

To: Communities, Housing & Planning Policy Board

On: 18 May 2021

Report by: Director of Communities and Housing Services

Heading: Communities and Housing Services Service Improvement Plan – Overview of Performance 2020/21

1. Summary

- 1.1. The purpose of this report is to provide an update on the performance of Communities and Housing Services for the 12-month period to 31 March 2021 in relation to the Service Improvement Plan which was approved in March 2020.
- 1.2. This report provides a summary of performance of Communities and Housing Services for the 2020/21 period, with a detailed explanation on all relevant actions and performance indicators. This includes details of any actions delayed or cancelled as a result of COVID-19 restrictions and/or the need to refocus service priorities in order to manage the pandemic response.
- 1.3. The Service Improvement Plan (SIP) sits beneath the Council Plan and Community Plan, and along with the service's risk register and workforce plan forms a suite of documents which provide the strategic direction for the service. Service Improvement Plans are aligned to the priorities set out in the Council Plan 2017-2022 and include those areas of the Council Plan for which Communities and Housing Services is the lead.
- 1.4. In March 2020, the service identified key actions it aimed to achieve over the next three years, in order to deliver improved outcomes for local people and communities and contribute to the delivery of the Council Plan. Given the unprecedented nature of events in 2020/21, these three-year plans have been replaced by Service Delivery Plans which focus on a single year (2021/22) and outline what each service plans to do to mitigate the effects of the pandemic and associated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. The Communities and Housing Services Service Delivery Plan was presented to the Communities, Housing and Planning Policy Board on 16 March 2021 and the Infrastructure Land and Environment Policy Board on 24 March 2021.

- 1.5. The action plan is the core of the Service Improvement Plan. It sets out the priorities being addressed, the key tasks to be implemented, the implementation timetable and the measures of success. The service scorecard sets out a range of key indicators against which aspects of performance are measured.
- 1.6. The COVID-19 pandemic has had a significant impact on the operation of the Council and on how services are delivered. Whilst there have been periods where national policy required some services to be paused, most Community and Housing Services service areas have continued throughout the year and have had to adapt to new ways of working. At the same time, the Council has taken on additional tasks directly related to supporting residents through the pandemic, whether as a single agency or in partnership with other public and third sector organisations.
- 1.7. As part of the Placeshaping service redesign within the Council's change and transformation programme, "Right for Renfrewshire", the work of Future Paisley, across the Council and its key partners, will be broadened to focus on a wider set of strategic objectives both for Paisley and the wider geography of Renfrewshire and since January 2021 this now sits within the Chief Executive's Service. Building Standards, Planning and employees involved in preparation of the Local Housing Strategy also moved to the Chief Executive's Service through the Placeshaping redesign in January 2021.
- 1.8. The Service Improvement Plan (SIP) was approved by relevant policy boards in March 2020 and contains actions and PI's for these areas which, until January, sat within Communities, Housing and Planning Services. In order to keep the governance line correct with the approved SIP, updates for 2020/21 for these service areas are included within this report. Moving forward, these service areas will be reported within the Chief Executive's Service Delivery Plan.
- 1.9. The Communities and Housing Services management team reviews progress against all performance indicators and service improvement actions and six monthly reports on the service improvement plan are reported to the appropriate policy boards, with the next updates scheduled for November 2021.

2. Recommendations

- 2.1 It is recommended that the Communities, Housing and Planning Policy Board
 - (i) note the content of this report;
 - (ii) note that this outturn report is also being presented to the Infrastructure, Land and Environment Policy Board in relation to areas covered within this Board's remit;
 - (iii) note the progress that has been made on areas of service performance which fall under the remit of this Board in 2020/21; and
 - (iv) note the progress made on actions and performance in the action plan.
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3. Background

- 3.1. Communities and Housing Services plays a key role in the development, support, protection and empowerment of Renfrewshire's communities.
- 3.2. The service is responsible for managing and investing in approximately 12,200 Council houses; delivering housing regeneration and new build programmes; providing support to tenants and prospective tenants; providing housing advice and assistance to residents, including vulnerable and homeless people.
- 3.3. The service also works with partners to ensure that communities are safe, and that public health, the environment, individual consumers, and local communities are safeguarded, with robust civil contingency and public protection arrangements in place.
- 3.4. The service also plays a key role in reducing inequalities, encouraging people to fulfil their potential and ensuring they have access to a range of learning and development opportunities, working with schools to support achievement and attainment.
- 3.5. The service plays a key role in ensuring our neighbourhoods are there to be enjoyed by all - helping to create healthy places particularly through enforcement and monitoring air quality, but also by supporting the creation of attractive places.
- 3.6. The Service Improvement Plan links Community Plan and Council Plan priorities to strategic and operational activity within the service, which supports employees to understand how their role contributes to the Council delivering on its objectives.
- 3.7. The action plan details the progress of specific areas of work which were taken forward during the past year to support the Council's priorities and help deliver improved outcomes for Renfrewshire residents.
- 3.8. The service also measures progress by reporting on performance indicators. The scorecard provides details of the progress of these indicators throughout 2020/21 against set targets.

4. Overview of performance and key achievements

- 4.1. During 2020/21 Communities and Housing Services continued to support the strategic goals of the Council across a range of programmes including the following;
 - The service played a key role in progressing the Tranche 1 Right for Renfrewshire service redesigns, including the review of Community Protection and also Developing Communities workstreams.
 - We supported the work of the Alcohol and Drugs Commission, and the critical role of stable housing with wrap around support such as the Housing First Model was noted as an exemplar of good practice by the Commission.

- The Housing-led Regeneration and Renewal Programme for Renfrewshire was approved in December 2020 with an agreed investment of an additional £100million over the next 10 years, including investment in existing and new build council housing, and which will play a key role in the economic, and social recovery plans for Renfrewshire.
 - The work of the service contributes to the achievement of the Council's Climate Change targets, in particular the role of housing investment in energy efficiency measures to reduce the Council's own carbon emissions and support partners, businesses and citizens in Renfrewshire to reduce theirs.
 - On 24 February 2021, the Leadership Board of the Council agreed to allocate £75,000 to support the development of an innovative partnership with a research organisation and industry to design and deliver a social housing new build prototype, to demonstrate new technologies, and energy efficiency measures within the context of the Council approved Regeneration and Renewal Programme.
 - Community Protection and Environmental Health and Trading Standards officers have played 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 & Protect and COVID-19 compliance; and working closely with partners to support the public and businesses when supporting vulnerable residents and undertaking enforcement responsibilities.
- 4.2. Appendix 1 provides an update on the progress made by the service during 2020/21 in terms of implementing the Service Improvement Plan. It includes an update on the Service's action plan and performance scorecard of indicators as at 31 March 2021.
- 4.3. Many actions relate to longer term projects and therefore the progress indicates the progress made against 2020/21's expected outcomes, not whether the project itself is complete. Essentially this shows whether the service achieved what it expected to in 2020/21 and gives an explanation of why (or why not, where it has fallen short).
- 4.4. As well as having a focus this year on responding to COVID-19 and supporting our communities and businesses during this period, Communities and Housing Services has continued to provide almost all of our regular services which are essential to the communities we serve and have ensured the delivery of a wide range of key activities and achievements across the service which include.

Housing Services

- Since lockdown measures were introduced in March 2020, most housing services have continued to be delivered. Staff quickly and positively adapted to working remotely and continued to deliver essential services to tenants, homeless people, those threatened with homelessness, and other services users.

- Our approach to rent collection ensures that officers have continued to proactively contact tenants where there has been missed rent payments or changes to rent payment patterns to offer advice on accessing benefits and other support services as appropriate.
- The Council's 10 sheltered housing complexes continued to have officers on duty 7 days a week throughout 2020/21 to make daily calls to all tenants, carry out daily building safety checks, and respond to requests for advice and assistance. A broad range of health and wellbeing activities to keep tenants occupied within their homes has also been delivered, and staff have completed Infection Control training.
- Throughout the pandemic, since March 2020 the needs of those who were homeless or in housing need have continued to be met:
 - There has been a total of 851 new statutorily homeless households from the initial lockdown to the end of March 2021.
 - Temporary accommodation continued to be provided for anyone who needed it throughout the COVID-19 crisis. While most temporary accommodation provided to date has been self-contained furnished flats, it was necessary on a very limited number of occasions to use of B&B accommodation, in line with many other Scottish local authorities.
 - Access to homeless services staff has been provided on a 24/7 basis to people who are homeless or who are at risk of homelessness, with 3,931 new enquiries handled from April 2020 to March 2021.
 - Staff from Homeless Services and the Housing Support team have worked throughout 2020/21 and have helped almost 300 homeless households to move on to settled accommodation, including assistance with Community Care Grant applications, provision of furniture items, assistance with benefit applications etc.
- The number of individuals being supported via the Housing First approach, which provides wraparound support for those in housing need to move to (and sustain) settled accommodation, has increased from 20 to up to 43 at any one time,
- A joint project was launched in partnership with SAY Women which includes a focus on providing time limited tenancy sustainment advice and assistance for young women aged 16-25 years who are identified as survivors of child sexual abuse and/or survivors of other forms of sexual violence.
- A 'shared living' project has been established in partnership with Simon Community Scotland which supports homeless applicants to be housed together in settled accommodation in Renfrewshire and includes the use of an App developed via the LENS programme.

