have eased, with almost 3.5k members engaging in the campaign and between 10 and 40 litter picks occurring each day. The group's Facebook community group has grown from 750

members in 2019, to 2.4k group members. Volunteers have now been awarded £40,000 to adopt community spaces which they wish to wild, encouraging biodiversity and wildlife and linking to the Council's climate and nature ambitions. As the project closes, £70,000 has been ringfenced for local schools, to encourage them to consider COP26 outcomes and how they can adapt to protect their community and wild habitats.

4.8 WORKING TOGETHER TO IMPROVE OUTCOMES

- The Health and Safety team have been an integral part of the Council's emergency management team, providing clear guidance in response to Government, NHS and Health Protection Scotland policies throughout the COVID-19 pandemic. The team has revised and developed new policies as part of the organisational response to suppressing COVID-19 and to support our workforce to work safely in new ways including homeworking guidance; schools' checklists; and COVID-19-Age risk assessments.
- Protecting mental health and wellbeing of staff continues to be a priority and access to a wide range of mental health and wellbeing support and services has been provided. This has included; development of a wellbeing hub on the Council website for all employees to access; enhancements to the staff counselling service to include specialist Post Traumatic Incident support for employees affected by COVID-19; mental health awareness training for managers and supervisors updated and promoted widely through the wellbeing hub; and a dedicated COVID-19 telephone line to provide quick and effective support for Council employees to discuss health concerns. All colleagues across the Council have been asked to get involved by visiting the staff wellbeing page online, familiarising themselves with the support available and being part of the ongoing conversation about our wellbeing at home and in the workplace.
- The financial consequences of the pandemic have been substantial for the Council and the communities we serve; with both immediate and longer-term financial issues arising. The Council has worked to closely monitor the impact to both costs and income and highlight this to elected members; with increased financial reserves being agreed and longer-term financial implications being incorporated into the financial plan which is continually updated.
- Communication has focused significantly on supporting the Council's emergency response to the COVID-19 pandemic and the recovery. The Council has worked hard to enhance staff engagement, effectively supporting Council staff transition to home working, communicating COVID-safe practice for those in frontline positions and supporting a safe and gradual limited return to Renfrewshire House.
- People Strategy: 'Our People Our Future 2021-2026', was launched in Spring 2021, the new strategy will integrate the Council's approach to organisational development and workforce planning into one strategy. It will support services and employees during the Council's recovery from COVID-19 and during transformation programmes over the coming years. This new strategy will be driven using a strategic outcomes framework with suggested activity, providing services with the flexibility to decide what is the priority for them and what will have the biggest impact in line with their needs and Council priorities.
- The importance of digital services and connectivity to our resilience as an organisation and as a place, was emphasised by the experiences of the lockdown and continues through the recovery period as steps continue to provide services in a safe and efficient way. Work continues on progressing the actions within Renfrewshire's Digital strategy focusing on embedding digital across all that the Council does and ensuring that we work collaboratively to maximise the opportunities






from emerging digital technologies, new ways of working and doing business. Digital transformation of customer-facing services will continue to be a priority - the public health restrictions created new demand from customers for online access to services and the Council was able to implement a rapid transfer from in-person to online for a wide range of services. The Council will continue to build on this success and deliver online services that are simple to use and efficient. The MyAccount platform is now used by 92% of households in Renfrewshire (79,000), compared to 69% at the start of the pandemic. The Council also co-ordinates all activities relating to the Connecting Scotland programme with almost 2000 devices secured to date to support vulnerable people living across Renfrewshire's communities.

- The Right for Renfrewshire (RfR) transformation programme was paused at the beginning of the pandemic to allow the Council to implement its emergency response. An update on all workstreams within RfR Tranche 1 including service redesigns is currently being prepared. In addition, RfR Tranche 2 service redesigns, including Finance and ICT, are currently underway.


Implications of the Report


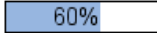




1. **Financial** – none
2. **HR & Organisational Development** – none
3. **Community/Council Planning** – the content of the report relates specifically to the delivery of the Council Plan and the appendix shows the associated progress to the mid-point of 2021/22.
4. **Legal** - none
5. **Property/Assets**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


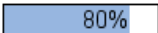


Appendix 1 – Council Plan Action Plan and Performance Indicators


Action Status	
	Cancelled
	Overdue
	Check Progress
	In Progress
	Completed

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

Code	What we will do	Due Date	Status	% complete	Progress update
CP17.DHS.08	Deliver our City Deal Projects – the Glasgow Airport Investment Area, the Airport Access Project, Clyde	31-Mar-2022		<div><div style="width: 65%;">65%</div></div>	Good progress continues to be made on the development of the Advanced Manufacturing Innovation District Scotland (AMIDS), which will be home to the National Manufacturing Institute Scotland (NMIS) and the UK's Medicines Manufacturing Innovation Centre (MMIC). The delivery of AMIDS is now at a critical stage, between infrastructure delivery and securing the investment which will bring employment, skills and economic growth enabled by GAIA

	Waterfront and Renfrew Riverside and City Region wide employment programmes				infrastructure, and a primary aim of AMIDS. This context is recognised within the Renfrewshire Economic Strategy 2020–2030 where AMIDS is noted as a key component.
CP17.DHS.01	Support the Regional Economic Framework and locally driving economic progress through the Renfrewshire Economic Leadership Panel	31-Mar-2022			Renfrewshire Economic Strategy & Action Plan was approved by Leadership Board 18 September 2019. The Economic Leadership Panel was considering the detail of an Action Plan as the COVID-19 pandemic impacted on society and the economy. The Panel met fortnightly to support each other and provide essential feedback to the Council and other economic development agencies about the impacts of lockdown and the effectiveness of the national financial programmes rolled-out locally.
CP17.CE.01	Progress our digital ambitions, implementing free public wifi across our town centres and working with partners to promote digital skills and development	31-Mar-2022			As part of Renfrewshire's appeal as an attractive place to live, work and invest, digital connectivity plays a critical role – even more so following the experiences of the lockdown. It was confirmed in September 2020 that City Fibre are investing in a 700km network providing Renfrewshire residents and businesses with access to the fastest, most reliable gigabit speed connectivity. This is linked to the Connectivity as a Service framework that was approved earlier in 2020.
CP17.RLL.01	Invest in our cultural and economic infrastructures, transforming Paisley Town Hall, Paisley	31-Mar-2022			The Paisley Museum Reimagined (PMR) project appointed a main works contractor in May 2021, with a site start in July. The Paisley Town Hall Refurbishment (PTHR) main works contract was awarded in March 2021 and works have commenced on site, with Practical Completion anticipated in November 2022. The Paisley Learning & Cultural Hub (PL&CH) main works contract is now underway with a site start during August 2021 and completion


	Learning Hub and Paisley Museum				<p>anticipated in late 2022. The Paisley Arts Centre refurbishment design process is approaching completion, with an Advance Works contract planned for Autumn 2021, Main Works during 2022 and completion in January 2023. The Public Realm & Junction improvements project has restarted with roads team leading on the junctions project and will be carefully re-programmed to accommodate project updates and dependencies, with a view to completion of consultation and design processes by the end of 2021.</p>
CP17.DHS.02	<p>Deliver on the ambitions of our town centre strategies, and specifically working with partners to transform Paisley Town Centre</p>	31-Mar-2022			<p>The Vision for Paisley Town Centre 2030, developed in association with Scotland's Towns and Partnerships and supported by Scottish Government, was launched the Cabinet Secretary for Communities and Local Government in Paisley in January 2020.</p> <p>Delivery of this strategy and those for Renfrewshire's other centres has been supported by the award of funding from the Scottish Government Place Based Investment Fund and is the basis of further grant applications being developed during 2021 /22. The Leadership Board of September 2021 approved a schedule of projects for delivery commencing this financial year.</p> <p>A PAN notice in advance of a planning application for the redevelopment of the Paisley Centre, along the lines promoted by the Paisley Vision, was received in August 2021.</p>
CP17.EC.01	<p>Continue to invest in infrastructure to support growth – from road and rail links to bridges, cycle and pedestrian routes</p>	31-Mar-2022			<p>Restrictions due to the Covid-19 pandemic continue to impact on the ability to deliver infrastructure improvements. However, progress continues to be made on improving bus corridor infrastructure. After a change in funder, the detailed design for an off-road cycle link to the Hawkhead housing development is now nearing completion.</p> <p>The project to refurbish the footbridge across the White Cart saw it reopen to pedestrian and cycle traffic in November 2021. Officers continue to assess roads construction consent applications and approvals, in principle, from developers for new roads and bridges to be added to the public road network, particularly in Dargavel, Bishopton.</p>









