
To: Finance, Resources and Customer Services Policy Board

On: 21 November 2024

Report by: Chief Executive

Heading: Chief Executive's Service Improvement Plan 2024/25 Mid-Year Monitoring Report

1. Summary

- 1.1 The Chief Executive's Service Improvement Plan 2024-27 was approved by the Finance, Resources & Customer Services Policy Board in September 2024. The plan sets out the priorities for the development of the service over a three-year period. These priorities are aligned to those set out in the refreshed 2022-27 Council Plan, which was approved by the Leadership Board in June 2024. The Service Improvement Plan sets out the actions which will ensure continuous improvement across the service and the performance indicators which ensure the impact can be measured.
- 1.2 This report contains details of the Chief Executive's Service performance and achievements over the period 1 April 2024 to 30 September 2024. The main purpose of the report is to provide:
- details of the key achievements of the service over the period,
 - a progress update on implementing the action plan linked to the 2024-27 Service Improvement Plan,
 - an assessment of performance in relation to the service scorecard of core performance indicators, and
 - an overview of priorities for the service over the next six months.
- 1.3 Over the past six months, the service has made good progress in delivering positive outcomes for Renfrewshire and its residents. This is within an operating context that remains complex and fast-moving, with local government as a sector continuing to face significant financial challenges.

1.4 Key achievements in the last six month have included:

- The completion of the refurbishment of Paisley Arts Centre;
- The refresh of Local Partnership membership and 2024/25 grant funding round and the launch of the Local Voices, Local People, Local Priorities campaign which will support the identification of local priorities and development of new Local Partnership Plans;
- Getting the new Renfrew-Yoker bridge in place and commencing testing;
- Delivery of our first Historic Buildings in Villages grant scheme;
- Delivery of the Renfrewshire Economy Conference and the Renfrewshire Anchor Supply Chain event;
- Continuing to deliver the Fairer Renfrewshire programme including the launch of the next Winter Connections Programme, winter school clothing grants, schools and family advice and pension credit campaigns amongst a range of activities undertaken.
- delivering the Summer of Fun holiday programme for children, young people and families in Renfrewshire, with almost 2800 attendances at the summer holiday camps alone, and an estimated 1900 children benefiting from activities delivered by local community and third sector organisations
- The Alcohol and Drugs Change Programme is nearing completion, a series of qualitative research activities have been commissioned, and the findings of these will support the overall evaluation of the programme. Our District Heating Network winning the Delivering Excellence award at this year's COSLA Awards;
- The work of Future Paisley to promote engagement with arts and cultural activities.

2. Recommendations

2.1 It is recommended that the Finance, Resources & Customer Services Policy Board notes:

- a) the contents of this report;
 - b) the progress to date on delivering the actions contained within the Chief Executive's Service Improvement Plan;
 - c) the current performance of the service as measured by the scorecard indicators;
 - d) that an outturn report on the full year performance for 2024/25 will be brought to this Board in June 2025.
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3. Background

- 3.1 Service Improvement Plans are a clear statement of the outcomes each service wants to achieve, the actions it will take to achieve this, and the performance measures it will use to monitor progress and measure success. Updates on the actions and performance measures are included as an appendix to this report.
- 3.2 Service Improvement Plans fit within the wider framework provided by the Council Plan and the Community Plan. They ensure elected members have oversight of developments within the service and consider and develop policy options which reflect customer need and resource availability.
- 3.3 Section 4 of this report gives details of service activity and achievements over the period April-September 2024. Section 5 discusses actions amended, delayed or cancelled, and any new actions added to reflect additional priorities identified since the plan was approved. Section 6 provides a narrative on performance and Section 7 summarises the service priorities for the period until March 2025.
- 3.4 An outturn report detailing full-year performance will be submitted to board in June 2025.

4. Service Achievements April to September 2024

- 4.1 The Chief Executive's Service has a broad remit, from large-scale infrastructural projects and events to one-to-one support for individuals. This diverse remit is reflected in the many achievements of the service over the last six months, outlined below by theme.

4.2 Place

- Membership of our Local Partnerships has been refreshed and inductions have taken place for community representatives. During the summer, Local Partnerships held workshops to update their local priorities. A new Local Partnerships Development Officer has been appointed and will have a key role in supporting the development of partnerships going forward.
- A new round of the Retail Improvement Scheme is underway, awarding grants to shop owners to upgrade their shopfronts. Officers are also working with landlords of prominent buildings in our town centres to explore opportunities for regeneration.
- The Historic Buildings in Villages grant scheme has been opened, and owners of buildings built before 1945 can apply to the Regeneration team for funding to plan and carry out repairs. The scheme has proved very popular and is already

over-subscribed in its first year and officers will continue to look for funding streams which can fund further grants.

- The regeneration of town centres is progressing, with a new Vision for Johnstone developed, and work underway on proposals for Erskine's public spaces.
- Progress continues in the delivery of the Council's £100m cultural infrastructure programme - Paisley Arts Centre has reopened following its comprehensive refurbishment, and work is ongoing to complete Paisley Museum, a world class destination telling Renfrewshire's story, which is scheduled for reopening in 2025.
- Work to support the development of Renfrewshire's new Events Strategy continues, with five years of event data and insight analysed, and workshops and focus groups with the cultural sector and local groups recently completed. The new strategy and events programme will be presented to the Leadership Board in early 2025.

4.3 Economy

- The Renfrewshire Economy Conference took place in June 2024 and drew attendees from across the public, private and third sectors. One of the key themes was community wealth building (CWB), and feedback from the event will inform future work on CWB.
- The Anchor Supply Chain event in October 2024 was the latest in a series of events targeting local businesses and offering support and guidance on tendering for public contracts. The event was supported by partners – the NHS, University of the West of Scotland and Scotland Excel.
- Work on Renfrewshire's Investment Proposition to attract companies and organisations to the area has already resulted in a web page with more information about our investment locations and two reports highlighting opportunities for growth and aligning priorities with capacity. Further work underway is the development of a dedicated investment website for the Advanced Manufacturing Investment District Scotland (AMIDS).
- In relation to AMIDS, the joint venture continues to work well, and work on the Tech Terrace development is progressing, with the first occupier expected by early 2026.

4.4 Fair

- The Fair Food Renfrewshire steering group meets quarterly and has now been confirmed as a member of the UK-wide Sustainable Food Places network, which gives access to shared learning and resources. The steering group has developed a six-month plan with three priorities focused on food poverty, growing grounds and access to education and training on nutrition and cooking.