- The concierge and caretaking service within high rise blocks have continued to operate throughout lockdown, and all 14 high rise blocks have had daily fire safety checks and enhanced cleaning carried out. Wellbeing calls also made to tenants in the amenity high rise flats by concierge staff.
- Housing Repairs Remobilisation - whilst emergency, very urgent and compliance works within our housing stock continued throughout the last 4 month lockdown period, non-urgent works were not permitted in line with Scottish Government guidance, and customers were not able to report these during this period.
- As restrictions have eased, customers have been able to report non-urgent repairs from Monday 26 April. These repairs are being logged as they are reported, with customers advised that as we are working through backlog repairs, they will be contacted by telephone when an appointment date can be given.
- There is an unavoidable backlog of outstanding repairs from the previous lockdown periods but these are being prioritised for completion in date order. There is no need for customers who have already reported a repair to contact us, as they will be contacted by telephone to advise them of an appointment for their repair to be carried out.
- This information has been communicated via the council's social media channels and the reduction in the backlog and the delivery of new repairs is being monitored closely.
- Annual gas servicing has continued throughout the year and since March 2020, 10,287 properties have had a gas service carried out, the service reported to the Scottish Housing Regulator the number of gas services which were unable to be completed within the statutory 12 month period as a result of COVID-19 restrictions.
- Energy Efficiency Standard for Social Housing (ESSH) – Social Landlords are reporting on the first milestone target for ESSH. We have achieved 86.6% compliance and have applied exemptions in line with Scottish Housing Regulator guidance to 6.4% of the stock. This means after applying allowable exemptions, the council is 93% compliant with the ESSH 2020 target. From next year, social landlords will be measured against the new ESSH 2032 target – our compliance against this measure will be significantly lower, however, an ESSH Strategy is in development to address the requirements of the 2032 standard.
- A comprehensive review of regulatory landlord compliance covering operational policies and procedures on issues such as, electricity, lifts, fire safety, asbestos management and water management was completed, which will be included in the suite of documents reported to the Board in the Annual Assurance Statement.
- Tenants have moved into the new build housing at Johnstone Castle While at Dargavel Village, Bishopton 80 new Council homes across two sites are now complete and tenanted.

- Work has commenced at Ferguslie Park where 101 new homes will be built by spring 2023 and South West Johnstone where 39 new homes in Auchengreoch Road are anticipated to be complete by summer 2022.
- The Council has a strong track record of supporting Registered Tenant Organisations (RTO) across Renfrewshire including providing laptops in order for them to work online and this has proved invaluable during the pandemic. This has ensured much of the business of the groups has continued including the Council Wide Forum, which brings together RTO's across Renfrewshire to discuss issues and areas of interest in housing. The most recent meeting was held virtually using TEAMS in December 2020.
- Tablets and data sims have been provided to members of the Tenants Scrutiny Panel and Sheltered Quality Circle to ensure they can continue to engage with officers from the Housing Service and carry out their work. As well as the funding of equipment, tenants have also been given training from the Digital Participation Officer on how to use the devices and navigate online.

Communities and Public Protection

- The service has been instrumental in the establishment and management of the Schools Contact support team and the establishment of a Local Assistance Team to support vulnerable individuals and those required to self-isolate.
- Throughout the summer, Community Learning and Development provided critical childcare hubs for children of essential workers, with the support of staff from across the Council including Street Stuff coaches. Over 2,000 children and young people came along each week to the hubs over the six week summer period.
- Since March 2020, the Civil Contingencies Service (CCS) has provided continual support to the four Councils, as well as the Greater Glasgow and Clyde region during the COVID-19 pandemic. This has included continuing to support the Council management structures dealing with the incident, playing an active role in updating on any local, regional and national issues to share pertinent information and help support decision making around the various issues arising from the coronavirus pandemic and also assisted them to provide support and assistance to communities throughout this period. Additionally, the CCS continues to maintain a 24/7 incident response function for significant incidents requiring a coordinated Council / multiagency partnership response.
- As a team supporting four Councils, this includes working on a partnership basis across two Local Resilience Partnerships. CCS chairs a number of these groups and have ensured that they continue to meet with regularity and consider 'concurrent risks' as highlighted through national horizon-scanning including Black Start, EU Exit and severe weather. CCS have facilitated the setup of an LRP workgroup to progress activity to build resilience in 'Significant Local Infrastructure'. CCS also represent the Councils as a standing member of the National Infrastructure Working Group.

- 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.
- Close working relationships were maintained with Police Scotland, including joint visits as some enforcement of the above regulations also fell to them. Officers assisted Economic Development with the issuing of grant funding to businesses, mainly by ensuring that the businesses had been COVID-19 compliant throughout 2020/21.
- Environmental Health Officers assisted Greater Glasgow and Clyde Health Board with regard to the Test and Protect Programme. This included all Officers being trained and several seconded onto the Test and Protect Team within the Health Board for several months. Due to increasing numbers of positive COVID-19 cases – this has led to a number of officers working on this full time for many months. Officers also assisted Children's Services by Chairing all Confirmed Case Assessments (CCAs) for cases within the schools with the objective to minimise transmission and ask pupils and staff to self-isolate.
- MARAC continued to meet as normal during lockdown and stay home restrictions using Microsoft Teams. This was crucial to allow a discussion and consider how help can be afforded to high risk domestic abuse cases. The Community Safety Hub continued to function and remain fully operational, even during lockdown. The CCTV Operations Room and public space cameras were fully operational, supported by targeted Wardens patrols in mobile CCTV vehicles. These patrols continued to be deployed to respond to incidents and hotspots identified through daily tasking and complaints.
- The Wardens continued to work through all new restrictions to ensure safety of residents across Renfrewshire. In particular, a focus has been working with McGills buses in Town Centres, particularly Paisley, for people parking illegally/irresponsibly in bus stops and restricted areas. This has included a joint statement and communication campaign ("It is only 2 minutes"), targeted enforcement and penalty charge notices, upgrades of lines and signs and joint working with Police Scotland.
- In the Community Safety Partnership, Daily Tasking has continued on a daily basis with Police and the Council triaging relevant incidents and ensuring they were passed to relevant agencies for action in line with the normal process. Daily Tasking has now moved to the Microsoft Teams platform improving the efficiency and effectiveness of the meetings and this has proven to be very successful.
- The service was instrumental in the establishment and management of the Schools Contact support team for self-isolation and the establishment of a Local Assistance Team to support vulnerable individuals and those required to self-isolate.

- Team Up to Clean Up continued throughout 2020 and in fact grew with more and more volunteers coming on board. Additional staff have been recruited to work with the Lead Officer – Environmental Coordination on Greenspace, Parks and Play Areas work, however, they are also assisting with Team Up to Clean Up. It should be noted that advice was always given on current COVID-19 restrictions and ensuring compliance with gatherings, safety etc.
- During the lockdown and restrictions over the last year Street Stuff coaches continued to be flexible in working with partners and young people. They supported Renfrewshire Council in the delivery of sports and various activities including educational support within schools for the children of key workers throughout the duration of the pandemic.
- All adult and family learning programmes have been impacted by the pandemic, but the service has still been able to deliver and support communities through a reduced learning programme using a variety of different methods without meeting face to face. This includes Pizza Family Learning; Literacies; ESOL; PSD and support to work club learners.
- The Youth Services team within CLAD worked with partners and have been delivering activity packs to young people across Renfrewshire. Youth Services Staff also set up online chat rooms, quiz nights, movie nights and a range of other activities to ensure that young people did not feel isolated during this challenging time. Staff also worked with Renfrewshire Youth Voice to set up the ‘Unheard Voices Campaign’ – to find out how lockdown and the COVID-19 virus has affected young people and those who support young people.
- Youth Services, the Chief Executive’s Service and Renfrewshire Youth Voice supported another round of ‘Celebrating Renfrewshire’, the youth-led participatory budgeting exercise, which was successfully completed in December 2020. Over 1,700 young people voted on the 80 project ideas which were submitted, and £124,437 was awarded to youth projects across Renfrewshire, with 68 projects receiving funding across the seven Local Partnership areas. Renfrewshire was one of the few local authorities in Scotland to carry out Participatory Budgeting exercises in 2020/21.

Development Standards

- Since the pandemic and lockdown in March 2020, the Planning and Building Standards teams have continued to offer a full service to customers, processing enquiries and applications via electronic means and by phone. Officers are accepting alternative evidence such as photographs, reports from suitably qualified persons, video, or utilising remote means of conducting site inspections.
- Officers were advised to work with developers and building owners to ensure that, where possible, completion certificate submissions continued to be processed.

- In spring 2021 a new applications system was introduced which can lead to the digitisation of a number of previously lengthy administrative processes and there is the expectation that performance will be improved through the introduction of this new system.
- Also, within Building Standards, Dangerous Building cover continued to be maintained on a 24/7 basis.