CPI 7.CE.02	Implement our destination marketing plans	31-Mar-2022		 100%	<p>Quarter 1 of the destination marketing strategy has focused on supporting sector restart and encouraging people to visit and spend money in Renfrewshire, this was managed in line with Government restrictions as Scotland moved through restriction levels.</p> <ul style="list-style-type: none"> • Designed and delivered local tactical campaigns – Spend Local and Tourist in our Town, designed to inspire local people to support local retailers and venues and rediscover Renfrewshire’s great outdoors by presenting them with new/different perspectives of their place, this continued through Levels 4 and 3. • As restrictions lifted, we launched ‘Visit Now’ messaging and new digital content through Paisley Is channels – creating features across main audience themes with a bias to outdoors and providing practical information for visiting safely. This was used to target a local and regional market and has included digital campaigns and press pitches, and activation in other visitor attractions as they have reopened. • Product development has continued with the design, development and marketing launch of the Radical Wars Walking Tour App. The new tour has been promoted as part of Renfrewshire’s suite of heritage tours and trails, through visitor marketing channels including VisitScotland digital campaigns. • Ongoing development of a marketing plan for Clyde Muirshiel Regional Park. • Focus on developing content partnerships that highlight outdoor activities with new brand photography • Worked with the in-house Digital Experience team to apply SEO techniques to every webpage and ensure all content is optimised for search engines • Regional marketing included Paisley Food Festival and Sma Shot Day, and planning continues to support live events restart and extend the visitor season through Spree and Halloween. • A successful bid was made to the VisitScotland Destination and Sector Marketing Fund, with £40,000 awarded to support destination marketing activity until March 2022.
CE.SIP.17.01.01	Deliver a range of diverse and exciting events to increase visitors to our town	31-Mar-2018		 100%	<p>Renfrewshire’s major events programme has been significantly impacted by the pandemic. Digital programming has taken the place of live events into the summer of 2021 and includes delivery of a digital Food Festival and a second digital Sma’ Shot Day celebration – which was supplemented with live programming as Renfrewshire moved to Tier 2. Due to the ongoing COVID-19 restrictions, the British Pipe Band Championships was cancelled for a second year and the partnership with the Scottish Pipe Band Association has now concluded, releasing</p>



	centre and grow local event attendances				additional resource for the safe development of the events programme. Throughout the pandemic the team have worked with Event Scotland and Scottish Government to ensure a safe and viable return to events. Event Scotland awarded three lots of funding (£77.4k), to the programme the Scottish Events Recovery Fund for both the Spree and Halloween Festivals to support with additional costs for covid secure arrangements and a rollover of Year of Coasts and Waters money into the Halloween festival. The funding is helping to support the return to live in person events late in 2021, with the return of The Spree and a reformatted Halloween Festival.
CP17.DHS.03	Work to increase the number of new business and social enterprise start ups in Renfrewshire, using innovative approaches to encourage entrepreneurship and innovation	31-Mar-2022			<p>Start Up Street Paisley was slightly delayed due to COVID-19 and opened October 2020 and is now nearly at full capacity. Plans for Start Up Street 2 in Renfrew and Start Up Street 3 in Johnstone are now being progressed.</p> <p>A new work stream around schools enterprise programmes has also commenced.</p>
CP17.DHS.04	Proactively work with property owners to bring some of the area's most valued assets back into use	31-Mar-2022			<p>Dialogue with building owners has continued and support has been provided to develop regeneration projects and begin work on-site including three early priorities targeting completion in 2022, being the former Mannequins nightclub by PACE Youth Theatre; 2/3 County Place, Paisley tenement refurbishment; and the former Johnstone Police Station, by Active Communities.</p> <p>A further list of priority heritage assets has been agreed with the CHAPS Board, with individual contacts for these buildings being pursued to seek constructive dialogue.</p>
CP17.DHS.05	Support growth activity in relation to emerging	31-Mar-2022			In order to establish and agree a delivery mechanism for productivity and innovation programme a business survey of local manufacturing companies has been developed to raise awareness of NMIS and Critical Engineer programme.


manufacturing,
digital, culture and
food industries locally




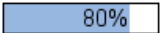
Local Outcome 02: Building strong, safe and resilient communities







Code	What we will do	Due Date	Status	% complete	Progress update
CP17.DHS.09	Deliver the Local Housing Strategy to ensure good quality and affordable housing is available which meets the needs of the local population going forward	31 – Mar – 2021		<div><div>100%</div></div>	<p>The Local Housing Strategy sets out the strategic vision for housing and housing-related services in Renfrewshire and seeks to provide a clear direction for strategic housing investment. Since the Strategy's approval in 2016, it continues to achieve progress is delivering the 7 Outcomes set out in the Plan.</p> <p>This year we have seen the completion of around 750 private sector homes and over 250 new affordable homes across Renfrewshire. Many of these new homes have been completed in our towns and villages, with an emphasis on targeted investment on regeneration and sustainable sites, creating attractive places and neighbourhoods.</p> <p>There has also been significant investment into existing Council housing stock and stock managed and operated by Housing Associations in Renfrewshire with the aim of delivering high quality, well managed homes that are energy efficient, seeking to reduce fuel poverty.</p> <p>Through the Pandemic advice and assistance continued to be provided to people in housing need in Renfrewshire aiming to prevent homelessness and ensuring that vulnerable people received advice and support.</p>



CPI 7.DHS.06	Work to tackle unregistered private landlords to ensure required housing standards are met	31 – Mar – 2022		 100%	An enhanced enforcement activity programme remains in place for landlords within the private rented sector. Officers continue to work with private landlords to improve the standard of housing across Renfrewshire.
CHS.SIP.17.06.06	Implement recommendations flowing from the national reviews of child protection and the care system.	31 – Mar – 2020		 100%	<p>We are continuing to improve culture, ethos and practice by quality assuring our practice against the lessons learned from National and Local Initial Case Reviews (ICRs) and Significant Case Reviews (SCRs), identifying existing good practice and highlighting areas for development.</p> <p>In addition, Renfrewshire is part of the North Strathclyde Region which has been successful in becoming one of the first areas nationally to pilot and implement the learning from the new Joint Investigative Interview course. Our successful application, ‘A Holistic Trauma Approach to Joint Investigative Interview (JII), brings together the North Strathclyde Partnership (East Renfrewshire, Renfrewshire, East Dunbartonshire, Inverclyde, “K” Division and “G” division) and 3rd sector partners Children 1st, in a development based on the European Promise quality standards.</p>
CHS.SIP.17.06.03	Continue to develop residential provision in childcare.	30 – Nov – 2018		 100%	Our newest Children’s house in Linwood was completed at the end of January 2019 and became operational in February 2019.
CPI 7.EC.02	Develop and deliver strategies for how the Council will respond locally to the risks posed	31 – Mar – 2022		 100%	The multi-agency Community Protection (Prevent) Steering Group has been established with key partners across Renfrewshire and Inverclyde. Partners include:

	by serious organised crime and terrorism			<ul style="list-style-type: none"> • Renfrewshire Council • Police Scotland • Scottish Fire and Rescue Service • Scottish Ambulance Service • Scottish Prison Service • West College Scotland • University of the West of Scotland • Good Shepherd • Kibble • Spark of Genius <p>The Operational Working Group has also been established in Renfrewshire to lead on the agenda and feed into the wider multi-agency divisional meeting. The Group will look at both Counter Terrorism and Serious and Organised Crime. An action plan has been developed to allow partnership working and a sub group is being established to look at disrupting and deterring serious and organised crime.</p>
CP17.HSCP.01	Design a new way of working with key partners to improve outcomes for the most vulnerable adults in our area, ensuring they get the right support at the right time	31-Mar-2022	 	<p>The IJB's Strategic Planning Group, consisting of members from the HSCP, Third Sector, partners in the NHS, Renfrewshire Council and wider representatives of carers and service users, has worked collaboratively to improve local relationships and has launched an HSCP-supported funding programme to support the development of new projects which improve health and wellbeing and address inequalities in Renfrewshire. A range of collaborative and partnership-based projects have been put in place to address agreed priorities covering (i) loneliness and social isolation; (ii) lower-level mental health and wellbeing; (iii) housing as a health issue; (iv) inequalities; (v) early years and vulnerable families and (vi) healthy and active living.</p> <p>In support of this, the HSCP has also implemented cross-sectoral working through the Voluntary Sector Group, which has the objective of improving working between organisations in the third sector and the HSCP. This enables broader discussions on current and future approaches to service delivery.</p> <p>The sub-groups and subsequent funding have provided (and will provide) a unique opportunity for both collaborative cross-sector working and innovative design and development of community-based health initiatives. An independent</p>