- The Fairer Renfrewshire programme has recently launched its third Winter Connections programme, with funding supporting local groups to provide social activities and hot food and drinks for anyone in our community who would like to come along. The programme helps tackle food poverty and isolation, and encourages creativity and social cohesion.
- Work continues to develop place-based models to help tackle child poverty, and a proposal has been developed for Gallowhill. A community needs assessment for the area is currently being undertaken.
- There has been focused activity in relation to our approach to equality impact assessment, with refresher work taking place across all services. This has included input on new duties such as the United Nations Convention on the Rights of the Child.
- The Alcohol and Drugs Change Programme is nearing completion, a series of qualitative research activities have been commissioned, and the findings of these will support the overall evaluation of the programme. A report on the qualitative research, which is covering six projects, is expected in January 2025. A report on that work will be presented to the Fairer Renfrewshire sub-committee thereafter.
- The Chief Executive's Service leads on the Trauma Informed and Responsive Renfrewshire programme, and a recent focus has been on the development of a Level 1 online training resource, and on refreshing the membership of the steering group. In order to build a network of staff able to deliver training, colleagues are being supported to apply for national train the trainer events.
- New partnership governance arrangements have been put in place for Community Learning and Development – a Partnership Executive Group and a Partnership Forum have both been established and meet regularly. A new CLD Partnership Plan has recently been approved and sets out how activity will be co-ordinated and delivered across Renfrewshire. The plan will be subject to regular reviews.

4.5 Green

- Our innovative District Heating Network recently won the Delivering Excellence Award at the recent COSLA Awards. The award, sponsored by the Scottish Government, recognises excellence over and above the other award categories and the winner is selected from the fifteen finalists nominated in other categories.
- Phase 2 of our Plan for Net Zero is underway and work is taking place to identify the necessary skills, and the skills gap in our local workforce, so that targeted work can be done on green skills development.
- Option development work on the AMIDS South Active Travel Plan is taking place, with the first phase considering expected site occupancy in order to shape potential plans.

4.6 Living Our Values

- The first contract in the redevelopment of the new website (part of the digital experience strategy) has been awarded and possible suppliers for web hosting are being evaluated. A rewrite of all existing web content is underway, with the current phase focused on Housing, Council Tax and Benefits, and Waste and Recycling. Supporting this, significant behind-the-scenes technical work is also progressing.
- A corporate improvement plan has been developed by the Corporate Management Team following a programme of corporate self-assessment activity. The next phase of self-assessment is being developed and will reflect work recently undertaken, such as the development of staff forums and the staff survey.
- Two service reviews are continuing within Chief Executive's; the first is the review of data analytics which is aligned to the work of the internal Data Advisory Group; and the second is the development of a new Connected Communities function within the Chief Executive's Service which will bring together staff from the existing Community Learning and Development and Partnership and Inequalities teams.
- Documentation, including a toolkit and checklist, are being developed to support best practice in relation to external consultation and engagement. This will result in a new Engagement Policy and a specific action on this has been added to the Service Improvement Plan.

4.7 Improving Outcomes for Children and Families

- Future Paisley continues to provide a range of opportunities for children and young people to engage with arts and culture. This includes the Creative Learning Studio attached to the Jupiter+Paisley installation on the High Street which has engaged with 125 secondary school pupils to date and is delivering CPD sessions for primary school teachers. The Progression Pathways pilot earlier this year made visible the further and higher education and employment opportunities in the cultural sector, and another two-day programme is planned within this academic year. Castlehead High School's partnership with Glasgow School of Art has helped confirm it as one of four schools taking part in a UK-wide pilot which will see each school given funding to work with 10 pupils on an artistic response to the word Hope.
- Our recently approved CLD strategy has a very strong focus on The Promise, and this will be reflected not only within Youth Services but across the wider CLD offer.
- In addition, a number of colleagues across the Chief Executive's Service have completed their Promise Keeper training, with further work underway to continue to reflect our commitment to Keeping the Promise within our service planning processes.

5. Changes to Actions

- 5.1 Two new actions have been added to the Service Improvement Plan, under the Place theme. These both relate to engagement with residents:
- Develop and implement a new Engagement Policy to support council services deliver a consistent, authentic approach to engagement and consultation and to encourage residents to shape decision making;
 - Deliver a new annual resident survey to strengthen our performance data and to generate regular feedback on perceptions and local priorities.
- 5.2 The action 'Deliver a sustainable transport link between AMIDS, Paisley Gilmour Street and Inchinnan' will now be progressed by Environment, Housing and Infrastructure, and will therefore be removed from this plan.
- 5.3 The timeline for the delivery of the new website has been revised, in order to support other corporate priorities - the updated due date for completion is 31 March 2027. Good progress continues to be made, with the delivery contract awarded and the hosting contract currently in the evaluation stage.

6. Progress against performance measures

- 6.1 The Chief Executive's Service reports on 35 performance indicators of which 8 are reported annually, and 27 are reported quarterly. The attached scorecard contains the data for Quarters 1 and 2, covering 1 April 2024 to 30th September 2024. Quarterly indicators are compared with the previous two quarters while annual indicators are compared with the previous two years.
- 6.2 Of the 27 indicators that are measured on a quarterly basis, 15 are on track or above target, 2 are close to hitting the target and 10 have missed the target. One indicator is data only and has no target.
- 6.3 Participation in the events programme was behind target in Q2 due to the scheduling of events, but is ahead of target overall for the first half of the year. This also applies to the number of volunteering hours at events and overall attendance.
- 6.4 The number of school visits to raise awareness of environmental action and the impact of anti-social behaviour was behind target in Q2, because of a concentration on visits in the first quarter of the year, when 71 were undertaken against a target of 25. Quarterly targets will be reviewed to ensure they align with key periods of activity.
- 6.5 Indicators relating to building standards missed targets but are showing a trend of improvement. These service areas have experienced recruitment and

retention issues which are common across councils for those fields of expertise, and this has impacted service delivery. Recent recruitment is already contributing to improvement in timescales. The time to issue a building warrant was 104 days at the end of 2023/24 and was 81 days by the end of Q2. Over the same timeframe, the percentage of first reports issued within 10 days increased from 69.6% to 77.3%.

- 6.6 The time taken to process planning applications was 14.7 weeks in Q2, against a target of 8 weeks. The team are processing a number of 'legacy' applications which have been in the system for a long time, and this has affected the average time this year. It is expected that this will also impact Q3, but timescales should reduce once those have been dealt with. This is an area where performance had previously been meeting the target.
- 6.7 The two complaints handling indicators are behind target, with 48.3% of frontline complaints and 75% of investigation complaints dealt with in the required timescale; the target for both is 85%. An audit of complaints handling across all services was recently carried out and the results will be used to inform improvement actions. Targeted work will be undertaken within the service to address areas causing delay.