5. Actions and Performance Indicators

5.1. Due to the impact of the pandemic, some actions have been affected, including:

- Regulatory functions have experienced significant pressures and changes to work priorities as part of the Council's COVID-19 response and as part of the Council's statutory duty to keep people safe – including significant new Legislative and Statutory Obligations relating to public health, Test & Protect, supporting businesses, enforcement responsibilities etc.
- Given the unprecedented nature of the COVID-19 pandemic, the Minister for Public Health and Sport agreed to allow local authorities to deviate from certain elements of the Food Law Code of Practice (Scotland) 2019. This provided greater flexibility for local authorities to allocate resources to areas of most critical priority. Whilst helpful during the pandemic, this will leave the Business Regulation Team with a number of premises that need to be inspected moving forward. A national recovery group has been convened to ensure consistency across Scotland and Renfrewshire Council sit on this Group. The Council will produce an up to date Business Regulation Service Plan to advise how it will catch up with inspections.
- The pandemic impacted on the delivery of the Home Energy Efficiency Programmes for Scotland: Area-Based Schemes HEEPS:ABS programme and these works have been reprofiled to allow them to be carried out when restrictions will allow.
- The implementation of Renfrewshire's Rapid Rehousing Transition Plan (RRTP), which is a 5 year plan detailing how the length of time that those who are homeless stay in temporary accommodation can be reduced and how they can be supported to resettle, has been affected by the COVID-19 crisis. We will be refocussing on implementing the broad range of measures contained with our RRTP with our partners as letting starts to return to pre COVID-19 levels, and utilising the funding allocated from the Scottish Government to support the Plans implementation.

5.2. Service scorecard - Areas delayed/ requiring monitoring

- The number of individual participants engaged in learning programmes was below target for 2020/21. Throughout 2020/21 the Adult Learning and Literacies Services team focussed on engaging with our more vulnerable learners and ensuring they had appropriate support to reduce feelings of isolation and anxiety. This figure does not include engagement with communities as a result of staff redeployment to support Renfrewshire's COVID-19 Response, for example working in

Neighbourhood Hubs; nurseries, family centres and out of school care; summer childcare hubs for children of key workers or the asymptomatic testing centre.

- As it has not been possible to carry out on site audits, currently there is not the 2020/21 updates on housing land, vacant and derelict land business and industrial land or commercial uptake for the three indicators below.
 - Amount of land brought forward for re-use and development contributing to economic activity and enhancing the built and natural environment.
 - Affordable housing completions
 - Private housing completions
- Re-letting activity has been severely affected since March 2020, with the number of properties re-let over the year by around two-thirds compared to last year. Additionally due to the pandemic there have been restrictions in bringing void properties back into the letting pool.

6. Reporting progress

6.1. Progress on the implementation of the Service Improvement Plan is regularly monitored by Communities and Housing Services' management team and will be reported to the appropriate Policy Boards on a six-monthly basis.

6.2. A review of progress of the Service Delivery Plan throughout 2021-22 will be brought to this Board in November 2021.

Implications of this report

1. **Financial** - the report highlights resourcing pressures arising from increasing demand for services and the current financial environment.
2. **HR and Organisational Development** - none
3. **Community/Council Planning** - COVID-19 will impact on the operations of Council partners and on services to the community. This paper highlights the work being undertaken to mitigate this impact as far as possible and maintain essential services for the safety and wellbeing of the community
4. **Legal** - none
5. **Property/Assets** - none
6. **Information Technology** - none

7. **Equality & Human Rights** - The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only.
 8. **Health and Safety** - none
 9. **Procurement** - none
 10. **Risk** - none
 11. **Privacy Impact** - none
 12. **COSLA Policy Position** - none
 13. **Climate Change** - none
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List of Background Papers

Communities, Housing & Planning Policy Board – 10 March 2020. Agenda item 7(b)
– CHAPS Service Improvement Plan 2020-23

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Appendix 1 – Actions and Performance indicators



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

What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
<p>To develop Paisley’s ongoing plans for cultural regeneration</p>	<p>We will make progress against the 6 step changes with targets for 2027 and 2035:</p> <ul style="list-style-type: none"> • To grow significant new dimensions to Paisley’s economy, e.g. creative, cultural and tourism. • Radically change Paisley’s image and reputation. • Paisley will be recognised for its cultural excellence. • Lift communities out of poverty and inspire a generation to fulfil their potential. • Transform Paisley into a vibrant cultural town centre. • Establish Paisley as a centre of excellence for cultural regeneration through leadership, partnership, participation and collaboration. 	<p>The 2020/21 programme was significantly disrupted by the COVID-19 pandemic and the FP team were deployed to support the COVID-19 emergency response. Despite this, key achievements were delivered to support progress against each of the step changes by transitioning activity online and be revising project delivery. The Future Paisley Partnership Board met virtually in September and March. Future Paisley Projects receiving national funding secured extensions to allow activity to be rescheduled - Great Places Scheme and EventScotland funding for major events.</p> <p>New management arrangements to lead delivery of Future Paisley were confirmed by Renfrewshire Council in December 2020:</p> <ul style="list-style-type: none"> • Programme of work under Future Paisley to be broadened to focus on a wider set of strategic objectives both for Paisley and the wider geography of Renfrewshire, led by the Head of Marketing and Communications • Cultural lead sitting wholly with the Chief Executive of Renfrewshire Leisure <p>Since January 2021, work has focussed on delivery of digital programme, re-scheduling and re-framing partner activity and the conclusion of the programme step change review and evaluation framework.</p> <p>1. <u>Grow significant new dimensions to Paisley’s economy</u></p> <p>Informed by a Renfrewshire business survey conducted during the first phase of the pandemic, the Council and Renfrewshire Economic Leadership Panel, developed a 24-month economic recovery plan. This was supplemented by a tourism recovery action plan developed with the local sector and Renfrewshire’s Tourism Sub-Group. The Future Paisley funded Tourism Officer provided the conduit to VisitScotland and Scottish Government and provided a touchpoint to help connect the sector, mobilise partnerships, link to business support and funding, promote skills and training in the sector and share insights.</p> <p>To support Renfrewshire’s cultural sector, the £200,000 Renfrewshire Cultural Recovery and Renewal Fund (RCRRF) was developed to distribute critical funding to artists, groups and organisations in response to the pandemic. Funding has been allocated to 28 artists and 14 organisations, ensuring paid work and stability for Renfrewshire’s cultural sector.</p>	<p>60%</p>

What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
		<p><u>2. Radically change Paisley's image and reputation</u> The impact of COVID-19 resulted in shut down of the tourism sector and the cancellation of major events. In 2020 destination marketing pivoted to focus on engaging local people to support Visit Scotland's strategy and <i>Scotland Loves Local</i> from Scotland's Towns Partnership. Campaigns included Spend Local, Steal Back Summer, Be a Tourist in Your Own Town and the promotion of digital events, outdoors activities and attractions and local trails. The marketing strategy for Paisley Museum was delivered. Targets for OTSH and digital engagement continued to be met.</p> <p><u>3. Paisley recognised for its cultural excellence</u> The cultural programme was paused and re-scheduled with planned theatre and large-scale productions postponed to 2022 and 2023, maintaining national partnerships. New cultural activities and events were developed to support local people at a community and neighbourhood level - promoting health and wellbeing and reducing loneliness. A number of planned events and projects successfully transitioned online or were delivered in a socially distanced way, strengthening engagement with key audiences. Examples include Future Paisley volunteer project, Black History Month cultural programme, Paisley Book Festival, Out of Place, The Radical War Project, ArtBOSS, Sma Shot Day, Doors Open Day, Open Mind Summit, Renfrewshire Mental Health Arts Festival and Light Up Renfrewshire, Creative Scotland Place Partnership, Glen Cinema project, Colouring Renfrewshire, Artists and Residents programme.</p> <p><u>4. Lift communities out of poverty & inspire a generation to fulfil their potential</u> The Castlehead School partnership with Glasgow School of Art was significantly affected by the coronavirus pandemic. GSA developed Lockdown Lessons, 2 resource packs which were circulated to all primary schools in Renfrewshire, family learning organisations and community groups. GSA also delivered 2-week online courses for students taking higher art and design courses, supporting independent learning and helping students in 'making work at home'. A digital guide/tutorial on applying for art school admission was developed. Art Boss, Open Mind Summit and the Criminal Justice Fidget Blanket project continued to be delivered by transitioning online/hybrid models.</p> <p><u>5. Transform Paisley into a vibrant cultural town centre</u> The FP programme has been reset to end in financial year 2023/24 – aligning with the delivery of the cultural infrastructure and reopening of our cultural venues.</p>	