					<p>evaluation panel was established to ensure a fair process of assessment of each bid, and decisions were made at the end of 2020 on which projects would be funded and taken forward.</p> <p>The 10 funded projects involve around 14 local organisations, including the HSCP, and aim to support families with young children; people with mental health issues; people from BAME communities; and people with disabilities; as well as the general population. Some focus particularly on helping people adversely impacted by the COVID-19 pandemic, and all were assessed positively on their ability to be scaled up and sustained if successful.</p>
CP17.DHS.07	Along with our key partners we will monitor and review the impact of the range of services we provide to homeless people and those threatened with homelessness	31 – Mar – 2022			<p>A Rapid Rehousing Transition Plan (RRTP) for Renfrewshire was approved by the Policy Board in August 2019. The RRTP, which had been agreed with partners, details how we would improve the outcomes for homeless applicants between 2019 and 2024, and £183k was awarded from the Scottish Government to support its implementation in 2019/20. This funding has been used to deploy Temporary Resettlement Officers, upscale our use of the Housing First approach to 30 service users, and launch a Shared Living Initiative in partnership with Simon Community Scotland to support homeless people who were interested in sharing a tenancy. A Steering Group with membership from a range of partners was established to track the implementation of the RRTP, chaired by Head of Housing Services. The Renfrewshire Homelessness Partnership continues to meet regularly to monitor and review all the measures in place to support those who are homeless.</p> <p>During the pandemic, operational letting activity has continued to focus on the provision of temporary and settled accommodation for homeless people and other people with the highest levels of housing need, in keeping with the needs based framework set out in the housing allocation policy. This sustained focus on homelessness was necessary, in order to enable people to move on from temporary accommodation to settled housing, create greater capacity within the</p>



					system and return to a situation where it would not be necessary to use B&B accommodation.
CRSIP17.01.03.07	Develop and deliver phase 2 of the Renfrewshire Community Safety Partnership hub.	31-Mar-2018			Phase 2 of the Renfrewshire Community Safety Hub has been completed with the Renfrewshire Wardens fully integrated into the Hub. The proposal is to move onto Phase 3 to continue to expand the hub. This will include reviewing and implementing outcomes from the Collaborative Leadership Programme led by Police Scotland and Scottish Fire and Rescue Service. Phase 3 will also include the Community Safety Hub assisting regeneration projects by expanding the public space CCTV network to include Paisley Town Hall, Paisley Museum (whilst under refurbishment) and Robertson Park. To assist the Joint Agency Command Centre (JACC), a direct link between CCTV and the Conference Room will be integrated to allow real time images to be displayed to partners.
CP17.CS.01	Continue to modernise our school estate, maximising opportunities for communities to benefit from new facilities	31-Mar-2022			<p>Formal consultation on a proposal to relocate Paisley Grammar School to a new build community campus closed on 20 October 2020 and a report on the findings of the consultation was submitted to the Education and Children's Services Policy Board. The school and wider community, and Education Scotland, were supportive of the proposal and the recommendation to progress with a new build community campus was approved on 21 January 2021.</p> <p>In January 2021 the Scottish Government confirmed that the project would be supported through phase 2 of the learning estate investment programme and the Council's "status evaluation" return for the project was submitted to Scottish Futures Trust (SFT) in February 2021.</p> <p>By March 2021 governance arrangements to take forward the project were established and planning for the programme of commenced. Work is now underway to develop the design.</p>






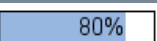
					The due date has changed from 31/03/24 to 31/12/25.
CE.SIP.18.02.01	Work with key partners in local areas to empower people to develop and deliver services, assets and facilities in their local communities	31 – Mar– 2021		 100%	<p>Along with investment such as the Community Empowerment Fund, work continues with key community organisations to develop partnerships and their ideas for local communities and assets.</p> <p>The Community Empowerment fund awarded a total of £167,225 between 1st April 2020 & 31st March 2021 to 8 community groups/organisations.</p> <p>The Community Asset Transfer Annual Report was submitted to Infrastructure, Land & Environment Policy Board on 25 August 2021.</p>
CE.SIP.18.02.02	Implement a new approach for Local Area Committees	31 – Mar– 2019		 100%	<p>Local Partnerships are now fully operational. All Local Partnerships have agreed membership and a set of local priorities. These local priorities are informing the award of local grants and other development work. Meetings to decide 2020/21 grant allocations were postponed in March 2020 due to COVID-19 but took place in September 2020.</p> <p>A framework for mainstreaming participatory budgeting has been drafted subject to further engagement with key stakeholders. Alongside this, work has continued to develop our local approach to participatory budgeting, with the launch of a community Investment exercise in partnership with Environment and Infrastructure, the development of options for participatory budgeting within schools, and a further round of the Celebrating Renfrewshire programme which is currently underway.</p>
CE.SIP.18.02.03	Work with communities to develop local action plans to tackle the issues people care about most	31 – Mar– 2021		 100%	Each of the seven Local Partnerships has agreed a set of local priorities that they want to take action on. Award of funding to community groups through the Local Partnership is guided by the local priorities, with community groups asked to demonstrate how their project will contribute to delivery of local priorities.

					<p>Another round of 'Celebrating Renfrewshire', the youth-led participatory budgeting exercise, was successfully completed in December 2020 in partnership with Youth Services and Renfrewshire Youth Voice and another is currently underway.</p> <p>The Partnerships and Inequalities Team have also been supporting Environment and Infrastructure with the design of the Community Investment Fund, which will be Renfrewshire Council's first step towards mainstream Participatory Budgeting.</p>
CE.SIP.18.02.04	Make Renfrewshire a leader in supporting volunteering within communities	31 – Mar – 2021		 100%	<p>During the pandemic, a national campaign called Scotland Cares was launched to encourage people to volunteer to support the pandemic response. Over 50,000 people signed up to volunteer in Scotland, with over 1,100 registered in Renfrewshire. At a local level officers worked closely with Engage Renfrewshire to develop our local volunteering response through the Renfrewshire Volunteer Reserve Bank, to which 248 people signed up. Local volunteers are at the heart of the neighbourhood hub model being developed in partnership with communities.</p> <p>The Neighbourhood Hub model which was put into place as part of the initial pandemic response, continues to develop with colleagues across the Council and our partners. Seven hub areas have been established, supported through three physical locations in Renfrew, Paisley and Linwood. The hubs operate on a partnership basis with Renfrewshire Leisure, Renfrewshire Health and Social Care Partnership, Engage Renfrewshire, local groups and organisations across communities, and are supported by local volunteers. The hub teams have provided support services to over 300 households since the start of the lockdown period. Support provided has included befriending calls to people who feel isolated or vulnerable, signposting to food services and delivery of books and toys through the Libraries Direct Service. Hubs have also taken responsibility for the prescription delivery service operation. In addition, there</p>

was a new focus from October 2020 on those required to self-isolate due to the Test and Protect programme.

Local Outcome 03: Tackling inequality, ensuring opportunities for all

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


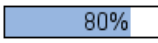
					<ul style="list-style-type: none"> • Community youth clubs participating in workshops with artists to participate in the Halloween parade and aerial displays. • Planning for Positive About Youth Awards, 9th year celebration of youth achievement; nominations open with venue, media company and event management progressing. <p>Digital Academy to involve young people in creating content for Young Scot portal/Council website</p>
CP17.CS.03	Ensure Renfrewshire is a "Child Friendly" place where children are nurtured and thrive.	31 – Mar–2022			Our sustainable and highly effective approach to nurturing relationships is in place across all educational establishments. This continues to be embedded through the further development of leadership capacity building, training for trainers and the implementation of online learning modules to support blended approaches.
CHS.SIP.17.02.04	Further develop our early years curriculum to support new legislation and in particular the additional hours being allocated for early learning and childcare.	31 – Aug–2021			Renfrewshire Council has fully implemented the expansion of 1140 hours of early learning and childcare to eligible children, with all children aged 3 to 5 years and eligible 2 year olds now receiving this provision. This is despite a delay, due to the Covid pandemic, in some of the Council's planned infrastructure work required to support the expansion.
CP17.CS.04	Provide high quality education and support to narrow the poverty related attainment gap	31 – Mar–2022			We continue to work effectively to close the poverty related attainment gap in Renfrewshire. This was achieved via five main workstreams including Learning and Teaching, Families and Communities, Leadership, Care Experienced Children and Young People and Data Analysis. In response to the pandemic, we reviewed our programme to ensure that approaches and interventions was responsive to


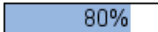
emerging needs. We continue to make excellent progress in achieving our programme outcomes and this has been demonstrated in the ASF end of year report as well as in the Education Scotland SAC 5 Year Impact Report which captures impact at all levels.