7. Priorities over the next 6 months

- 7.1 In common with all Council Services, the Chief Executive's Service continues to contribute to the Council's overall financial sustainability programme:
- Providing strategic communications and marketing, data and policy support to other services, contributing to broad corporate support alongside colleagues from Finance and Resources;
 - Exploring innovative ways of delivering our services, such as commissioning cultural services and our Connected Communities review;
 - Supporting national workstreams, such as work on migration and asylum, and on trauma-informed approaches.
- 7.2 The delivery of the Connected Communities review will be a priority for the next six months. This programme will bring together work within the Council to support communities and will forge stronger partnerships with the third sector and communities.
- 7.3 The new Events Strategy will be delivered in early 2025 and will be informed by extensive analysis of previous events and engagement with local stakeholders. It will set out the future direction for annual events run by the Council.
- 7.4 The work to review the use of green spaces and public space in Erskine will be completed and should inform a future direction for its town centre.

- 7.5 Work to boost the local economy will be supported through ongoing community wealth building activity, further work on making Renfrewshire attractive to investors, and the continued development of AMIDS.
 - 7.6 Should the update to the National Good Food Plan be finalised, the Council can progress the development of its own Food Strategy, ensuring it aligns with the national policy direction. The delivery of the third Winter Connections will also be a key focus for the Fairer Renfrewshire programme, as will our cross-service and multi-agency approach to tackling child poverty in Gallowhill.
 - 7.7 As part of the ongoing programme of work to ensure the Council demonstrates our delivery of Best Value, a new phase of corporate self-assessment will take place, and will build on the existing improvement plan and recent developments such as the launch of staff forums for each service, and a staff survey.
 - 7.8 An engagement strategy will be produced before the end of 2024/25 providing a clear corporate approach to customer engagement and consultation. It will be supported by guidance and a toolkit for staff.
 - 7.9 Delivery of the first phase of a new Renfrewshire.gov.uk.
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Implications of the Report

- 1. Financial** – This report notes the financial challenges facing the local authority and the work that will be undertaken by the service to support the financial sustainability strategy.
- 2. HR & Organisational Development** – None
- 3. Community/Council Planning** – Service Improvement Plans reflect the contribution of each service to the Council and Community Plans.
- 4. Legal** – None
- 5. Property/Assets** – The report notes progress on work relating to council property and sustainability.
- 6. Information Technology** – Digital resources are now key to the delivery of services and strategies are in place to manage this. This report shows how digital channels are being used to convey information to staff and the public, including campaigns to advertise events and attract people to the area.

7. Equality & Human Rights - The Recommendations contained within this report have not been assessed in relation to their impact on equalities and human rights because it is a progress report for noting. Any project reported within this report should be assessed individually.

8. Health & Safety – None

9. Procurement – None

10. Risk – Risks related to the delivery and management of services are regularly monitored and included in Renfrewshire Council's Corporate and Strategic Risk Registers.

11. Privacy Impact – None

12. COSLA Policy Position – None

13. Climate Change – The report notes progress and future priorities for the Council's Plan for Net Zero through its management of council property.

14. Children's Rights – The report notes specific actions targeted at improving outcomes for children and young people.

List of Background Papers: None

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Appendix Chief Executive's Service Improvement Plan 2024 – 27 Mid-Year Report November 2024



Chief Executive's Service

Service Improvement Plan 2024 - 27

Mid-Year Report

November 2024

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

Welcome to our six-monthly update

- This update reflects on the first six months of our Service Improvement Plan, highlighting areas where we are already making progress and some areas we want to focus on more, perhaps because performance isn't moving in the direction we anticipated or because of other pressures or factors that makes this even more of a priority for us.
- Different services will contribute more towards some Council Plan Strategic Outcomes than others, so this report focuses on areas to which the Chief Executive's Service contributes more significantly. However, a full update against all the actions and performance indicators we use to measure progress is included within this report.
- The Chief Executive's Service reports on 35 performance indicators of which 8 which are reported annually, and the remainder reported quarterly. This report contains the data for Quarters 1 and 2, covering 1 April 2024 to 30 September 2024. It also contains some previous trend information for those indicators only collected annually.

Place

Progress continues in the delivery of Renfrewshire's £100m cultural infrastructure programme with the refurbished Paisley Arts Centre reopening in May 2024. As well as the refurbished auditorium, the backstage areas have been enhanced with new performance facilities, improved sound and lighting, upgraded dressings rooms and enhanced workshop space for rehearsals.



The new Renfrew-Yoker bridge is in position and testing is underway.

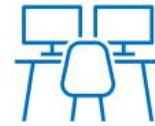
There have been awards for the new Paisley Library including the Judges' Special Recognition Award at the Herald Property Awards and ESG Refurbishment of the Year at the Scottish Property Awards



There's been a refresh of membership and priorities across our Local Partnerships

Economy

A series of cross-sector events have been held over the past 6 months including the Renfrewshire Economy Conference in June and the Anchor Supply Chain event in October, to support key themes such as Community Wealth Building and encouraging the local market to tender for public contracts.



134 local people supported in paid employment by our employability service in Q2



1270 people participating in our event programme in the first six months of 2024/25



27 new trainees in posts within Renfrewshire Council in first six months of 2024/25

Fair

Our Winter Connections programme is about to enter its third year. The 2023/24 programme distributed £85,000 in small grants (up to £2000) to local organisations to support them to provide activities in warm and welcoming spaces across Renfrewshire. The programme helps people feel less isolated, learn new skills, take part in creative activities and have fun. It also helps tackle food poverty in a dignified way. The 2024/25 programme will launch in November 2024 and activities will continue through to March 2025. For more information, please visit our [Winter Connections](https://www.renfrewshire.gov.uk/winterconnections) site.



1510 people
engaged with
Youth
Services in Q2



Winter Clothing
Grants to be
available for winter
24/25



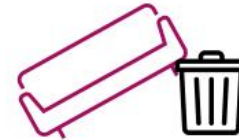
A new Partnership Plan
for Community Learning
and Development

Green

Renfrewshire's District Heating Network at AMIDS – Scotland's first of its kind fifth-generation renewable energy network – won the Scottish Government's Delivering Excellence Award at this year's COSLA Awards. Councils are not able to nominate themselves for this award – the winner is selected from across all the finalists in the five main categories. The network takes treated water headed for the White Cart river and redirects it to a new energy centre built next to the sewage works in Paisley. From there, low temperature heat between five and 18 degrees is extracted and distributed around a 3.7km loop of underground pipes, creating energy 90% greener than a gas boiler for all current and future developments within AMIDS. This green energy is a key factor in attracting investment to the AMIDS site.