What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
		<p>6. Paisley as a centre for excellence for cultural regeneration through leadership, partnership, participation and collaboration</p> <p>Delivered Future Paisley Podcast series, Centre for Culture, Sport and Events (CCSE) continued to deliver on its portfolio of research, dissemination and events, the PHD students working within CCSE have continued to progress their studies, adapting to the challenges and barriers presented by COVID-19, OECD Culture, Creativity and Local Development project transitioned online.</p>	
<p>Deliver the Economic Strategy within the current Local Development Plan (LDP)</p>	<p>Economic Strategy will help deliver the following LDP objectives</p> <ul style="list-style-type: none"> • Development locations supported by existing or planned physical infrastructure and services • An enhancement in the natural and built environment of Renfrewshire in support of the health of its communities, attractiveness of its places and setting for economic recovery. 	<p>The Adopted Renfrewshire Local Development Plan (2014) continues to set the policy framework for the projects and proposals as they evolve.</p> <p>This is evident in the Advanced Manufacturing Innovation District Scotland (AMIDS) at the Glasgow Airport Investment Area, which is guided by a Plan Led System, providing confidence in the investment proposals coming forward.</p> <p>Progress in 2020/21 has seen the first developments commence on site with the National Manufacturing Institute Scotland (NMIS) and the Medicines Manufacturing Innovation Centre (MMIC) as well as the continued implementation of the infrastructure to support AMIDS.</p>	<p>100%</p>
<p>Deliver the Centres Strategy within the current Local Development Plan (LDP)</p>	<p>Centres Strategy will help deliver the following LDP objectives</p> <ul style="list-style-type: none"> • The housing-led regeneration and evolution of strategic centres and other town and village centres as places of municipal, commercial and community value • An enhancement in the natural and built heritage environment of Renfrewshire in support of the health of its communities, attractiveness of its places and setting for economic recovery <p>Regeneration and renewal of existing urban areas as energy efficient, healthy and safe places</p>	<p>Delivery of Dargavel Village through a masterplanned approach to remediate and redevelop the brownfield site has been led by planning from an early stage in partnership with a range of stakeholders, demonstrating successful and ongoing delivery of the spatial strategy from the Local Development Plan.</p> <p>The importance of the delivery a new village commercial core in heart of Dargavel has proved to be really successful and popular as residents stay local and shop local. 20 minute neighbourhoods are already being implemented at Dargavel, supporting key placemaking principles and creating a strong and sustainable new neighbourhood at scale.</p>	<p>100%</p>
<p>Deliver the Infrastructure Strategy within the current Local Development Plan (LDP)</p>	<p>Infrastructure Strategy will help deliver the following LDP objectives</p> <ul style="list-style-type: none"> • Development locations supported by existing or planned physical infrastructure and services 	<p>The Local Development Plan continues to demonstrate how the framework, policies and guidance can support sustainable inclusive growth by directing the right development to the right places.</p>	<p>100%</p>

What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
	<ul style="list-style-type: none"> • A framework for local solutions to energy needs, waste generation • Measures to reduce and mitigate for the effects of climate change 	<p>As part of the AMIDS development, connectivity is key. The addition of the Wright Street Bridge not only provides additional walking, cycling and vehicular connectivity it also was key to the regeneration and economic investment into brownfield sites on Wright Street as well as key to unlocking the masterplanned investment programme for Westway Business Park in Renfrew.</p> <p>As the City Deal investment intended, the implementation of this infrastructure unlocks brownfield sites and brings investment into the Glasgow City Region.</p> <p>As this planned investment in infrastructure has been brought through a Local Development Plan framework, this has meant the granting of the associated infrastructure with AMIDS has allowed a plan led approach to regeneration and investment in the right locations.</p>	
Develop and adopt new LDP 2	<p>The Renfrewshire Local Development Plan (LDP) sets out the spatial strategy that will facilitate investment and guide the future use of land in Renfrewshire, with a focus on supporting sustainable inclusive economic growth.</p> <p>In reviewing the Plan, it is considered that the main components of the current adopted Renfrewshire Local Development Plan remain relevant and central to facilitating investment, directing development to existing built-up areas, creating sustainable mixed communities, delivering high quality place and delivering sustainable inclusive economic growth.</p>	<p>The Proposed Renfrewshire Local Development Plan was submitted to the Scottish Government on 31st January 2020 for Examination.</p> <p>Four Reporters were appointed to examine the Plan and the 1,444 unresolved representations submitted to the Council during the Proposed Plan consultation.</p> <p>The Examination Report was published on 2 February 2021 and includes a number of recommendations from the Reporters which identify amendments to the Proposed Plan.</p> <p>The Examination Report recognises the extensive consultation and engagement that has taken place in preparing the Proposed Plan and concludes that the Spatial Strategy and policy framework of the Plan is appropriate.</p> <p>The recommendations in the Examination Report largely relate to minor text and graphic changes as well as additional wording to some of the policies within the Plan as well as some new housing sites.</p> <p>The modifications to the Proposed Renfrewshire Local Development Plan were considered by the Communities, Housing and Planning Policy Board on 14 April 2021. The Head of Economy and Development will now notify the Scottish Ministers of the Council's intention to adopt the Local Development Plan, subject to any modifications which the Board did not wish to accept.</p>	90%

Performance Indicator	Current Status	Trend	2018/19		2019/20		2020/21				2020/21 YEAR END		Comments
			Value	Target	Value	Target	Q1 Value	Q2 Value	Q3 Value	Q4 Value	Value	Target	
Amount of land brought forward for re-use and development contributing to economic activity and enhancing the built and natural environment			20.4	20	18	20	Not measured for quarters				N/A	20	As we have not been able to go out on site to do any audits we do not currently have the 2020/21 updates on housing land, vacant and derelict land business and industrial land or commercial uptake

Strategic Outcome 2: Building strong, safe and resilient communities

What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
Implement revised Housing Asset Management Strategy	A revised strategy will set out proposals to deal with abeyances and exemptions which have arisen from the Scottish Housing Quality Standard (SHQS) and programmes to maintain delivery of the standard in coming years.	Preparatory discussions and work has begun on the Housing Asset Management Strategy. The majority of work on this will take place during 2021/22 and a report will be presented to board within the planned timescales	100%
We will deliver key outcome 1 from the Local Housing Strategy (LHS) - <i>The supply of homes is increased.</i>	<p>The LHS sets out plans to increase the supply of housing by:</p> <ul style="list-style-type: none"> Ensuring that sufficient land is made available for new housing through the Local Development Plan process and that brownfield sites are brought forward for development; Delivering new build affordable housing projects through the SHIP programme in partnership with housing associations; Developing a better mix of housing of the right tenure, type and size and in the right places; and, Developing innovative approaches which facilitate mixed tenure housing developments on brownfield sites. 	<p>The Renfrewshire Proposed Local Development Plan identifies a generous supply of housing sites to meet all tenure need and demand across Renfrewshire for the next 10 years.</p> <p>The Strategic Housing Investment Plan 2021/2022 – 2025/2026 was approved by the Communities, Housing and Planning Policy Board in October 2020. The Plan outlines how investment in affordable housing will be targeted to meet the objectives of the Local Housing Strategy.</p> <p>The Council and Housing Association partners continue to work towards the delivery of new affordable homes. The Coronavirus pandemic has led to delays with these delivery of new homes. However new affordable homes are being delivered across Renfrewshire with developments currently progressing in Paisley, Renfrew, Johnstone, Bishopton and Kilbarchan.</p> <p>The first phase of affordable development at Dargavel Village, Bishopton to build 80 new Council homes for social rent is complete and occupied by new tenants.</p>	100%





What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
		<p>Renfrewshire Council is also nearing completion of 95 new Council homes for social rent at Johnstone Castle.</p> <p>Link Housing Association have provided 24 new homes for social rent at New Sneddon Street in Paisley Town Centre.</p> <p>With new homes for social rent being built at Thrushcraigs, Glenburn, Millarston, the former Arnotts site, Foxbar and Kilbarchan.</p>	
<p>We will deliver key outcome 2 from the Local Housing Strategy (LHS) - <i>Through targeted investment and regeneration activity, Renfrewshire has attractive and sustainable neighbourhoods and well-functioning town centres.</i></p>	<p>The LHS sets out plans to create sustainable communities by:</p> <ul style="list-style-type: none"> • Building new affordable homes in housing regeneration areas – including Johnstone Castle, Ferguslie Park, Paisley West End; • Developing area-based strategies for areas with low demand / low value housing stock and creating opportunities for graduated housing markets with greater tenure mix; and, • Continuing to support housing investment in Renfrewshire’s town and village centres to increase the number of people living in the town centres and promote economic growth. 	<p>Housing investment proposals within the Tannahill area of Ferguslie Park are now being implemented with work commencing in spring 2021 on the construction of 101 new Council homes on the site of the former St Fergus Primary School.</p> <p>Proposals have been informed by consultation with the local community to ensure the development is designed to meet the needs of current and future tenants and engagement will continue during the construction process.</p> <p>Complementing housing investment in Tannahill, officers have also been working in partnership with the local community to prepare a development framework for the wider Ferguslie area, with a focus on reimagining under used and vacant land, enhancing greenspaces as well as opportunities for community uses and activities.</p> <p>An emerging strategy has been developed following consultation and will be subject of a second phase of community engagement in late spring 2021.</p> <p>Plans for 39 newbuild Council homes in South West Johnstone are about to commence on site. A mix of 1 and 2 bed cottage flats and 2, 3 and 4 bedroom homes will be delivered in the Spateston area of Johnstone.</p> <p>Link Housing Association are commencing their fourth and final phase of redevelopment of the former Arnott’s store site in Paisley.</p>	<p>100%</p>
<p>We will deliver key outcome 3 from the Local Housing Strategy (LHS) - <i>People live in high quality, well managed homes.</i></p>	<p>The LHS sets out plans to improve the quality of homes by:</p> <ul style="list-style-type: none"> • Developing the information base on private tenemental property which is in poor condition and inform policy development; • Working in partnership with Paisley Housing Association to achieve the comprehensive improvement of 5 tenement blocks at Orchard Street and Causeyside Street; and, 	<p>In partnership with housing associations, a good practice design guide is being developed to assist affordable housing developers in the provision of general needs, amenity and wheelchair accessible housing.</p> <p>Paisley Housing Association (PHA) in partnership with the Council continues to progress the Orchard Street Housing Renewal Area which aims to deliver comprehensive improvement of the existing buildings on Orchard Street.</p>	<p>100%</p>