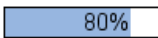

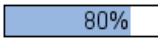
To support service improvement, head teachers were involved in planning meetings focused on data from our equity audit and evidence-based approaches in raising attainment closing the poverty related attainment gap with a focus on literacy, numeracy and improving health and wellbeing. Feedback from these sessions informed the agenda for improvement and programme of supports and interventions for session 2020/21.

Attainment and senior phase data has been updated and collated providing an overview of the attainment gaps following the pandemic. Our data is in line with national figures in relation to the poverty related attainment gap. The data will be used to further support schools and to target central interventions and resources to close the attainment gap where it is most needed.

Very good progress has been made in relation to improving children and young people's health and wellbeing. A Community Mental Health and Wellbeing strategy has been launched outlining four main priority areas. We want all of our children, young people and families to get the right help at the right time, to expect recovery, to fully enjoy their rights, free from discrimination and stigma. By working together with partners, we aim to deliver a system-wide provision of mental health and wellbeing supports for all, at the level of early intervention.

CP17.CE.07	Working with local equalities led community groups and employees to implement specific	31-Mar-2022			Following engagement, draft equality outcomes were agreed by Council and published in March 2021. These will be subject to further engagement during 2021 in light of COVID.
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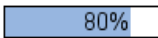


	and meaningful equalities outcomes				
CP17.HSCP.02	Develop innovative approaches for tackling social isolation across all groups in society	31– Mar– 2022			<p>The HSCP is one of the lead organisations who support residents who are experiencing social isolation. Its strategic partnerships and operational interfaces with Housing and third sector organisations for example enable it to identify and support Adults who may have little contact with other people. The work of the HSCP very much complements the activity led by the Council to ensure Renfrewshire is a safe, thriving and inclusive community and help people to overcome the impacts of poverty and poor health.</p> <p>The Health and Social Care Partnership (HSCP) supports numerous services including the Community Connectors Programme, ROAR – Connections for Life, and the Carers Centre which help people sustain and renew connections with others. ALISS (A Local Information Service for Scotland) provides information on community-based resources that will help to improve health and wellbeing. In the context of self-directed support, ALISS provides greater choice for adults and carers, enabling them to access information about resources in their communities, to support them to achieve their identified outcomes. Many people use self-directed support budgets to access services which allow them opportunities to interact with others and take part in purposeful activity.</p> <p>The Community Connectors programme continues to provide vital support to people in local communities to address social issues via Community Link workers, local health champions and a specialist housing advice worker. The partnership approach of this programme has been recognised as having benefits in supporting local people as well as reducing unnecessary appointments with GPs.</p> <p>In response to the COVID-19 pandemic, Active Communities, funded by the HSCP, has been providing a befriending service which has been utilised by workers in the Neighbourhood Hubs, enabling them to refer people feeling isolated or lonely as a</p>





					<p>result of COVID-19. Community Health Buddies have made over 300 phone calls as well as sending text messages, e-mails and wellbeing packs at Christmas.</p> <p>The HSCP has also provided additional funding to ROAR to lead a project in the East End of Paisley, working with the Local Partnership, to develop some cohesive activities for loneliness and isolation in that particular neighbourhood.</p>
CP17.HSCP.03	Take forward targeted action to address the number of drug related deaths in Renfrewshire	31-Mar-2022			<p>The final report of the Alcohol and Drugs Commission was presented to the Council and Community Planning Partnership in December 2020. An update on progress was provided to the Leadership Board on 15 September. 12 projects are currently being supported by the £2m funding allocated by Council to support the work of the commission, with £1.34m of funding allocated to date.</p> <p>This work is being overseen by a programme board chaired by the Chief Executive</p>
CP17.RLL.02	Maximise use of leisure assets in Renfrewshire, promoting positive health and mental wellbeing	31-Mar-2022			<p>In addition to the main cultural, sport and leisure activities available in our cultural and leisure facilities, Renfrewshire Leisure runs a range of classes, activities and projects in our libraries, leisure centres, museum and town halls which advise on, promote, support and encourage positive health and mental well-being. Renfrewshire Leisure reopened leisure services from 26th April for indoor and outdoor activity. Leisure experienced a significant shift in activity trends with swimming participation increasing significantly by 31% in comparison to initial reopen in September 2020, but also a positive increase in family swim activity of over 300%. The recent relaunch of the Learn to Swim programme has welcomed back approximately 2000 children each week to the programme. In person fitness activity continues to recover slowly in line with national trends however over 14000 views of our online fitness offer continued to support a customer hybrid approach. Vitality and easy exercise classes continue to increase in participation and popularity.</p> <p>Renfrewshire Leisure's Sport Services delivered the summer camps at On-x, Johnstone Sports Hub and Park Mains. The camps ran for the 7 weeks of the summer holidays and had a total of 4,599 attendances. The camps offered a variety of</p>

sporting opportunities and were also supported by Renfrewshire Leisure's Libraries through the Skoobmobile. In addition, Sport Services also offered both football and dance sport-specific camps over a 2-week period with 1,080 attendances. The SportsScotland funded Get Into Summer initiative provided opportunities for 78 additional activities to be delivered to over 1750 local children.




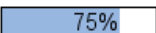


Following work undertaken to improve the overall presentation of the Victory Baths facility, Renfrewshire Leisure launched a week of celebrations in collaboration in partnership with Renfrew Community Development Trust. Launching the event on Sunday 19th September, it offered swimming access for 100p resulting in a 40% increase in session footfall. The opportunity to have a nostalgic guided tour of the venue and centenary exhibition brought 121 tour bookings throughout the week of the celebrations. Celebrations concluded with the screening of a specially commissioned film in Robertson Park.




Following the reopen of all 12 libraries simultaneously, the library operating model and services have gradually increased whilst still continuing with online content, click and collect, friendship calls, online digital support and home delivery service. The home delivery service operates Renfrewshire-wide for everyone over the age of 70, anyone with a disability or health condition which limits their ability to access libraries, and to families with school-age children. The home delivery service was a new, additional service initiated during lockdown in recognition that, for many people, visiting in-person was still not possible, or preferable, and this remains the case. The first six months' figures indicate that this type of service has almost double the reach of the traditional mobile library model. In public libraries, operating hours have increased and re-introduction of Bookbug sessions and other support time as well increased PC terminal access. School library access has increased pupil browsing opportunity in both high school and primary settings with the outreach librarian providing on-site support to primary school. The Skoobmobile is delivering a programme of school and community visits, working with head teachers and Education services to ensure integration into school operations.





					<p>Renfrewshire Leisure's Health and Wellbeing team including Macmillan and NHS funded programmes are continuing to deliver virtual provision for all new and existing users. Our virtual live classes have reached over 1700 attendances, This year has seen the highest number of referrals since pandemic began, peaking at 350% increase. People can be referred via their health professional or can self-refer into the service. Clients can also access discounted membership options.</p> <p>The Arts team delivered a number of projects including the cycle arts festival, The extensive digital programme funded through Creative Scotland's Performing Arts Venue Relief Fund concluded with nearly 40,000 views over nine months, Project Search developed an innovative partnership with Clyde College to connect young students with learning difficulties with elderly residents in Hunterhill care home via a colouring book of local scenes. Following their Young Scot Award, the number of care-experienced young people benefitting from ArtBOSS has grown and during this period there were 103 attendances at workshops.</p>
CPI7.CS.05	Review support for young carers, identifying opportunities to improve life chances	31-Mar-2022			The needs of children and young people with caring responsibilities is being considered as a part of our service re-design. Work is ongoing to embed young carers' support within our wider GIRFEC approach, rather than as a stand-alone service. The development of 'The Bridge', our new, multi-agency community-based family support service, will co-ordinate the identification and provision of holistic supports to young carers.
CE.SIP.18.03.02	Deliver approaches to help mitigate the impacts on low income households of the next phase of Welfare Reforms	31-Dec-2018			A programme of work was completed with the rollout of Universal Credit in September 2018. Well-developed management arrangements were put in place to monitor Universal Credit rollout and the change in Housing Benefit and Council Tax Reduction caseloads, as well as monitor rent and council tax income and arrears levels. This supported effective workforce planning and revenue collection activities.