80 businesses engaging with the Council on Net Zero



510 visits to flytipping hotspots by the Environmental Taskforce



6,400 members of the Team Up to Clean Up Facebook page

Living our Values

The Chief Executive's Service has been supporting the Council to demonstrate our commitment to delivering Best Value. Like all Councils, we are required to show we have in place good governance and effective management of resources, while also making sure activities focus on improvement and delivering the best possible outcomes for the public.

A corporate improvement plan has been developed by the Corporate Management Team following recent corporate self-assessment activity.

The next phase of self-assessment is currently being developed, working closely with colleagues across Services, and will reflect work recently undertaken, such as the development of staff forums and the staff survey.



Average time to process a planning application was 14.7 weeks in Q2



Staff absence averaged 1.3 days per employee in Q1



96% of FOI requests were responded to within 20 days in Q2



74,719 people engaged with our digital channels in Q2



Actions and indicators

Full list





November 2024

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



Renfrewshire
Council





Delivering the Plan – Place

Action	Due	Status	Progress update
Deliver Renfrewshire’s Cultural Infrastructure Investment Programme	31 Jul 25		Museum ongoing (being delivered by OneRen with CD&I oversight. Paisley Arts Centre’s refurbishment was completed earlier this year and the venue reopened in May 2024..
Deliver a sustainable transport link between AMIDS, Paisley Gilmour Street and Inchinnan.	31 Mar 26		This action will now be taken forward by Environment, Housing and Infrastructure.
Launch of second phase of the Local Partnerships through our new Local Plans, Local Priorities and Local Voices programme	31 Mar 25		A membership refresh has been carried out across all Local Partnerships, with a number of new Community Representatives. An induction was carried out for new and existing community representatives, which is being developed into an information pack for all Local Partnership members. In June, Local Partnerships held their special meetings to agree funding applications following the approval of updated guidance. Over the summer, Local Partnerships held workshop sessions to refresh their Local Priorities. The Local Partnership Development Officer started in post in October 2024 and will play a key role in delivering the development programme moving forward.
Proactively work with property owners to bring some of the area’s most valued assets back into use	31 Mar 25		<p>The Council has been proactive in seeking out property owners of prominent buildings within our town centres in respect of potential regeneration opportunities. This includes the potential redevelopment of the Paisley Centre into a thriving mixed-use development. Recent and ongoing investment in a number of listed buildings includes St Matthew’s Church, County Place, 5 George Place and the Liberal Club. These have been facilitated with in-depth discussions with the respective owners. The goal is to get these buildings back into use.</p> <p>There has also been engagement with landlords in respect of promoting the new Town Centre Premises Grant scheme, which launched in 2024. Its aim is to reduce the number of commercial vacancies within Renfrewshire’s town centres. Recently grant funding has been approved to help move a successful food company into a prominent unit in Paisley town centre.</p> <p>The Regeneration Team is currently managing another run of the successful Retail Improvement Scheme, which allows shop owners to upgrade their shopfronts. The scheme has invested hundreds of thousands of pounds into commercial properties across Renfrewshire. It is hoped that in some cases the scheme will act as a catalyst for some prospective businesses to invest in the area.</p> <p>Finally, the Regeneration Team have also launched Historic buildings in villages grants scheme, where owners of privately owned historic buildings (built before 1945 in the villages) can apply for funding to plan and carry out repairs, thereby enhancing the look and vibrancy of Renfrewshire’s villages. The scheme has proved to be extremely popular with it being oversubscribed in its first run. Officers will continue to look to access funding streams to fund future runs of the scheme.</p>

Delivering the Plan – Place

Action	Due	Status	Progress update
Deliver on the ambitions of our town centre strategies/visions and specifically working with partners to transform our key centres.	31 Mar 26		<p>The transformation of Paisley following delivery of the Action Plan is advancing at pace, with achievements such as creating an international culture and heritage destination and acting as a stimulus for property investment, development and re-use.</p> <p>Completed regeneration projects include the refurbishment of the Town Hall and Arts Centre and the creation of a new Culture and Learning Hub on the High Street. The other major project is the restoration of the Paisley Museum which is due to be completed next year. The publication of the Paisley Vision document acts as a further catalyst to inspire future development in and around the town centre. The Liberal Club, which was identified as a key building in the Vision, has recently been renovated, securing its long-term status.</p> <p>The Regeneration Team will be looking to refresh our town centre strategies to reflect changes that have taken place in a post pandemic environment. These strategies will align with the guidance and principles outlined in NPF4. The team has been outlining potential regeneration priorities and projects, including developing a new Vision for Johnstone which looks to improve the town centre, enhance public spaces, and support local businesses to create a more vibrant and sustainable community.</p> <p>Another commission for Erskine is currently in progress to develop proposals to make public spaces and greenspaces more appealing as part of a review of the Centre Strategy for Erskine and short, medium and long-term actions have been identified. Going forward the team will look commission further feasibility work in Johnstone, focussed specifically on the two civic squares, re-imagining of the town hall and the development of a heritage trail. Feasibility studies to develop proposals in Renfrew and Linwood will also be commissioned. Finally, a wayfinding strategy for Paisley will also be developed.</p> <p>Overall, the team will continue to bring forward regeneration proposals across our town centres.</p>
Develop and consult on a new Renfrewshire events strategy and implement a revised event delivery model.	31 Mar 25		<p>The collation of five years of event data and insight (economic and social impacts and visitor perceptions) is completed. Community engagement is ongoing with a resident survey running throughout September and returning 778 responses. The analysis of the survey is underway, and a series of supported workshop/focus groups with the cultural sector and local groups being carried out in early October. Feedback through the community engagement programme and the independent event performance data will inform the development of the new strategy and revised annual programme, which will be subject of a Board report to Leadership in February 2025. Mapping of key themes against the new National Events Strategy and early feedback from the Future Paisley evaluation is informing the approach.</p>