What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
	<ul style="list-style-type: none"> Working in partnership with other council services to improve conditions in the private rented sector through registration enforcement activity and raising awareness. 		
<p>We will deliver key outcome 5 from the Local Housing Strategy (LHS) - <i>Homelessness is prevented and vulnerable people get the advice and support they need.</i></p>	<ul style="list-style-type: none"> The LHS sets out plans to tackle homelessness with focus around four key themes: Preventing homelessness occurring in the first place through a range of initiatives; Developing the housing options approach which looks at an individual's housing options and choices in the widest sense at an early stage in the hope of avoiding a housing crisis; Ensuring there is access to appropriate services, particularly for people with convictions, complex needs associated with alcohol misuse, substance abuse and/or mental health issues; and, Providing sustainable solutions for homeless households through the provision of appropriate support. Delivering our Rapid Rehousing Transition Plan (RRTP), ensuring those who are homeless are provided with settled accommodation more quickly; spend reduced time in temporary accommodation and have more access to up-scaled support. 	<p>The 5-year Rapid Rehousing Transition Plan for Renfrewshire continues to be implemented. The Rapid Rehousing Transition Plan details how those who are homeless will be provided with settled accommodation more quickly; spend reduced time in temporary accommodation and have more access to up-scaled support.</p> <p>A Rapid Rehousing Transition Plan Steering Group has been formed, with membership from a range of landlords and support providers.</p> <p>The George Street Service continues to offer a range of advice and support services to young people aged 16 to 25 years who have been homeless or threatened with homelessness including "Homes for Keeps" pre tenancy training to support a young person in maintaining their own home.</p>	<p>100%</p>
<p>We will deliver key outcome 6 from the Local Housing Strategy (LHS) - <i>People are able to live independently for as long as possible in their own home.</i></p>	<p>The LHS sets out plans to:</p> <ul style="list-style-type: none"> Ensure that appropriate community-based supports and preventative services are provided to enable people to live as safely and independently as possible within the local community and which help to prevent the need for more expensive and disruptive interventions at a later stage; Identify, facilitate and deliver an appropriate range of accommodation options, that gives people choice and an appropriate home environment; and, Consider and address the housing needs of key groups 	<p>Renfrewshire Council continue to support the development of amenity standard housing to support people with varying needs throughout Renfrewshire with new amenity standard homes at Dargavel Village, Bishopton (Council).</p> <p>Renfrewshire Council have been working with housing association partners to produce a target for the development of wheelchair accessible homes on sites delivered as part of the Strategic Housing Investment Plan. Discussions are ongoing with a target for wheelchair accessible homes to be included within the next Local Housing Strategy.</p>	<p>100%</p>
<p>Deliver the Places Strategy within the current Local Development Plan (LDP)</p>	<p>Our Places Strategy will help deliver the following LDP objectives</p> <ul style="list-style-type: none"> Development locations supported by existing or planned physical infrastructure and services Creation of strong communities and attractive places focusing on housing-led regeneration and renewal of existing urban areas, supporting sustainable development and a low carbon economy 	<p>An up to date policy framework set out in a Local Development Plan is key to enabling a high quality planning system to assist in the delivery of quality places with homes, infrastructure and investment in the right places as well as addressing Climate Change along with sustaining and supporting communities.</p> <p>Following the preparation of a pilot Local Place Plan within Foxbar and the Local Place Plan 'How To' Guide, which provides clear and concise guidance on the key</p>	<p>90%</p>





What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
		<p>requirements of Place Plans and steps in their preparation, this supported members of the community of Spateston, to prepare a Local Place Plan for the area, providing a framework for a range of social and economic initiatives, community activities and local environmental improvements.</p> <p>The Spateston Local Place Plan, identifies a vision and eight actions which build on the existing assets of the area, supporting a sustainable, well connected and sustainable place which reflects the priorities of the community.</p> <p>Outcomes of the plan have been developed in cognisance of the Proposed Renfrewshire Local Development Plan and the priorities of the Johnstone and Linwood Local Area Partnership, helping the Council and its partners to identify where resources and investment are best targeted to meet community aspirations and deliver positive outcomes.</p>	
Lead on the development of an Empowering Communities model for the Council	Communities will be better engaged and involved in the development of their community assets	<p>Over £1.4m of Green Spaces, Play Parks and Villages Investment Fund has been allocated to communities to support them to make improvements to local parks, green spaces and strengthen the heritage of our villages.</p> <p>The fund criteria saw communities to pull together to demonstrate the need for the new resource through thorough consultation. Community group further organised grass roots fundraising to ensure the Council funds were boosted by locally raised funds.</p>	100%
Develop community interventions that build community resilience, improve safety and security and reduce victims of harm through improved intelligence sharing, partnership working and diversionary activities	<p>Safer and stronger communities delivered through provision of the Your Home, Your Street, Our Community Programme. Tailored interventions to meet the specific needs of communities and:</p> <p>Introduce Monthly Tasking and review high tariff cases with partner agencies to tackle issues including vulnerability.</p>	<p>As part of the Cross Partnership collaborative learning programme, it was recognised that the areas of public protection are often inter-linked and can impact on each other. Whilst acknowledging the relationship between the strategic areas of Adult Support and Protection and Child Protection, it was noted that there are very different working arrangements and structures that support vulnerable individuals. Community Safety Partnership Monthly Tasking was established in October 2020 to form a critical role in identifying those individuals who are regularly being discussed at the Community Safety Partnership Hub Daily Tasking meetings including locations that cause the most concern for the community.</p> <p>Monthly Tasking is evolving and has recently embedded deliberate fire raising which helps inform partners of hotspot areas and high tariff locations where a wraparound response is required as part of prevention.</p> <p>A terms of reference is in place after a consultation with partners and there are now 10 identified partners regularly contributing.</p>	100%

What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
		A new recording system is in place so the partnership can process and track all relevant data.	
Work with key partners to develop a multi-agency counter terrorism strategy	Officers and partners confident in understanding the risks posed by terrorism and aware of threat levels and current guidance	The Meetings of the Divisional CONTEST / SOC group which covers both Inverclyde and Renfrewshire Council areas have been held regularly. Participants were able to receive and consider the updated Annual Overview Product (AOP) presented by the Scottish Government and Home Office which has now replaced the former emerging and residual risks report. Relevant actions and information have been considered as appropriate at Public Protection Chief Officer Group and the Community Safety and Public Protection Steering Group for Renfrewshire. Initial returns on local actions to respond to the AOP were completed and following this the Home Office and Scottish Government released updated Prevent guidance which has been fully adopted by Renfrewshire Council with relevant updates to procedures and governance now agreed. Multi agency meetings to address and support particular individuals of concern were held and successfully concluded. Over the course of the year the national terrorism threat level was reviewed and adjusted down to “substantial” from “severe” , meaning an attack is considered “likely” rather than “highly likely”.	
Carry out a strategic review of Public Space CCTV cameras in Renfrewshire	<p>This will review the data (both Council and Police Scotland) around anti-social behaviour and usage of cameras to ensure they are sufficiently utilised and are in the correct locations. This will provide reassurance to the public and Elected Members.</p> <p>The strategic review will also highlight potential gaps and where future public space CCTV cameras could be located (funding dependent).</p>	<p>A comprehensive review was completed in 2020. The realm of public space CCTV from an analytical report and the internal movement report, looked at the areas that merit serious Anti-Social Behaviour and disorder. There were several hot-spot areas that were noted that would benefit from public space CCTV if possible e.g. Robertson Park. All options were considered to utilise other available CCTV options i.e. mobile and overt cameras, to help find a short-term solution.</p> <p>In relation to Robertson Park funding was received from the town centre fund to install Public Space CCTV and whilst delayed due to COVID-19, this is currently being installed.</p>	100%
Increase awareness of the Renfrewshire Community Partnership, including the Renfrewshire Community Safety Hub to highlight the partnership working taking place.	This will provide reassurance to the public that the partnership exists, and work is being undertaken to tackle issues across Renfrewshire	<p>Notice Check Share training is being delivered as part of the work of the Community Protection PREVENT Steering Group to help inform partners of the services within the Community Safety Partnership and the newly established safeguarding sub-groups around Prevent/Divert and Disrupt/Deter.</p> <p>The Information Sharing Protocol is also evolving with new partners joining the partnership such as Migrant Help, Home Office and the Armed Forces who have all signed up to the protocol.</p>	100%