CE.SIP.18.03.03	Deliver a range of interventions to support financial inclusion across Renfrewshire	31 – Mar – 2019		 100%	<p>The Tackling Poverty Programme has continued to operate throughout the year, adapting where appropriate to deliver vital projects throughout COVID restrictions with proposals for the 2021/22 programme agreed by Leadership Board in April 2021.</p> <p>Through the Social Renewal Plan that was agreed by Council in early 2021, linked work has also been undertaken in terms of developing further supports around food and fuel in security, and the provision of advice and support for people affected by redundancy, furlough etc.</p> <p>The Local Child Poverty Action report was agreed by Leadership Board in June 2021 and subsequently published.</p> <p>Child poverty has been identified as a particular area of focus for the Community Planning Partnership, and an initial scoping session for partners to identify next steps around child poverty was held in September 2021.</p>
CHS.SIP.18.03.07	Introduce a youth and equalities forum as a key element of local engagement.	31 – Mar – 2022		 100%	<p>Youth Services continue to support the development of Youth Voice initiatives – Renfrewshire Youth Voice (RYV), including the Youth Events Panel, Youth Commission on Mental Health, newly elected Members of Scottish Youth Parliament, and senior members from Community Youth Clubs. Youth Services and RYV have jointly run a Youth Leadership training course in 2019, which included roadshows and youth participation events across the authority.</p> <p>Partnership working with Children's Services has seen RYV involved in the forthcoming PSHE review in schools, youth perspective on developing Council Values, links to Local Partnership Forums, and the Participatory Budgeting process for the Youth Challenge Fund.</p>


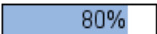

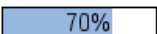
Local Outcome 04: Creating a sustainable Renfrewshire for all to enjoy


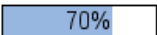



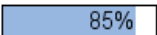
Code	What we will do	Due Date	Status	% complete	Progress update
CRSIP17.01.04.17	Finalise the delivery of the project to replace all street lighting in Renfrewshire with LEDs.	30-Sep-2017			Renfrewshire's Street Lighting Investment Strategy has now been completed, with 30,756 streetlights being converted to LED Lanterns at the end of 2018/19.
ECSIP18.04.04	Work to meet the challenging targets set out in our carbon management plan – through our council fleet, street lighting, public realm and floodlight strategy	31-Mar-2022			<p>The Council took delivery of 27 electric vehicles during reporting period – a combination of cars, light vans and 3.5 tonne vans to increase the number of electric vehicles in our Council Fleet. Environment & Infrastructure successfully applied for external grant funding to install additional EV chargers in Underwood Road Depot (Units 1, 3 and 5) and Castle Semple Visitor Centre. In addition, publicly available EV charging hubs have been installed in Elderslie, Ferguslie, Glenburn, Howwood, Linwood, Lochwinnoch and Renfrew.</p> <p>The due date for this action has been extended to end of March 2022 as this is an ongoing action.</p>
ECSIP18.04.05	Ensure a residual waste treatment and disposal facility is fully operational by end of 2019 as part of the Clyde Valley Waste Management solution	31-Dec-2019			The Council, in collaboration with four other councils, has invested in the Clyde Valley Waste project, an energy from waste plant at Dunbar at a cost of £177 million with a total contract value of £700m over the 25-year period. This will enable the Council to meet its landfill diversion targets. The contract commenced in January 2020 and the project is now being delivered.









ECSIP18.04.06	Deliver the requirements of the Scottish Household recycling charter and related service changes	31-Mar-2022		<div><div>85%</div></div>	<p>Development of the Scottish Household Recycling Charter, Circular Economy and Deposit Return Scheme (DRS) and Extended Producer Responsibility (EPRS) schemes are currently being reviewed by the Scottish Government as they assess the impact of DRS and EPRS and the COVID-19 pandemic.</p> <p>The due date for this action has been extended to end of March 2022 as this is an ongoing action.</p>
ECSIP18.04.07	Review and update Renfrewshire's Sustainable Food Strategy and achieve Sustainable Food City Status	31-Mar-2021		<div><div>80%</div></div>	<p>Restrictions due to the COVID-19 pandemic have had an impact on the ability to achieve Sustainable Food City Status and this action is now paused.</p>
ECSIP18.04.08	Deliver the Team Up, To Clean Up campaign throughout Renfrewshire, involving local communities	31-Mar-2021		<div><div>100%</div></div>	<p>During 2020/21 the service targeted fly-tipping and addressed a number of areas where extensive fly-tipping over the years had blighted the community. Work was also undertaken to secure other open spaces where fly-tipping is prevalent.</p> <p>Community activity has continued throughout the pandemic and since, with almost 3.5k members engaging in the campaign and between 10 and 40 litterpicks occurring each day. The group's Facebook community group has grown from 750 members in 2019, to 2.4k group members.</p> <p>Volunteers have now been awarded £40,000 to adopt community spaces which they wish to wild, encouraging biodiversity and wildlife and linking to the Council's climate and nature ambitions.</p> <p>As the project closes, £70,000 has been ringfenced for local schools, to encourage them to consider COP26 outcomes and how they can adapt to protect their community and wild habitats.</p>





ECSIP18.04.09	Ensure that the Council's integrated enforcement policy is adhered to, ensuring businesses and communities are treated fairly and consistently	31-Mar-2021		 100%	<p>Enforcement staff across the Council continue to work with businesses to ensure they can flourish and grow without an overpowering burden of enforcement.</p> <p>During the pandemic, Environmental Health and Trading Standards Officers worked to ensure that business premises have as much help and guidance as possible to support them to comply with legislation and guidance. This has been both proactive (e-mail, phone, and visit) and reactive (phone call or visit). In line with the Council's Integrated Enforcement Policy, businesses have been supported by officers adopting an "engage, explain, encourage and then enforce" model which affords people the best opportunity to comply before any enforcement action is taken.</p>
ECSIP18.04.10	Deliver a refreshed Air Quality Action Plan to improve air quality for Renfrewshire	30-Sep-2018		 100%	<p>The draft Renfrewshire Air Quality Action Plan has been completed for the 3 Air Quality Management Areas in Paisley, Johnstone and Renfrew. This has been passed to the Scottish Government and SEPA for review as per requirements under legislation and once returned with comments, will go out to wider consultation in due course. The Action Plan details actions to reduce air pollutants within these areas.</p>

Local Outcome 05: Working together to improve outcomes












Code	What we will do	Due Date	Status	% complete	Progress update
CP17.FR.01	Continue to manage the Council's resources, ensuring financial sustainability of the organisation	31 – Mar – 2022			<p>We have continued to work with COSLA and SOLACE on the impact of COVID-19 on local authorities. As such, a significant amount of work has been progressed to further update the assessment of the Council's financial outlook moving through 2021/22 and thereafter into 2022/23.</p> <p>The financial sustainability of the Council will continue to be reviewed as part of our financial management arrangements and reporting to Council and Policy Board.</p> <p>The financial consequences of the pandemic have been substantial for the Council and the communities we serve; with both immediate and longer term financial issues arising. The impact to both costs and income continues to be closely monitored and highlighted to elected members; with increased financial reserves being agreed and longer term financial implications being incorporated into the financial plan.</p>
CP17.FR.02	Take forward opportunities for transformation, innovation and efficiency through our Better Council Change Programme	31 – Mar – 2022			<p>The latest phase of the Council transformation plan, 'Right for Renfrewshire' (RfR) adopted a new approach to identifying, developing and designing new change and transformation opportunities.</p> <p>Due to the COVID-19 pandemic, the Right for Renfrewshire programme was paused to allow the Council to concentrate on the emergency response.</p> <p>The Head of Digital, Transformation and Customer Services, supported by RfR resource, is currently preparing (on behalf of the Director of Finance & Resources) an update for CMT on all workstreams within RfR Tranche 1 including service redesigns. In addition, RfR Tranche 2 service redesigns including Finance and ICT are currently underway. Regular RfR updates to CMT will restart in late 2021.</p>