Delivering the Plan – Place

Action	Due	Status	Progress update
Deliver Renfrewshire's Local Housing Strategy 2022- 27	31 Mar 27		The local housing need and demand assessment has been completed and identifies the 5-year affordable housing estimates for each area in Renfrewshire, offering a profile of the property types and sizes that would be most effective in meeting housing need.
Deliver the Local Development Plan, the 10 year spatial strategy for Renfrewshire	31 Aug 27		Following the enactment of the Planning (Scotland) Act 2019, the Scottish Government have been taking steps to successfully implement the wider reforms to transform planning including the introduction of National Planning Framework 4 (NPF4) and subsequent guidance and regulations.
Design a new Connected Communities service model for the Council – implementing a new service structure and developing the corporate approach for the whole organisation	31 Dec 25		Work was being progressed to develop a new Connected Communities function within the Chief Executive's Service which will bring together staff from the existing Community Learning and Development and Partnership and Inequalities teams. This work is progressing well and more detailed update on the new structure will be provided by the end of the calendar year.
Deliver Renfrewshire's Strategic Housing Investment Programme in partnership with other housing providers in Renfrewshire	31 Mar 29		<p>The Renfrewshire Strategic Housing Investment Plan 2024-2029 has been the subject of consultation and engagement following discussions with the Scottish Government and Registered Social Landlords operating in Renfrewshire. The Strategic Housing Investment Plan (SHIP) is updated annually to take account of progress and completions in relation to delivering the affordable housing programme in Renfrewshire.</p> <p>Work is progressing to prepare the SHIP for 2025/2030 and this draft was approved by the Communities and Housing Policy Board in August 2024.</p>







Delivering the Plan – Place

Action	Due	Status	Progress update
NEW Develop and implement a new Engagement Policy to support council services deliver a consistent, authentic approach to engagement and consultation and to encourage residents to shape decision-making	31 Mar 25	NEW	This action was introduced in October 2024 and updates will be provided in the outturn report.
NEW Deliver a new annual resident survey to strengthen our performance data and to generate regular feedback on perceptions and local priorities.	31 Mar 27	NEW	This action was introduced in October 2024 and updates will be provided in the outturn report.



Delivering the Plan – Place

Indicator	Current Status	Short term trend	Long term trend	2023/24		Q1 2024/25		Q2 2024/25		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Fundraising income target				560,000	500,000	Annual only				Stewardship of donors is ongoing with the last meeting of the Appeal Trustees taking place in September 2024.
Opportunities to see or hear something positive about Paisley and Renfrewshire as part of Paisley.is destination brand				204,638,668	240m	62,965,340	37.5m	101,030,408	37.5m	Q2 marketing activity focused on promoting summer events in addition to content on cultural venues and wider and things to do in Renfrewshire. Media highlights include Sma’ Shot Day, Anya Gallaccio exhibition, Opening of Paisley Arts Centre, Paisley Central Library shortlisted for awards, Doors Open Day and Paisley Halloween Festival Launch.
Number of properties on the Buildings at Risk Register				28	27	27	27	27	27	The Buildings at Risk Register, prepared and managed by Historic Environment Scotland, includes 27 Renfrewshire properties, with 5 in progress of restoration. Properties are located across the council area including Kilbarchan, Lochwinnoch, Paisley and Renfrew. Discussions are ongoing with HES to get some buildings no longer at risk removed from the list.
Amount of Vacant and Derelict Land (hectares)				248	Data only	Annual only				The vacant and derelict land survey is undertaken each year covering the period between the 1 April to the 31 March. In 2023 there were 248 hectares of land recorded as vacant and derelict on the Council’s survey. The total amount of vacant and derelict land continues to reduce across Renfrewshire with a 6 ha reduction since last year.

Delivering the Plan – Place

Indicator	Current Status	Short term trend	Long term trend	2023/24		Q1 2024/25		Q2 2024/25		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Affordable housing completions				158	200	Annual only				Housing land audit visits were undertaken in April/May 2024 and a count of 158 social rented completions were recorded on sites included in the housing land audit. Targets are being reviewed to align with scheduled completions.
Private housing completions				505	500	Annual only				Housing land audit visits were undertaken in April/May 2024 and a count of 505 private sector completions were recorded on sites included in the housing land audit.


Delivering the Plan – Economy

Action	Due	Status	Progress update
Monitor benefits of City Deal Projects, including Glasgow Airport Investment Area, Clyde Waterfront and Renfrew Riverside and City Region wide employment programmes	31 Mar 25		Monitoring of benefits reported through the City Region PMO is ongoing.
Develop an Investment Proposition for Renfrewshire that is clear on our economic ambitions for place	31 Mar 24		<p>Two reports have been commissioned to analyse Renfrewshire’s Growth Sectors. The first highlighted that there are several opportunities which Renfrewshire needs to capitalise on to support the growth of its economy further. The second report aims to reconcile existing priorities, team capacity and skills engaged in the economic development and regeneration functions of the Chief Executive’s Department, with the future opportunities and challenges outlined in the first report and the Council’s Economic Strategy. This report highlights that there is a requirement to grow and increase visibility of Renfrewshire’s inward investment proposition to drive future economic growth and development.</p> <p>A new web page has been created which signposts the area’s main investment locations. (https://www.renfrewshire.gov.uk/article/13818/Renfrewshire-investment-prospectus)</p> <p>Future works includes looking at developing a dedicated investment page on the Invest Renfrewshire webpage. Moreover, a dedicated website to drive investment at AMIDS is being developed and is hoped to be launched later this year.</p>
















Delivering the Plan – Economy

Action	Due	Status	Progress update
Complete the Tech Terrace development and attract the first large occupier.	31 Mar 2026		This is an AMIDS joint venture obligation and the Council is fully participating to support this.
Fully participate in the AMIDS joint venture.	25 July 2024		AMIDS joint venture fully established and operational, Council is fully participating.
Develop a Community Wealth Building Plan for Renfrewshire	31 March 2025		<p>The Renfrewshire Economy Conference was held in June 2024 with attendance from key stakeholders across Renfrewshire’s public, private and third sectors. Community Wealth Building featured as part of the key economic themes and agendas with a key note presentations on CWB and the Wellbeing Economy by the Council’s Economic Development Manager and a CWB stakeholder engagement workshop delivered by the Council’s CWB Coordinator. Feedback from the workshop will be used to inform next steps in progressing the CWB agenda across Renfrewshire through building a partnership approach.</p> <p>Renfrewshire’s Anchor Supply Chain event delivered by Renfrewshire Council’s economic development department in partnership with the council’s procurement team alongside anchor procurement partners from NHS Greater Glasgow and Clyde, University of the West of Scotland and Scotland Excel was held in October 2024. The aim of the event was to develop the local supply chain in Renfrewshire to respond to procurement opportunities available in the public sector. The event highlighted public sector opportunities suitable for local SME's and focused on how local SME's can develop their procurement capability as a supplier. Businesses were encouraged to register on PCS and to develop their understanding of public procurement and the opportunities that bidding for public sector contracts can unlock. Procurement leads alongside business support organisations provided information and guidance on requirements for bidding and support available for local businesses.</p>