What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
Review and refresh the conditions with regards to Animal Licensing to ensure they remain fit for purpose.	Licensing is a key component to ensuring safety and good conditions for animals, including reducing potential issues for neighbouring properties and other members of the public. These conditions ensure that businesses comply and there is an acceptable standard of care.	The review is ongoing but is in its preliminary stages with the intention of completing the review and reporting amended licence conditions to the Infrastructure, Land and Environment Policy Board by the end of 2021. The review and inspections have been curtailed by the on-going pandemic and Officer workload. However, this remains a priority to review and ensure safety and welfare.	25%
Introducing and reviewing the provision of trainees in regard to Fair Trading and Trading Standards	The increase in trainee provision and introduction of Fair Trading Officers will allow the Service to tackle key issues for the community in relation to fair trading, public safety and vulnerability.	3 Fair Trading Officers are now in post and are progressing through the qualification framework. Two Officers are in Stage 1, with the other now at Stage 2. The qualification framework has only recently been restructured and completing the training has been challenging at times throughout the pandemic. Nevertheless, the resource required to train the Officers has been an excellent investment to date, and all 3 Officers have settled very well into the Team and are providing valuable resilience in visiting businesses.	100%
Increase consumer product safety activity in relation to importations at Glasgow Airport, specifically in relation to the EU Withdrawal.	Increasing the level of checks at Glasgow Airport, including sampling and testing of products in line with direction from the Office for Product Safety & Standards (OPSS), will increase assurance across Renfrewshire and Scotland as a whole, that products are safe.	The service is part of the Scottish Ports & Borders Group, which is a partnership between the Society of Chief Officers of Trading Standards (SCOTSS) and the Office for Product Safety & Standards (OPSS). OPSS provide additional funding to enhance enforcement activity required at ports & borders, and in turn the Group will target activity towards priority outcomes. Regular communication is maintained with the Airport to tackle both product safety and inspection of goods.	50%
Increased inspection regime with regards to Food Law inspections to ensure full compliance with national the Code of Practice.	Ensures that all businesses in Renfrewshire are compliant with Food Law requirements.	Due to the COVID-19 pandemic, the Minister for Public Health and Sport issued several deviations from the Food Law Code of Practice to allow Environmental Health to focus on ensuring COVID-19 compliance. Whilst proactive and routine interventions were halted, intelligence driven interventions and inspections of higher risk premises continued. Officers from Renfrewshire Council sit alongside Food Standards Scotland on the Food Law Recovery Group and work is being undertaken to update the Scottish National Database and create an updated timeline for the re-inspection of food premises over the coming years.	25%

Performance Indicator	Current Status	Trend	2018/19		2019/20		2020/21				2020/21 YEAR END		Comments
			Value	Target	Value	Target	Q1 Value	Q2 Value	Q3 Value	Q4 Value	Value	Target	
Number of incidents of anti-social behaviour reported to Renfrewshire Council Community Safety Service			1,711	1,800	1,667	1,800	315	454	550	343	1,662	1,800	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.
Percentage of adults who agree that Renfrewshire is a safe place to live.			84.6%	84%	84.6%	85%	Not measured for quarters				75%	85%	This comes from the Renfrewshire Public Services Panel which was carried out in December 2020.

Percentage of adults who agree with the statement "I am satisfied with my neighbourhood as a place to live".			83.5%	87%	83.5%	88%	Not measured for quarters				82%	85%	This comes from the Renfrewshire Public Services Panel which was carried out in December 2020.
Percentage of Council housing stock which meets the Scottish Housing Quality Standard			94.49%	100%	94.6%	100%	Not measured for quarters				91.65%*	100%	<p>Last year the service saw a small number of properties not meeting the SHQS standard (89) due to work being required which was unable to be carried out to COVID restrictions.</p> <p>At the end of 2020/21, 11,192 of the stock of 12,212 met the standard SHQS standard. There are 290 properties not in scope as they are part of approved demolition programmes and currently void and 730 properties currently in abeyance due to tenant refusal of works.</p> <p>After applying allowable exemptions and abeyances, the council is 99.3% compliant with the SHQS target.</p>
Average time from household presenting themselves as homeless to completion of duty (number of weeks)			23.97	23	23.27	24	23.5	22.42	24	30	25	23	<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>



Affordable housing completions			127	127	195	127	Not measured for quarters	N/A	127	As we have not been able to go out on site to do any audits we do not currently have the 2020/21 updates on housing land, vacant and derelict land business and industrial land or commercial uptake
Private housing completions			783	500	612	500	Not measured for quarters	N/A	500	As we have not been able to go out on site to do any audits we do not currently have the 2020/21 updates on housing land, vacant and derelict land business and industrial land or commercial uptake



Strategic Outcome 3: Tackling inequality, ensuring opportunities for all





What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
We will deliver key outcome 7 from the Local Housing Strategy (LHS) - <i>Affordable housing is accessible to people who need it.</i>	<p>The LHS sets out plans to:</p> <ul style="list-style-type: none"> Strengthen the housing options approach and pilot new ways of delivering housing and related advice; Implement a common housing allocation policy for the Council and local RSLs; Manage the impact of the roll out of Universal Credit in Renfrewshire and monitor and prepare for the potential impact of any future welfare changes Work towards a full Common Housing Register (CHR) with RSL partners Assist applicants to access housing of a suitable size <p>Support new tenants to settle and sustain tenancies</p>	<p>The Renfrewshire Common Housing Allocation Policy continues to be implemented by the Council and its local Housing Association partners. The Common Policy was developed with a clear focus on meeting housing needs and introduces a common approach to how we allocate homes that are available to let by these partners in Renfrewshire.</p> <p>The Council continues to participate in the Mortgage to Rent scheme, working with owners in financial difficulties where this is appropriate.</p>	100%





What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
<p>Deliver enhanced enforcement activity in the private rented sector</p>	<p>The standard of housing provided through private landlords in Renfrewshire will be improved and maintained</p>	<p>In 2020/21, Communities and Public Protection has investigated 39 allegations of sub-standard properties and has worked with private landlords to have these improved. Referrals to the Housing and Property Chamber First Tier Tribunal have been severely hampered as a result of this organisation not operating during most of the pandemic.</p> <p>Five landlords have been removed from the Register of Private Landlords after being referred to the Council's Regulatory Functions Board where they were found to be unfit to act as a private landlord. There have also been 610 investigations of potential unregistered landlords with action being taken to ensure any who require to register, do so. 204 Rent Penalty Notices have also been issued where landlords have either not registered or renewed their expired registration. Such notices prevent the landlord from collecting rent.</p> <p>It should be noted that due to the pandemic, house visits were severely curtailed to prevent the potential transmission of COVID-19. Where possible, phone calls were made and only as a last resort, a visit made to a property.</p>	<p>100%</p>
<p>Work with and guide SafeLives on the new Domestic Abuse e-learning package and look to roll out across staff within Renfrewshire Council.</p>	<p>Staff will be trained via an e-learning course on Domestic Abuse, in particular the signs to spotting domestic abuse and what steps can be taken to assist colleagues.</p>	<p>As part of the 16 Days of Action against gender-based violence in 2020, the Council launched the new interactive e-Learning course to support managers and staff and continuing to highlight the support and information available through our Domestic Abuse Policy established 2019.</p> <p>This work was carried out collaboratively with our partners SafeLives and our Trade Unions to develop and to support managers and staff.</p> <p>The course provides:</p> <ul style="list-style-type: none"> • an introduction and commitment to our zero tolerance approach to Domestic Abuse from the Chief Executive • an awareness of domestic abuse to help managers and staff recognise and identify the signs • details about the Council's Domestic Abuse Policy • Interactive exercises and scenarios to improve knowledge • information and referral pathways to support managers who may have a member of staff experiencing domestic abuse <p>The new e-learning is now available on i-learn and can be accessed either from the 'Policies and Procedures' or the 'Health and Safety' sections.</p>	<p>100%</p>

What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
Take forward and deliver the nationally recognised Duke of Edinburgh programme offering young people 14 to 25 years old skills for life and work	Corporate approach to service delivery will have a transformative effect on young people disadvantaged by poverty. Participation in the Award scheme will improve physical and mental wellbeing and enhance the opportunities of attainment and employability skills.	Core areas of work in relation to Duke of Edinburgh Awards were initially impacted by COVID-19, however significant work was undertaken with D of E to update and review requirements for expeditions to allow these to proceed in line with social distancing requirements. Trips are now being based on routes that allow pupils to walk from their schools to pre-designated sites where the camping element of the expedition can also proceed. The success of this approach may be continued following the relaxation of restrictions as it has led to greater awareness amongst participants of the outdoor opportunities and spaces that are within Renfrewshire.	100%
Develop and enhance youth voice and participation initiatives which ensures youth issues are a key element of local and regional decision-making processes.	Young people are actively engaged in influential decision-making processes which brings a positive personal change locally and nationally	Young people have been very active over the COVID-19 period and have successfully continued to deliver the Youth Challenge participatory budgeting process through local area partnerships using online voting and awareness raising. This is one of the few participatory budgeting exercises to have been progressed anywhere in Scotland over the past year. Young people have also continued with regular Renfrewshire Youth Voice activities online and have engaged actively in opportunities to support and combat isolation through the lockdown periods. Erskine Youth Voice have successfully developed the Bargarran Playpark proposal - ensuring all community consultation was carried out and analysed and working with providers to develop a scheme that meets the needs of local residents with an innovative and intergenerational play park scheme which is currently being installed.	100%

Performance Indicator	Current Status	Trend	2018/19		2019/20		2020/21				2020/21 YEAR END		Comments
			Value	Target	Value	Target	Q1 Value	Q2 Value	Q3 Value	Q4 Value	Value	Target	
Number of young people engaged in community programmes			New indicator		1,700	2,000	Not measured for quarters				4,928	2,200	This includes 2,080 children and young people, vulnerable or of key workers, participated in the Childcare Hubs and Street Play Initiative that was delivered by the CLAD team over the summer school holidays 800 home learning and activity packs were delivered to targeted young people over the year month period, who then took part in campaign and RYV youth survey on the pandemic, online digital activities, mental health and wellbeing activities.