CP17.CE.08	Review existing strategic partnership agreements and work with community planning partners to identify opportunities to share and connect resources	31 – Mar – 2022			A single point of contact function for community groups and organisations, working with other Council services to streamline processes has been developed. Partnership Agreements were concluded with Active Communities and Paisley Community Trust.
CP17.CE.09	Develop our data and analytics function, working with partners to build a better picture of how to improve outcomes for local people, businesses and communities using an early intervention approach	31 – Mar – 2022			<p>The Data Analytics & Research Team has worked with a number of services using geographic information, population projections and economic data to improve the efficiency and accessibility of services. User workshops and resources were made available expanding capacity in Excel, data visualisation and survey design and use.</p> <p>Dashboards were developed to expand the use of Business Intelligence at an operational level.</p>
CP17.FR.03	Continue to modernise our services, taking advantage of new technologies to deliver better, more accessible and more efficient services that meet customer needs – such as My Account	31 – Mar – 2022			<p>The digital team continue to develop new online services for customers, with more than 60 new services launched in the past 18 months. Significant demand was placed on the team during the height of the pandemic as they responded to new requirements for business grants, self-isolation support and national covid helpline which had an impact on the overall service design timescale. The final batch of service designs are now planned, and work will continue for the remainder of this financial year and it is expected that the majority of will be complete within the original timescale. The MyAccount platform is now used by 92% of households in Renfrewshire (79,000), compared to 69% at the start of the pandemic.</p> <p>Using our Advanced Automation capability, automation of routine processes continues to be deployed in CBS, with opportunities for automation being identified, evaluated and deployed where appropriate on an ongoing basis. Optimisation of the</p>




					ERP functionality continues with opportunities for development being prioritised and progressed across CBS in conjunction, where appropriate, with wider service areas.
CP17.CS.06	Engage with proposed changes to education governance and local democracy, maximising opportunities for the organisation and communities	31 – Mar – 2022		 100%	Children's Services have been involved in local, collaborative and national discussions throughout the session ensuring we are contributing fully to the national agenda. We are working collaboratively with the West Partnership to support continuous improvement in educational outcomes for all children and young people. Renfrewshire is leading on aspects of the West Partnership plan and has representatives across all other areas.
CP17.CE.10	Implement an action plan for the organisation, addressing any recommendations from the recent Best Value Audit	31 – Dec – 2018		 100%	The Improvement Plan is reported to the Leadership Board annually. In the recently published Annual Audit Report, Audit Scotland confirmed that the Council continues to make good progress in terms of implementing the recommendations made through the Best Value Assurance Report.
CP17.FR.04	Roll-out the Performance Development and Review programme across the Council	31 – Mar – 2018		 100%	Since the People, Performance and Talent (PPT) programme was approved by Members, HR&OD have been working with services to roll out the policy, designing bespoke training and supporting materials, ensuring managers have the right skills to carry out PPT effectively. Implementation of the policy is taking into consideration other on-going Council priorities and configuration of appropriate systems to record and report output data.
CP17.FR.05	Implement new leadership and management development programmes	31 – Mar – 2022		 100%	Over 600 managers and leaders throughout the Council participated across the 'Leaders of the Future' and 'ASPIRE' programmes. These leadership programmes are now being replaced with our new Lead to Succeed programme, which offers 3 different options linked to Chartered Management Institute (CMI) accredited qualifications at Levels 2, 3 and 5. These programmes will




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










Council Plan Scorecard










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










Local Outcome 01: Reshaping our place, our economy and our future												
PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2018/19		2019/20		2020/21		Q1 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	
CE.SDP21.Events1 Number of people participating in the events programme, digitally or in person				New indicator						200	75	Q1 events, Paisley Food and Drink Festival and Renfrew Gala day had 200 participation opportunities. In the food and drink festival workshops for pakora making and gin tasting




							<p>experiences as well as cookery demonstrations and workshops on food sustainability and food poverty. Families were able to learn how to make low-cost nutritional family meals and received food donations through EBI Unites and Bridgewater Housing Association. Renfrew Gala day programming featured a series of Renfrew on Film screenings and a walking challenge for residents to explore areas of the town.</p> <p>This is a new indicator with an annual target of 300, and the baseline position for 2020 was 150.</p>
CE.SDP21.Events4 Number of people viewing or attending the events programme				New indicator	18,300	16,250	<p>Two events took place in Q1 and were delivered digitally. Over 17,000 people tuned in to watch the wide-ranging Food and Drink festival programme, including live cookery demos, cooking and bake along family sessions, interactive cocktail making, crafts and live music. Renfrew Gala day was delivered online as a showcase to Renfrew and featured local businesses, groups, films and blogs on the history of the town. The British Pipeband Championships had to be cancelled due to ongoing COVID-19 restrictions,</p>







									<p>impacting on attendance/viewing numbers.</p> <p>This is a new indicator with an annual target of 65,000, reflecting the restrictions on large scale outdoor events in Q1 and 2.</p>
<p>CEX.OTSH.PI</p> <p>Opportunities to see or hear something (OTSH) positive about Paisley and Renfrewshire as part of Paisley is destination brand</p>				New indicator for 20/21	160,185,805	240,000,000	19,200,000	30,000,000	<p>Visitor and events PR and marketing continued to be restricted in the first quarter of the year, as Renfrewshire moved through ScotGov restriction levels. This meant the usual annual event marketing to support Paisley Food Festival was significantly reduced (digital event) and no national marketing took place to support the British Pipe Band Championships (cancelled). The 2021 spring/summer visitor campaign (regional and digital marketing) was replaced with a local campaign to promote outdoors attractions and spend local. Regional & national visitor marketing will re-start in line with the easing of COVID-19 restrictions on travel.</p> <p>The annual target was revised to 120m (year 1 destination marketing target), to reflect the impact of ScotGov restrictions on visitor and event marketing.</p>







DHS.CP.RR01 Number of properties on Buildings at Risk Register				37	42	35	42	30	42	30	30	The Buildings at Risk Register, prepared and managed by Historic Environment Scotland, includes 30 Renfrewshire properties, a reduction of two since the start of 2020.
DHS.EMP.01 Number of new unemployed people being supported through Renfrewshire Council Employability Programme (INVEST)				937	1,000	1,143	1,000	924	1,100	226	275	<p>The Employability Service has been delivering a reduced service due to the current working conditions, but numbers are increasing steadily.</p> <p>In addition to the numbers of people registering for the Invest Programme the team are also dealing with several hundred other young people for the Kickstart Programme which is not captured within this indicator as it stands. The majority of these young people are shorter term unemployed and do not require the full Invest support. Over 450 Kickstart places had been approved by the DWP for the Renfrewshire Council bid with 120 young people already started in post and no longer claiming benefits, and 110 currently in the process of being recruited for.</p>
DHS.EMP.08 Number of new business start ups in Renfrewshire with Business Gateway support				296	300	298	300	86	310	80	80	The Start Up figures are improving on last year however the Business Team were still working on the COVID-19 grants for some of Quarter 1 and so










												were not full time on the BG start up work.
DHS.EMP.09 Renfrewshire Claimant Count (NOMIS)				3,710	Data only	4,015	Data only	7,285	Data only	5,985	Data only	<p>Please note that this figure reflects the 'claimant count' for Renfrewshire at end of June 2021.</p> <p>Of this figure, claimants aged 18–24 years = 1,060</p> <p>Claimants aged 50+ years = 1,565</p> <p>This data is taken from NOMIS and describes the number of Renfrewshire residents in receipt of the main unemployment benefits. It doesn't include people who are not in employment but on other benefits or not in receipt of benefits so doesn't count all unemployed people in the area</p>
DHS.WORKPOP Percentage of Renfrewshire population working age (16–64)				64.3%	Data only	64.2%	Data only	64.2%	Data only	Not measured for Quarters		Source: ONS Population estimates
DHS.SLAEDOC9 Town Vacancy Rate				11%	Data only	*	Data only	*	Data only	Not measured for Quarters		*Due to COVID-19 and the lockdown, the annual town centre audit was unable to be undertaken. The 2021 survey is currently underway and will therefore be ready for the financial year end update.