Delivering the Plan – Economy

Action	Due	Status	Progress update
Maximise funding for regeneration of Renfrewshire’s places through grant submissions to external sources including UK and Scottish Governments	31 Mar 26		<p>The Regeneration and Place Team have successfully secured funding through various external sources.</p> <p>Over the past 10 years the Team have been allocated £1.9m from the Town Centre Fund and £3.2m from the Place Based Investment Fund for capital regeneration projects. Between 22/23 and 23/24 we have received £1.5m in funding for capital and revenue regeneration spend from the UK Government’s Shared Prosperity fund.</p> <p>The Council has consistently been successful in RCGF funding applications, securing over £13.9m for projects over the past 10 years. This includes most recently receiving £1.08m in funding for the PACE theatre project.</p> <p>Four applications were submitted for the 24/25 allocation. We were invited to Stage 2 for two of these applications, which were duly submitted in November 2023. An application was also submitted to the Scottish Government’s Vacant and Derelict Land Investment Programme (VDLIP) and again we were successful in progressing to Stage 2, with a further application submitted in November 2023. However, due to funding reductions to the Scottish Government’s Regeneration funding, it has recently been announced that both the RCGF and VDLIP schemes have been put on hold indefinitely.</p> <p>Funding worth £85k has been secured from SEPA to investigate the potential deculverting and environmental enhancement of the Candren Burn in Ferguslie.</p>


Delivering the Plan – Economy

Indicator	Current Status	Short term trend	Long term trend	2023/24		Q1 2024/25		Q2 2024/25		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Measure of Civic Pride related to events (% of people agreeing that local events make them proud of their hometown)				91	85	Annual only				91% of people surveyed at events in 2023, agreed that local events made them feel proud of their hometown against the baseline target of 85%.
Number of people participating in the events programme				2,904	1750	890	438	380	438	Participation in Q2 was generated through the design and development of the Sma’ Shot Day parade with 80 people benefiting from advanced creative workshops and a further 300 participating in the parade.
Number of people performing in the event programme				509	400	319	100	190	100	Sma’ Shot provided 80 performance opportunities in dance, spoken word, theatre and live music including solo artist, bands and choral performances. Competitors in the Renfrew Pipe Band Competition included 5 local bands with approximately 110 competitors. Renfrewshire Schools pipe band attended the event with 38 competitors from local high schools Johnstone, Linwood, Gryffe, Renfrew and Trinity.
Number of volunteering hours supporting the development and delivery of the events programme (new)				2,020	180	151	45	23	45	Volunteers supported Sma’ Shot day with 23 hours across five volunteers in roles including parade marshalling and assisting groups, supporting behind the scenes event operations, welcoming guest and registering their attendance at ticketed events.
Number of people attending the events programme				137,927	95,000	45,000	23,750	11,567	23,750	11,567 people attended Renfrew Pipe Band Competition and Sma Shot Day in Q2. Renfrew Pipe band competition attracted 5567 attendees with 42% of those visiting from North & South Lanarkshire, Dumfries & Galloway, Dundee, Fife, Essex, Stirling, Ayrshire, Edinburgh. 6000 people attended Sma’ Shot, with 20% visitors from Glasgow Ayrshire North Lanarkshire. Casual visitors also attended from Portsmouth, Holland and USA (casual visitors are those who are in the area for another reason and attended the event by chance or as part of a wider visit to Scotland).



Delivering the Plan – Economy

Indicator	Current Status	Short term trend	Long term trend	2023/24		Q1 2024/25		Q2 2024/25		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Number of trainee type posts created for unemployed people at Renfrewshire Council				65	40	15	10	12	10	To date 27 new participants have started in posts this year.
Number of unemployed/ low waged people being supported through Renfrewshire Council Employability Programme				1,521	1,100	396	275	347	275	In quarter two 347 additional people have been registered with the service this year. Another 400 are active existing clients continuing to receive support who carried forward from 23/24.
Number of unemployed / low waged people securing qualifications through Renfrewshire Council Employability Programme				618	400	146	100	155	100	155 people have gained qualifications whilst on employability provision.
Number of unemployed people moving into paid employment through Renfrewshire Council Employability Programme				528	350	117	87.5	134	87.5	134 unemployed/low waged people secured new paid employment in quarter 2.
Number of people supported, sustained in work at 6 Months through Renfrewshire Council Employability Programme				268	180	Annual only				Of those moving into work 268 have responded to say they are still in employment. The actual number may be higher than this, not all people respond / are in contact.




Delivering the Plan – Fair

Action	Due	Status	Progress update
Develop the Fair Food Renfrewshire strategy.	31 Mar 24		<p>The Fair Food Renfrewshire (FFR) Steering Group, which met initially in September 2023, has continued to meet on a quarterly basis.</p> <p>In May, an application was made so that FFR could become a member of the Sustainable Food Places network which will give the food partnership access to shared learning and resources from other food partnerships UK-wide. Confirmation was received in June that the application was successful, with FFR joining other new members bringing the total members to 111 UK-wide and 16 in Scotland.</p> <p>As part of the application process, a six-month plan had been drafted, and was agreed by the Steering Group in August, which will build upon the baselining exercise conducted earlier this year.</p> <p>The three main priorities for FFR are:</p> <ul style="list-style-type: none">• Working to reduce, then eradicate food poverty, by promoting a collaborative approach across all communities, ensuring a dignified and fair access to health and affordable food for all.• Increased access and availability of growing grounds in every town and village within Renfrewshire.• Widen access and availability to educational opportunities regarding nutrition and cooking skills, and wider use of “home economics” type classes within education, health and community settings. <p>The focus of this 6-month plan will be on communications and marketing including online presence, re-establishing a food support network forum, and investigating the possibility of increasing the access to local food producers to procurement frameworks.</p> <p>The Scottish Government’s update to the National Good Food Plan is due shortly following the analysis of consultation responses being published on 27 September 2024. It is likely that there will be revisions and amendments made as a result of the feedback provided. It is envisaged, that once the National Good Food Nation Plan has been finalised, a Council food strategy can be drafted to reflect the new statutory duties, and the needs of communities in Renfrewshire.</p>