									<p>22 young people and families have taken part in a STEM outdoor activity.</p> <p>30 young people continue to be involved in Youth Voice Programme, working with wider groups of 35 young people.</p> <p>Supported 87 applications by/for young people to the Celebrating Renfrewshire Fund; 1,721 young people cast 5,163 votes to distribute £150,000 to community-based youth projects.</p> <p>Outreach work in partnership with other youth work agencies resulted in contact with 157 young people to signpost them to support services and to carry out youth consultation.</p> <p>8 young people continue to be involved in Art Boss a partnership project with Renfrewshire Leisure to be arts producers.</p> <p>30 vulnerable young people have participated in youth work activities in an outdoor setting.</p> <p>45 young people and families received a Connected Scotland laptop and MIFI device along with support from Youth Services staff trained as digital champions</p> <p>In addition, there were individual support phone-call contact through Neighbourhood Hubs and Local Action Team in order to support residents of Renfrewshire; links to food bank/support services/vaccination centres/etc.</p>
Number of Young people in receipt of Young Scot National Entitlement Card			New indicator	17,553	15,900 (+/-3%)	Not measured for quarters	17,218	15,900 (+/-3%)	<p>This figure is reported from our annual Young Scot PI Report (April 2019 - March 2020). This represents approx. 57% of the estimated youth population of 11-25yr olds in the authority.</p> <p>Due to COVID-19 the P7 Bulk process was not able to be delivered as normal in May. The process was postponed and scheduled to be delivered when schools returned in August. The process was</p>





									<p>interrupted as permission was sought to access schools under the varying restrictions. This resulted in a delay with the process re-started in November. All but one Secondary School was covered, with card processing taking place in Jan/Feb 2021. The number of new cardholders was impacted by COVID-19 in relation to low school attendance; normally every Bulk Process reaches 2,000 young people per year; this Bulk process was 813. An additional 200 card applications were*processed by Youth Services in partnership with partners and trusted sources.</p> <p>The next bulk process is scheduled, and planning is underway to roll out to P7's in May-June 2021.</p> <p>Renfrewshire Council has now registered to enable young people to apply for their NEC card online (Get your Own NEC card). The bulk process still needed for maximum reach and to ensure young people who cannot upload ID, will have their card for the introduction of free bus travel initiative that Scottish government has endorsed and will come in later in the year.</p>
Number of Young Scot reward users			New indicator	4,388	3,800 (+/3%)	<p>Young Scot is no longer measuring or reporting the number of Reward redemptions. The figures in the past reflected the incentives and targeted rewards packages offered through Scottish Attainment Challenge funding partnership with Young Scot.</p> <p>Annually there have been 880 membership registrations to engage with the Young Scot rewards platform; young people need to register for YS Rewards. There have been 1,289 Activity completions, and 860 Reward redemptions</p> <p>24 Young Carers have signed up for the Young Carers Opportunities Packages with 217 opportunities available.</p>			
Number of online engagements in local Young Scot information platform			New indicator	14,221	19,300	Not measured for quarters	16,701	19,300	<p>Online engagement had 16,701 views to the Young Scot site from our local authority area.</p> <p>Celebrating Renfrewshire Fund; 1,721 young people cast 5,163 votes to distribute £150,000 to community-based youth projects.</p>





									#YSHive is a service design approach to ensure young people are at the heart of policy design and service improvement. #YSHive empowers young people to share power with organisations as they collectively tackle society's toughest challenges. Two young people from Renfrewshire have joined the Historic Scotland Youth Forum and three have joined the Youth Loneliness Panel
Number of young people aged 14 plus registered and participating in the Duke of Edinburgh Award programme			New indicator	261	270	Not measured for quarters	584	350	<p>There are 584 registered and active participants in the DofE programme in Renfrewshire; at Bronze, Silver and Gold levels. In response to COVID-19, participants have been encouraged to continue to progress in their award with support on changing and adapting their Volunteering, Physical and Skills sections to on-line and home learning activities. The COVID-19 impact resulted in Youth Services co-ordinating an "Expeditions With A Difference Plan" which supported 85 young people to complete their Bronze expeditions safely on approved local routes within Renfrewshire.</p> <p>Training and CPD opportunities and support for DofE Leaders and Volunteers are being offered in preparation for the forthcoming expedition season in 2021; this has been delivered in conjunction with DofE Scotland and has aimed at capacity building in schools</p>
The number of individual participants engaged in learning programmes.			New indicator	1,700	2,000	Not measured for quarters	602	2,200	<p>Throughout 2020/21 the ALLS team focussed on engaging with more vulnerable learners and ensuring they had appropriate support to reduce feelings of isolation and anxiety.</p> <p>This figure does not include engagement with communities as a result of staff redeployment to support Renfrewshire's COVID-19 Response, for example working in Neighbourhood Hubs; nurseries, family centres and out of school care; summer childcare hubs for children of key workers or the asymptomatic testing centre.</p>

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

What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
Deliver the Environment Strategy within the current Local Development Plan (LDP)	<p>The Environment Strategy will help deliver the following LDP objectives</p> <ul style="list-style-type: none"> • Development that neither individually nor cumulatively causes significant environmental impacts. • An enhancement in the natural, built and cultural heritage environment of Renfrewshire in support of the health of its communities, attractiveness of its places and strength of its diverse economy • Measures to reduce and mitigate for the effects of climate change 	<p>Protection and enhancement of the environment and greenspace are central to supporting the delivery of the spatial strategy within the Renfrewshire Local Development Plan and contributing to the Council's corporate objectives.</p> <p>The Local Development Plan aims to use effective spatial planning to mitigate the impact of climate change, for example supporting the reuse of brownfield land, encouraging sustainable transport modes and incorporating renewable energy technologies in new developments.</p> <p>Through the reporting period this effective spatial planning has provided a framework for the Renfrewshire Food Growing Strategy, good progress in the Renfrewshire Biodiversity Action Plan and seen a refresh of the Renfrewshire Core Path Plan.</p>	100%
We will deliver key outcome 4 from the Local Housing Strategy (LHS) - <i>Homes are Energy Efficient and Fuel Poverty is minimised.</i>	<p>The LHS sets out plans to make homes more energy efficient and tackle fuel poverty by:</p> <ul style="list-style-type: none"> • Improving energy and fuel efficiency of existing and newbuild housing • Maximising grant funding secured from national energy efficiency programmes. • Working with other services to ensure that people have access to good quality, easily accessible, fuel poverty and energy efficiency advice; • Working with other services to maximise household budgets; • Working with other services to assist householders to use their energy efficiently to reduce their fuel costs; 	<p>Renfrewshire Council continue to install photovoltaic panels and mechanical ventilation as standard within new homes developed as part of the Council's new build programme and full consideration will be given to any new technology developed, for future new build housing.</p> <p>The Council have undertaken a number of pilot projects in recent years, including fabric improvements, renewable energy/technology (such as air and ground source heat pumps), as well as solar photovoltaic, battery storage, heating controls and mechanical ventilation. These projects seek to identify the best use of council investment within our capital programme in order to meet EESSH 2020 and 2032.</p>	100%
Deliver the Team Up to Clean Up campaign throughout Renfrewshire, involving local communities	Renfrewshire will be a cleaner place to live work and visit. Communities will be engaged and participating in Team Up to Clean Up activities	The COVID-19 pandemic acted as a catalyst for Team Up to Clean Up litterpicking activity. Volunteers, many furloughed or with less hours needed on site for work, ventured out alone, or with their families, to clean up their neighbourhoods. This resulted in almost 700 litterpicking kits being handed out to volunteers across Renfrewshire in 2020/21. An unprecedented volume of community activity has taken place over the last 12 months; 2,958 volunteers have gone out litterpicking on 1,842 occasions, removing 8,781 bags of litter from Renfrewshire streets and green spaces. StreetScene Services supported the Campaign by promptly uplifting bags and disposing of flytipping. The group's Facebook community group has grown from 750 members in 2019, to 2.4k group members.	100%

What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
		<p>The appetite to improve the cleanliness, appearance and safety of communities is evident with volunteers undertaking large scale operations. Almost 800 bags of litter and flytipping were removed from the Black Cart River, the White Cart River and Renfrewshire's River Clyde. Ongoing work in Jenny's Well Nature Reserve continues with a group of around 10 volunteers reclaiming the paths, removing in excess of 300 bags of litter and presenting historical embedded flytipping for uplift by StreetScene Services. These, and other, large community efforts through 2020 were complimented by the removal of 110 tonnes of flytipped waste from the Sergeants Law gorge, and 130 tonnes of flytipping removed from the old Craigelea Playing Fields in Ferguslie. This was funded through Renfrewshire Council's Environment and Place workstream.</p> <p>Team Up to Clean Up secured the Renfrewshire Council's Chief Executive Award in January 2020, in addition to a CoSLA and SPSA award in 2019. The team were further shortlisted for a UK MJ Award in 2020 in the Best Council Service Team category. To further demonstrate the success and impact of the campaign, the Local Government Benchmarking Framework, which details Scottish performance data, ranked Renfrewshire 12th in the cleanliness category, from 32 authorities, this is a climb from 21st place in 2019.</p>	















Performance Indicator	Current Status	Trend	2018/19		2019/20		2020/21				2020/21 YEAR END		Comments
			Value	Target	Value	Target	Q1 Value	Q2 Value	Q3 Value	Q4 Value	Value	Target	
Air Quality - Annual average PM10 value across all continuous monitoring sites			13.75	18	14.3	18	Not measured for quarters				N/A	18	Data is calculated annually and not available until the middle of the following year following validation by the Scottish Government.
Air quality - average nitrogen dioxide value of monitoring sites, within AQMA(s) exceeding limits			40.8	43	41.1	42	Not measured for quarters				N/A	41	Data is calculated annually and not available until the middle of the following year following validation by the Scottish Government.