Local Outcome 02: Building strong, safe and resilient communities												
PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2018/19		2019/20		2020/21		Q1 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	
CHS/CJ/CPO/02 % of NEW unpaid work orders/requirement complete by the required date				76%	72%	74%	72%	91%	72%	91%	75%	The service has adapted to ensure unpaid work activity is delivered in accordance with safe working guidelines. Workloads are prioritised and performance shows signs of recovery.
CHS/LGBF/01 Percentage of Looked After Children cared for in the community				92.3%	89.9%	95.2%	89.9%	93%	89.9%	93%	89.9%	Performance remains stable with almost all looked after children being cared for in a community setting. Residential settings are more suitable for a small number of children and young people based on their particular needs but the service will always seek to place a child in a family setting where appropriate.
CR.PP.06c Number of recorded attendances at Street Stuff activities				27,767	25,000	17,161	25,000	5,146	25,000	1,401	6250	Street Stuff returned to delivering activities in the community on a phased basis during Q1. Covid risk assessments were followed which hindered the number of people involved in activities at any one time, however activities were well received with young people suffering from digital fatigue. We were also able to

												deliver the Spring Break camp with activities during the day with the provision of a hot meal.
CR.PP.07 Number of incidents of anti-social behaviour reported to Renfrewshire Council Community Safety Service				1,711	1,800	1,667	1,800	1,662	1,800	315	420	The downward trend in reported incidents of ASB since 2012/13 continues. Whilst the 2020/21 total of 1662 represents only a very slight reduction in comparison to the preceding Financial Year total, notable reductions were identified within incidents of youths gathering and causing disorder, as well as reported incidents of fire raising. These were, however, off-set by notable increases in reported incidents of parking disputes and abandoned vehicle complaints, both of which are likely to have been influenced by the greater prevalence of home-working due to COVID-19 restrictions during the past year. With these restrictions due to ease in line with the ongoing national vaccination programme, and with the warmer summer months approaching, it is very likely that there will be a significant spike or increase in overall levels of reported ASB during the forthcoming two quarterly reporting periods.







CR.PP.32 Number of complaints regarding youth disorder				284	740	499	650	307	650	109	162	<p>The Q1 total of 109 represents an increase in reported incidents of Youth Disorder in comparison to both the preceding quarterly period (Q4, 2020/21) and well as the corresponding Q1 reporting period of 2020/21. The main reason for this was the significant reduction in incidents during Q1 2020/21 as a result of lockdown measures in response to the Covid-19 crisis, which not only caused a reduction in reported incidents of youth disorder, but also the removal of frontline Council staff including Youth Team members in engaging with the public.</p> <p>In comparison, the most recent quarterly period has seen significantly more relaxed Covid protocols including a return to face-to-face interactions.</p>
HPCHARTER08 Percentage of council dwellings that are energy efficient				99.8%	100.0%	98.4%	100.0%	Replaced by new indicator – see explanatory note		Not measured for Quarters		<p>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.</p> <p>At the end of 2020/21, 10,328 of the stock of 12,212 meet the EESSH2020 standard. There are 290 properties not in scope of EESSH as they are part of</p>



												<p>approved demolition programmes and currently void and we have reported 762 properties as exemptions from EESSH in terms of SHR guidance.</p> <p>With these exemptions and void properties removed, this equates to 92.5% of properties meeting the EESSH2020 standard at the end of 20/21.</p> <p>For 21/22 the target for this indicator is 95%.</p>
HPCMT05 Average time from household presenting themselves as homeless to completion of duty (number of weeks)				23.97	23	23.27	24	25	23	25.73	26	<p>Despite the challenges of providing accommodation during COVID-19 restrictions, this indicator only saw a marginal increase, and it is anticipated that performance will have continued to be better than the national average.</p> <p>It is likely that 2021/22 will present further challenges in meeting the needs of those who are homeless during the COVID-19 recovery, and the target is being reviewed.</p>
HPSIP01 Affordable housing completions				127	127	195	413	250	200	Not measured for Quarters		<p>The Local Housing Strategy sets out Renfrewshire's Housing Supply target for 1,000 new affordable homes over the five-year period 2016–2021. This target equates to an annual</p>













												<p>indicative target of 200 completions. However, it is not expected to see completions evenly distributed across the five-year period in practice and targets are set based on the programme. The affordable newbuild housing programme involves both Council and Housing Association developments across a range of sites in Renfrewshire.</p> <p>Despite the Pandemic, the Council along with the Housing Associations active in Renfrewshire and the Scottish Government have worked in partnership to continue to deliver affordable housing across Renfrewshire with completions above the target set.</p>
SOA10.10a Private housing completions				783	500	612	500	751	500	Not measured for Quarters		Targets have been met largely by success at Dargavel Village in completing a range of homes.
CHP/CF/DD/01 Number of acute bed days lost to delayed discharges (inc AWI)				4,203	Data only	6,714	Data only	6,250	Data only	1,783	Data only	April 447 (330 code 9, 117 H&SC/family); May 660 (495 code 9, 165 HSC); June 676 (509 code 9, 167 HSC)
HSCP/AS/HC/02 Percentage of long term care clients receiving intensive				28%	30%	27%	30%	29%	30%	28%	30%	There has been a slight reduction (~1%) in the percentage of long term care clients receiving intensive home care (more than 10 hours per week). The service continues to

home care (National Target – 30%)												actively reviewing the needs of service users to ensure that the partnership meets their care requirements appropriately. This has resulted in changes to the level and nature of services that some individuals receive. Individuals may no longer being supported by the service for a variety of reasons including transferring to a Self Directed Support budget option or residential care. In addition, the Telecare Responder system is having a direct impact and is reducing the requirement for double handling via the use of updated moving /handling equipment and therefore we anticipate a legitimate reduction in the dependency on home care.
HSCP/CI/HCES/02 Percentage of adults supported at home who agree that they are supported to live as independently as possible				Bi-annual	Data only	67%	Data only	Bi-annual	Data only	Not measured for Quarters	The Health and Care Experience Survey is carried out on a bi-annual basis. The 2019/20 results for Renfrewshire which is based on completed surveys form 431 people show a decline in positive responses since the previous survey was undertaken during 2017/18 from 79% to 67% a decrease of 12 percentage points. Renfrewshire's satisfaction rate of 67% is close to the national figure of 70% for 2019/20. Renfrewshire Health and Social Care Partnership continues to work towards	

											providing services that support individuals within the community to have positive experiences and outcomes.
SOA08.09o Percentage of adults who agree that Renfrewshire is a safe place to live.				84.6%	85%	Bi-annual	85%	75%	85%	Not measured for Quarters	This comes from the Renfrewshire Public Services Panel survey which was carried out in December 2020.
SOA09.1218a % of adults who agree with the statement "I am satisfied with my neighbourhood as a place to live".				83.5%	88%	Bi-annual	88%	82%	85%	Not measured for Quarters	This comes from the Renfrewshire Public Services Panel survey which was carried out in December 2020.

Local Outcome 03: Tackling inequality, ensuring opportunities for all												
PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2018/19		2019/20		2020/21		Q1 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	
CHS/ATT/04 No. of opportunities for young people to achieve through accredited awards				899	1,130	*	1,130	*	1,130	*	1,130	*Due to the impact of the COVID-19 pandemic, this figure is not available.
CHS/ATT/10 Average complementary tariff score of pupils living in				509	Data only	527	Data only	*	Data only	Not measured for Quarters		*This data relates to academic years and therefore 20/21 data will be available in March 2022.

SIMD 30% most deprived areas											The 19/20 data on school leavers attainment show that this year's complementary tariff score is ahead of 2018/19 and represents an overall upward trajectory over 5 years. The trend data highlights steady improvement for school leavers living in the most deprived areas within each leavers cohort. Please note – as SQA exams were cancelled as a result of Covid-19, 2019/20 data should be treated with caution as it is not a direct comparator with previous years.	
CHS/ATT/11 Average complementary tariff score of all school leavers in Renfrewshire				678	Data only	720	Data only	*	Data only	Not measured for Quarters	*This data relates to academic years and therefore 20/21 data will be available in March 2022. The average complementary tariff score increased considerably in 2019/20, representing an increasing 5 year trend in the attainment of school leavers. Please note – as SQA exams were cancelled as a result of Covid-19, 2019/20 data should be treated with caution as it is not a direct comparator with previous years.	
CHS/EY/03 % of entitled 2 year olds accessing 1140 hours				New indicator				99%	Data only	99%	Data only	The Q1 figure relates to the position as of June 2021 and demonstrates the excellent













of early learning and childcare												progress locally to implement 1140 by August 2021. This has since increased to 100% – as of August 2021, all eligible 2 year old children are in receipt of this provision, in accordance with legislation.
CHS/YC/01 Number of young carers engaged with services				103	Data only	135	Data only	46	Data only	28	Data only	At the end of Q1, 28 young carers were engaged with services. Throughout Q1 involvement with lots of young carers ended, due to completion of outcomes.
CP.RLL.PL.01 Number of attendances at pools				477,558	Data only	482,039	Data only	33,096	Data only	22,301	Data only	After restrictions were lifted on 26 April, all gyms, leisure centres and swimming pools re-opened, including Renfrew Victory Baths which opened following a period of maintenance. Customers were asked to pre-book gym and swim sessions online.
CP.RLL.SL.01 Number of attendances at indoor sport and leisure facilities excluding pools				1,682,040	Data only	716,123	Data only	71,413	Data only	26,151	Data only	On the 17 May, indoor fitness classes resumed with a total of 716 classes available during the Q1 period. 19 outdoor classes were still available in May with 668 attendees
CR.FM(S).01 % uptake of free school meals in primary and secondary schools				67.2%	75%	60%	75%	48.4%	75%	52.5%	75%	Although below target performance in the first quarter of 2021/22 at 52.5% was above the 2020/21 figure of 48.4%.