Delivering the Plan – Fair

Action	Due	Status	Progress update
Deliver external sports infrastructure improvements.	31 Mar 26		<p>Ferguslie sports centre - Work to completely refurbish all existing changing facilities within the sports centre have been completed. Additional works have also been undertaken on the roof, while the boilers in the building have also been upgraded. The contractor is working through a final snagging list with the facility set to reopen in the near future.</p> <p>St James' Playing Fields - In addition to the new changing facilities, four football pitches will be brought back into use and new walking path around the perimeter will be installed. Work is currently underway and is due to be completed before the end of the year.</p> <p>The OnX running track and OnX hockey pitches have now been installed</p>
Deliver the Fairer Renfrewshire programme supporting residents through the cost-of-living crisis and advancing equality of opportunity across Renfrewshire.	31 Mar 25		<p>The Fairer Renfrewshire Sub-Committee has been meeting since August 2022 and a Fairer Renfrewshire Officers Group from across services is meeting monthly. In March 2023 existing funds were brought together into a single resource for Fairer Renfrewshire at around £5million, and partners are working together to further develop the programme.</p> <p>There are four key emerging themes which are shared across all elements of the programme, under which key projects are being funded:</p> <ul style="list-style-type: none"> · Improving financial security · Advancing equality of opportunity · Building community capacity and resilience · Listening to lived experience <p>The new School Support service is now in place across all Renfrewshire secondary schools. This service, provided by Renfrewshire Citizens Advice Bureau (RCAB), embeds advice workers in schools, and referrals can be received by pupils over 16, parents/carers, and school staff. Advice Works is providing a Family Support service to families with younger children, which can be accessed by telephone or online. Both services provide support to maximise family income and both also receive referrals under the new school meal debt processes, which prioritises supporting families.</p> <p>Winter Connections ran for a 2nd year in Winter 23/24, providing opportunities for communities to come together and take part in free activities and including food. This has contributed to wellbeing over the winter.</p> <p>The Fairer Renfrewshire Panel has provided insight in a number of areas including holiday provision in Renfrewshire, with the Panel contributing to the plans for our 'Summer of Fun', both for summer 23 and 24, the Council's new School Meal Debt processes, digital exclusion employability, especially parental employability.</p>










Delivering the Plan – Fair

Action	Due	Status	Progress update
Progressing a new workstream that will focus on advancing equality of opportunity and ensuring we have a robust and authentic organisational approach to implementing our duties (including UNCRC).	31 March 26		A review has been undertaken over the summer period focussed on developing the Council’s approach to equality impact assessment, which will be further developed over the coming months to reflect wider duties including UNCRC.
Developing new and potentially radical approaches to tackling child poverty in Renfrewshire	31 Mar 27		Work continues to develop place-based models to tackle child poverty, with a proposal for the next phase of this work in Gallowhill submitted in a bid to the Scottish Government Child Poverty Accelerator Fund. The proposal focusses on the next phase of this project following the completion of the Community Needs Assessment currently being carried out.
Leading on the Council’s migration and population change response developing detailed understanding of the diversity of Renfrewshire’s communities in 2024	31 Mar 26		The recent census releases have provided a significantly updated picture of Renfrewshire’s communities – work is well underway to analyse this data, with a detailed presentation shared with the full Chief Officers Team at the away day in September. Other bespoke presentations have been shared on request and following the final census release on health and wellbeing in October, a full pack of data, by electoral ward will be produced.



Delivering the Plan – Fair

Action	Due	Status	Progress update
Develop the Trauma Informed and Responsive Renfrewshire Programme	31 Mar 25		Recent focus has been on the development of a Level 1 Trauma Informed resource for iLearn. This is nearing completion and will be launched before the end of the year. The course is designed to be suitable for all staff. The steering group membership is being refreshed to ensure appropriate representation from across services. Colleagues are being signposted to training opportunities.




Delivering the Plan – Fair

Indicator	Current Status	Short term trend	Long term trend	2023/24		Q1 2024/25		Q2 2024/25		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Community Asset Transfer - number of months from receipt of an application to a determination being issued from the Council				2	6	Annual only				The legislation requires that the Council makes a decision (determination) on an asset transfer request within 6 months (26 weeks) of validation (application date). We manage the process to ensure that we only validate fully formed applications and that we can allow minimum time for publication and responses and present at a Board meeting for determination well within the time allowed.
Number of people engaged with Adult and Family learning team (snapshot)				424	220	390	220	404	220	The service continues to offer a range of programmes for adult and family learning including English for Speakers of Other Languages (ESOL), literacy, numeracy and digital skills. Targeted work was undertaken during the school summer holidays, including summer numeracy programmes and visits to Glasgow Science Centre.
Number of people engaged with Youth Services (snapshot)				New	New	1086	Data only	1510	Data only	<p>New at Midyear</p> <ul style="list-style-type: none"> 703 young people attended a variety of community-based groups/projects, trips and volunteering projects 263 young people attended events and youth leadership training 478 young people were consulted using the place standard tool across summer holidays <p>Duke of Edinburgh Programme:</p> <ul style="list-style-type: none"> 771 young people engaged in the Award: Summer programme included skills training for open groups and 4 Practice at Bronze/Silver/Gold level and 2 qualifying expeditions at Silver/Bronze













Delivering the Plan – Fair

Indicator	Current Status	Short term trend	Long term trend	2023/24		Q1 2024/25		Q2 2024/25		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Number of school visits undertaken to raise awareness of environmental action and the impact of anti-social behaviours.				44	25	71	25	7	25	<p>The "Bin to Win" initiative was relaunched in schools with the beginning of the new school year, aiming to enhance knowledge of the impact of litter on communities, climate change and biodiversity, while improving street cleanliness.</p> <p>A programme of presentations will be delivered across secondary schools to raise awareness. A bonus prize of £100 for pupils from schools who have made a notable reduction in lunchtime litter will be offered at the end of the school term in December.</p>





Delivering the Plan – Green

Action	Due	Status	Progress update
Review opportunities within the Council’s infrastructure pipeline projects to align with the skills transition and green skills development for local people	31 Dec 24		<p>This action was new in 23-24 and will be developed following phase 2 of the Plan for Net Zero which sets out the phased road map and costed, area-based delivery plans. Phase 2 is currently underway and the infrastructure pipeline of projects and the identification of skills gaps will follow on once the outcomes and the phasing are known.</p> <p>West College Scotland was recently awarded up to £100k from the Business Challenge Fund to allow local businesses to train staff in net zero / sustainability for FREE to contribute to this agenda. The programme will run financial year 24-25</p>
Deliver a feasibility study on the expansion of the District Heating Network.	31 Mar 25		AMIDS DHN expansion to Glasgow Airport study complete. No resource or plans for further feasibility work at this stage.
Deliver the AMIDS South Active Travel Links plan.	31 Mar 25		Work has commenced to consider options. Preliminary work is considering the expected site occupancy to determine potential options.