Food Hygiene Information Scheme - % of premises which currently achieve a Pass rating			98%	97%	99%	95% (+/- 3%)	99%	99%	98%	98%	98%	95% (+/- 3%)	Total Number in scheme: 1326. 1299 pass
Number of properties in scope of the EESSH that meet the standard			New indicator	78%	100.0%	Not measured for quarters					86.6%	100%	<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 approved demolition programmes and currently void and we have reported 762 properties as exemptions from EESSH in terms of SHR guidance.</p> <p>After applying allowable exemptions, the council is 93% compliant with the EESSH2020 target. From next year, performance will be calculated against the new EESSH2032 target – our compliance against this measure will be significantly lower, however, an EESSH Strategy is in development to address requirements of the 2032 standard.</p>

Strategic Outcome 5: Working together to improve outcomes

What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
We will use the Annual Return on the Charter (ARC) to Scottish Housing regulator (SHR) process to drive improvements across housing services.	The ARC tracks the quality of service provided to tenants and provides benchmarking and tenant scrutiny of the services provided. We use this to inform what areas we will focus on for improvement.	<p>As anticipated, overall performance during 2020/21 has been significantly impacted by the COVI-19 Pandemic, including;</p> <ul style="list-style-type: none"> Gas servicing processes. There has been a reduction in the number of routine repairs carried out, however, emergency repairs have continued to be completed throughout the pandemic period. 	100%

What are we doing?	What difference will we make?	What did we achieve between April 2020 and March 2021	Percentage complete
		<ul style="list-style-type: none"> Void repair work was undertaken where possible in order to maintain a supply of available housing that could be utilised as additional temporary accommodation. Letting activity has been severely affected since March 2020, with the service initially focusing on homeless applicants and those with highest level of housing needs. <p>There has been a slight reduction in the rent collection rate, however, the Council fares well in this indicator when compared to other local authorities.</p>	
Implement Communities, Housing and Planning Services' workforce plan	Implementing the plan will ensure our employees are deployed to the right place with the right skills at the right time.	During 2020/21 the Council began to develop "Our People, Our Future", a new People Strategy which will be launched in 2021. This five year plan will have an immediate focus on supporting staff and services within the context of the pandemic and the recovery phase. The strategy will be focused on high-level outcomes and with a flexible approach which will be bespoke for each service, reflecting the particular requirements of each service and group of staff.	100%
Develop and implement a programme of self-assessment	We will ensure staff across all service areas within Communities, Housing and Planning Services have an opportunity to be involved in a self-assessment exercise. This work will drive service improvements and identify better ways of working to benefit both staff and service users.	The roll out of the programme is currently on hold as the corporate focus is on engaging with staff through the Council's Values project. We continue to engage at a national level with other local authorities and the Improvement Service to support, learn from and help influence the national direction for self-assessment.	On hold
Improve Tenant Participation by delivering the Customer Engagement Action Plan.	<p>The Action Plan outlines how we will strengthen and increase tenant participation and support engagement, to help inform ongoing service development and continuous improvement.</p> <p>During 2020, we will undertake a review of the Customer Engagement Strategy, to include:</p> <ul style="list-style-type: none"> Review of consultative processes Review of the Neighbourhood Housing Forums <p>Scope out opportunities to consult and engage with tenants using digital methods</p>	<p>Engaging with tenants has proved to be challenging during this last year. However, the service has adapted and carried out on line consultations with tenants groups such as the Tenant Scrutiny Panel and the Council Wide Forum.</p> <p>Tenant representatives have been provided with devices and data sims to allow them to continue to participate.</p> <p>The aims and objectives of the Customer Engagement Strategy have been reviewed and a report will be presented to the CHAPs board in 2021 regarding an improved approach to Customer Engagement.</p>	100%
Ensure Council Officers with incident response duties are suitably trained to carry out this role	Trained Council Officers able to carry out role incident duties effectively and efficiently	While we have had fewer formal training and exercising opportunities, the fact that the Council's responders have been engaged throughout the year in a "slow burn" live event has given more training and live testing of governance, response and recovery arrangements. This has also given us the opportunity to debrief and learn lessons in an ongoing situation than any mock scenario based event could ever hope to achieve.	100%

Performance Indicator	Current Status	Trend	2018/19		2019/20		2020/21				2020/21 YEAR END		Comments
			Value	Target	Value	Target	Q1 Value	Q2 Value	Q3 Value	Q4 Value	Value	Target	
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.			5.76%	5.70%	5.70%	5.70%	6.02%	6.75%	6.94%	6.86%	6.42%	8%	Although rent arrears have increased over the course of the current pandemic. The increases have been marginal. A revised target of 8% (current Scottish Average) has been set for the duration of the current pandemic to take account of effective arrears management during the pandemic.
Rent collected as percentage of total rent due in the reporting year.			100.0%	98.0%	99.5%	98.0%	95.57%	96.35%	97.56%	98.49%	98.98%	98.0%	Arrears escalation activity has been suspended, officers are making contact with tenants to check on health and well-being and offering advice, support and signposting to relevant services where required.
Average length of time taken to re-let properties in the last year			38 days	38 days	45 days	37 days	87 days	97 days	70 days	93 days	86 days	37 days	Re-letting activity has been severely affected since March 2020, with the number of properties re-let over the year by around two-thirds compared to last year. Additionally due to the pandemic there have been restrictions in bringing void properties back into the letting pool.
Percentage of rent loss due to voids			1.40%	1.40%	1.52%	1.40%	1.1%	1.14	1.38%	1.6%	1.6%	1.6%	Re-letting activity has been severely affected since March 2020, with the number of properties re-let over the year by around two-thirds compared to last year. Additionally due to the pandemic there have been restrictions in bringing void properties back into the letting pool.
Percentage of reactive repairs carried out in the last year completed right first time			88.1%	93%	82.6%	93%	Not reported for quarters				85.07%	93%	From the total number of reactive repairs completed (14150) a total of 12,037 repairs were completed right first time during the reporting year.
Percentage of Overall Repairs Completed Within Target			95.9%	94.4%	94.3%	94%	96.14%	93.61%	97.48%	96.65%	95.94%	94%	This figure continues to be above target and has increased compared to both 2018/19 and 2019/20.
Average length of time taken to complete non-emergency repairs			6.9 days	15.0 days	7.8 days	15.0 days	13.5 days	17,3 days	8.1 days	9 days	10.7 days	15.0 days	A total of 15,158 non-emergency repairs were completed in the last year.

(days)													
Average Time for processing Planning Applications (Householder)			6.9	8	6.1	8	6	6.9	N/A	N/A	N/A	8	This indicator is verified by the Scottish Government bi-annually. Quarter 3 and Quarter 4 figures (and hence yearend figures) have not been verified and are not yet available.
Application Approval Rate		N/A	97.7%	N/A	97.3%	N/A	97.7%	98.2%	N/A	N/A	N/A	Data only	This indicator is verified by the Scottish Government bi-annually. Quarter 3 and Quarter 4 figures (and hence yearend figures) have not been verified and are not yet available
Percentage of applications dealt with under delegated authority		N/A	97.5%	N/A	98.1%	N/A	100%	97.6%	N/A	N/A	N/A	Data only	This indicator is verified by the Scottish Government bi-annually. Quarter 3 and Quarter 4 figures (and hence yearend figures) have not been verified and are not yet available
Time to issue a building warrant or amendment to warrant from receipt of application (days)			83.9	60.0	85.6	60.0	87.7	96.6	106.3	N/A*	N/A*	60	There is the expectation that performance will be improved through introduction in 2021 of a new applications system which can lead to the digitisation of a number of previously lengthy administrative processes for these teams. * Quarter 4 and consequently year-end figures are not yet available due to the migration to the new applications system.
Percentage of first reports issued within 20 days (Building Standards)			61.2	95.0	59.2	95.0	58.6	59.2	34.6	N/A*	N/A*	95.0	There is the expectation that performance will be improved through introduction in 2021 of a new applications system which can lead to the digitisation of a number of previously lengthy administrative processes for these teams. * Quarter 4 and consequently year-end figures are not yet available due to the migration to the new applications system.
Percentage of building warrants or amendments issued within 10 days of receipt of all satisfactory information			61.2	90.0	53.0	90.0	61.5	46.4	34.0	N/A*	N/A*	90.0	There is the expectation that performance will be improved through introduction in 2021 of a new applications system which can lead to the digitisation of a number of previously lengthy administrative processes for these teams. * Quarter 4 and consequently year-end figures are not yet available due to the migration to the new

													applications system.
Total Percentage of frontline (stage 1) complaints responded to within 5 working days			90.1%	95%	92%	95%	86%	84%	84%	88%	86%	95%	During 2020/21 a total of 603 frontline complaints were received and 517 were answered within 5 working days.
Total Percentage of investigation (stage 2) complaints responded to within 20 days			82.4%	95%	96%	95%	100%	100%	90%	100%	96%	95%	During 2020/21 a total of 26 investigation complaints were received and 25 were answered within 20 working days.
Average number of work days lost per full time equivalent (FTE) employee. (cumulative)			9.73	8.5	11.75	8.5	1.88	2.09	3.23	2.41	9.61	8.5	The number of days lost in 2020/21 was lower than in both 2018/19 and in 2019/20.