												Lockdown periods and transmission of COVID-19 in the pupil population impacted on the uptake of school meals. A new approach for gathering school meal uptake data is being developed in conjunction with Parent Pay.
HSCP/CI/HCES/08 Percentage of carers who feel supported to continue in their caring role.				Bi annual	Data only	33%	Data only	Bi annual	Data only	Not measured for Quarters	The figure, taken from the Health and Care Experience Survey carried out in GP surgeries, has declined in line with national figures. However, a large proportion of respondents gave a neutral response to this question (45% in Renfrewshire and 42% in Scotland), with 22% responding negatively in Renfrewshire (23% in Scotland), which is a 1% decrease on the 2017/18 survey. It should also be noted that 67% of Renfrewshire respondents stated that 'I have a good balance between caring and other things in my life' compared to 64% in Scotland. Local feedback from carers who are supported by the Carers Centre indicates they are happy with the support they receive, and we will continue to try to reach more carers so they are aware of and access support. The Renfrewshire Adult Carers' Strategy was approved by the IJB in March 2020. It was developed	

											<p>in consultation with carers and sets out several key priorities for the HSCP, including the identification of carers. Improved identification will ensure a greater number of carers receive the support they need to continue to care.</p> <p>The HSCP has worked with the Carers Centre to develop support during the COVID-19 pandemic, including:</p> <ul style="list-style-type: none"> • Developing a triage system for carers who are providing personal care to access PPE. • Completing Adult Carer Support Plans remotely • Regular check-in calls to find out if support needs have changed • Moving training and one-to-one and group support online (Alzheimer and Dementia, Parent Carer, Male Carer, Mental Health Carer) • Providing COVID-19 specific training courses including: Autism Quarantine Anxiety, Energy Booster During COVID-19, and Helping Carers Cope During Lockdown
HSCP/HI/ADS/06 Reduce the estimated				*	Data only	*	Data only	*	Data only	Not measured for Quarters	*This indicator is produced as part of an ongoing 3-year study













prevalence of problem drug use amongst 15–64 year olds (percentage of total population age 15–64)												<p>and no date for the next update has yet been published. The current value from 2015/16 is 2.36%.</p> <p>In order to tackle the issue of drug use in Renfrewshire, a number of initiatives have been put in place including: the Renfrewshire Alcohol and Drugs Commission that sought to improve the life chances of all residents; the Rights, Respect and Recovery: Alcohol and Drugs Treatment Strategy; Renfrewshire Health and Social Care Partnership commissioned in 2018 an independent whole systems review that looked at all aspects of service and care delivery, and work is now underway to design and implement the future fully integrated recovery focused treatment & care service model for Renfrewshire, with the establishment of a Recovery Hub being a key development in reducing the prevalence of drug use.</p>
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Local Outcome 04: Creating a sustainable Renfrewshire for all to enjoy

PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2018/19		2019/20		2020/21		Q1 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	
CR.PP.01 Air Quality – Annual average PM10 value across all continuous monitoring sites				13.75	18	14.3	18	10.2	18	Not measured for Quarters		Annual results for the reporting year 2021, based on 2020 data is below the target level.
CR.PP.01b Air quality – average nitrogen dioxide value of monitoring sites, within AQMA(s) exceeding limits				40.8	43	41.1	42	<40	41	Not measured for Quarters		Annual result for the reporting year 2021, based on 2020 data demonstrated there were no monitoring locations within AQMA where the statutory objective limit of 40ug/m3 was exceeded
CR.SSL.01a Street Cleanliness Score – % of areas assessed as clean				91.9%	90%	94.5%	90%	93.6%	92%	*	92%	<p>*No surveys took place during Quarter 1 2021/22.</p> <p>The cleanliness score is based on 3 sample surveys carried out throughout the year by both the Council and Keep Scotland Beautiful (KSB).</p> <p>This score represents the percentage of areas assessed as acceptably clean (categories A and B) using KSB's Local Environmental Audit and Management System (LEAMS) methodology.</p>
SOA13CR.08 % of the vehicle fleet which uses				9.8%	9%	18.2%	21%	23.7%	23%	25.9%	25%	The percentage of the vehicle fleet which uses alternative fuel

alternative fuels, such as electricity												such as electricity was 25.9% at the end of quarter 1 2021/22. This is up from 23.7% in 2020/21. This figure is based on a total of 119 electric vehicles.
SOA13CR.09 Amount of CO ² emitted by the public vehicle fleet				3,836	2,840	3,427	2,730	2,992	3,250	Not measured for Quarters		The amount of CO2 emitted by the public vehicle fleet has reduced from 3,427 in 2019/20 to 2,992 in 2020/21 below the target of 3,250.
SOA13CR.12 Reduce the amount of CO ² emitted from public space lighting.				1,679	3,000	1,493	1,750	1,368	1,700	Not measured for Quarters		<p>There has been a slight reduction in CO2 emissions from public space lighting due to a small number of the remaining 'conventional' lanterns transferring to LED.</p> <p>This figure shows an improvement in 2020/21 compared to the previous year. There was a 9% reduction in CO2 between 2019/20 and 2020/21. Any future improvements will level out as the LED programme is substantially complete.</p>

Local Outcome 05: Working together to improve outcomes

PI Code & Short Name	Current Status	Short Term Trend Arrow	Long Term Trend Arrow	2018/19		2019/20		2020/21		Q1 2021/22		Explanation of Performance
				Value	Target	Value	Target	Value	Target	Value	Target	
CMTABS01d Councilwide – Average number of work days lost through sickness absence per employee				11.58	8.96	12.63	9.9	10.7	9.9	2.91	2.6	The Council has recorded an overall absence rate of 2.91 days lost per FTE employee, which is 0.31 days above the council target of 2.60 days, but if covid absences are removed, this equates to 2.78 days lost per FTE which is 0.18 days above the council target. Overall, Psychological (non-work related), Musculoskeletal and Joint Disorders remain the top two reasons. Stomach / Bowel /Blood and Metabolic Disorders replaces Respiratory as the third top presenting issue compared to the corresponding quarter in the previous year.
CW.SPSO.02d Number of complaints closed at Frontline Resolution as a percentage of all complaints				90%	95%	87.8%	95%	84.95%	85%	87.9%	85%	During Qtr 1 – a total of 2,639 complaints were closed. 2,321 complaints closed were Frontline Resolution complaints.
CWFOI01 Percentage of FOI requests completed within timescale				93.15%	90%	94.5%	90%	95%	90%	94.88%	90%	A total of 247 FOIs were received for Q1, with 254 being due during this period. 13 were late meaning 95% were responded to on time.
FCSCSU03 Percentage of calls answered by				61%	70%	64%	70%	67%	70%	59%	70%	In Q1 customer calls increased following on from some lifting of

the Customer Service Unit within target (40 seconds)												restrictions and an expectation of returning services, as well as the annual council tax billing period.
FCSKPI001 Percentage of Council Tax due in the year, collected by the end of the year (cumulative position to date)				96.02%	96%	96.02%	96%	95.03%	96%	32.84%	32.76%	Council Tax collection at the end of Quarter 1 2021/22 is up by 1.13% on the same point in 2020/21, and by 0.12% on the 2019/20 position.
HPCHARTER13 Percentage of reactive repairs carried out in the last year completed right first time				88.1%	93.0%	82.6%	93.0%	85.1%	93.0%	Not measured for Quarters		From the total number of reactive repairs completed (14150) a total of 12,037 repairs were completed right first time during the reporting year.
HPCHARTER31 Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.				5.76%	5.70%	5.70%	5.70%	6.42%	8.00%	6.94%	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.
PT.DS.PPF.CMT.06 Application Approval Rate				97.7%	Data only	97.3%	Data only	96.9%	Data only	*	Data only	*This indicator is verified by the Scottish Government bi-annually and Q1 data is not yet available.
PT.DS.PPF.CMT01 Average Time for processing Planning Applications (Householder)				6.9	8	6.1	8	6.9	8	*	8	*This indicator is verified by the Scottish Government bi-annually and Q1 data is not yet available.