Delivering the Plan – Green

Indicator	Current Status	Short term trend	Long term trend	2023/24		Q1 2024/25		Q2 2024/25		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Number of local businesses working with the Council to progress the Net Zero agenda				50	40	23	10	80	10	Actively engaged with 80 businesses this quarter. 14 of which attended our September Net Zero Networking Event.
Number of local businesses securing Net Zero growth grants from Renfrewshire Council Business Grants				0	2	0	2	2	2	35 businesses have taken up our offer of a carbon baseline assessment which identifies opportunities to reduce the emissions produced by their operation, as a result 2 applications have been approved for Net Zero funding.
Number of visits by Environmental Taskforce to flytipping hotspots				506	1500	520	375	510	375	The Environmental Task Force is pro-active in its aim to reduce flytipping across Renfrewshire. Patrols of hotspot sites work to quickly remove flytipping from the area, therefore reducing appeal for further potential opportunities. The Taskforce further pro-actively collaborate with local communities and businesses to identify those responsible.
Number of members of the Team Up to Clean Up Facebook Community				5,400	5,000	5,900	5,000	6,400	5,000	The TU2CU Facebook community is expanding rapidly, thanks to the program’s increasing popularity and positive influence in our neighbourhoods. More individuals and groups are showing genuine interest in taking pride in their local areas. A range of hand tools and power tools were gifted over the summer months where requested, enabling volunteers to complement the work of Renfrewshire Council’s own grounds maintenance schedules. As the group grows, so does the required resource to respond to issues from flytipping, to contaminated bins, abandoned road signs and dog fouling.













Delivering the Plan – Living Our Values

Action	Due	Status	Progress update
Undertake an independent assessment of the Paisley brand to identify recommendations for Renfrewshire's future place marketing strategy	31 Mar 25		A Leadership Board report was prepared for September to update members on the outcome of the evaluation of place brand activity over the past five years and the findings of an independent review, and to recommend next steps for place promotion. The report was continued to the December Leadership Board. To support the recommended transition arrangements and next steps for place marketing and an online visitor resource, officers from marketing and communications will work with regeneration and economic development colleagues and wider place partners to explore six areas of activity to help drive the marketing of Renfrewshire in future.
Launch a new Council website Renfrewshire.gov.uk and implement the digital experience strategy, transforming how citizens interact with the Council across digital platforms.	31 Mar 27		<p>The timeline for delivery of the website has been revised due to a temporary delay to the four procurement exercises that support delivery of the new council website and intranet. This was due to a re-prioritisation of corporate resource, decided corporately. The Renfrewshire.gov.uk delivery contract has been awarded and the contract agreement is in progress. The hosting contract strategy has been approved evaluation of two suppliers, in collaboration with ICT, is underway. The renewal of GOSS has now been completed and we are preparing the procurement work for the replacement of GovDelivery to improve our digital marketing capability. The team is also involved in the evaluation of the future waste routing system, which will integrate with the new council website.</p> <p>The ongoing rewrite of all existing content continues, with positive feedback from services engaging with the process. The main sections underway include Housing, Council Tax and Benefits and Waste and Recycling. We're continuing the development of our prototypes, design system, and HTML pattern library, and beginning the research and planning phase of the new intranet.</p> <p>A business case has been prepared for RHSCP to provide options for the health and social care website.</p>
Deliver a new, long term support model for Renfrewshire's cultural sector.	31 Mar 25		Evaluations of CHEF and CODF cultural support programmes have concluded with recommendations shaped for future funding support. Round table engagement with the cultural sector is scheduled in November and this engagement, supported by the grant programme evaluations, will be used to design the next programme. Delivering of CHEF 13 and CODF 4 continues.
Deliver self-assessment activity across the organisation in line with revised best value audit methodology	31 Mar 26		<p>Following the successful delivery of the Corporate Self-Assessment programme, a corporate improvement plan has been approved by CMT to support the Council's approach to best value and continuous improvement.</p> <p>The next phase of self-assessment is currently being developed - this will align closely with reflective work already undertaken, such as through the staff survey and the development of the new staff forums</p>










Delivering the Plan – Living Our Values

Action	Due	Status	Progress update
Developing a corporate data and analytics team model which supports the aspirations of the Council to be a data driven organisation	31 June 25		<p>Work continues on the review of data analytics, aligned to the Data Strategy and the work of the Data Advisory Group.</p> <p>The Council’s contract with our GIS supplier is due to be renewed shortly so the focus of this workstream is currently on reviewing our organisational requirements and understanding the potential to align this with our future delivery model. Discussions are taking place with our supplier and with ICT and procurement.</p> <p>The due date for this action has been changed to reflect the contract work.</p>
Delivering savings required to support the financial sustainability of the organisation	31 Mar 25		<p>Departmental savings have been delivered in relation to the Policy and Communications teams, as highlighted in financial sustainability updates to full Council. Further departmental reviews are being progressed, with a review of CLD and the Partnerships and Inequalities team also underway, which will see the formation of a new Connected Communities team and service model.</p>
Produce a best practice corporate approach to engagement as part of the Council’s Marketing and Communications Strategy	31 Mar 25		<p>A draft policy (with additional checklist and toolkit) and ToR for an officer-led engagement oversight group has been produced, responding to service engagement and feedback and national best practice guidance. The Policy will be presented to the Council’s Corporate Management team for agreement and will be subject to a report to the Council’s Leadership Board.</p>













Delivering the Plan – Living Our Values

Indicator	Current Status	Short term trend	Long term trend	2023/24		Q1 2024/25		Q2 2024/25		Explanation of performance
				Value	Target	Value	Target	Value	Target	
% of investigation complaints responded to within timescales agreed with customer (Chief Executive’s)				76.9	85	100	85	75	85	In Q2, the Chief Executive's Service received 4 investigation complaints 3 were completed within timescale and one is still being followed up within timescale. Target has not been met for this quarter.
% of frontline resolution complaints responded to within timescales agreed with customer (Chief Executive’s)				35.7	85	57.1	85	50%	85	In Q2, Chief Execs Service received 26 Frontline complaints, 13 of which were completed within timescale, and 13 completed outwith timescale. Target has not been achieved for this quarter.
Average number of work days lost through sickness absence per employee (Chief Executive's) (FTE)				6.5	6.5	1.31	1.3	-	1.2	It has been noted that absence is within target for Q1. Service absence monitoring continues, and absent statistics are reported to both CMT and Board. Q2 data is not yet available.
% of FOI requests in a quarter completed within timescale in the Chief Executive's Department				91.5	100	89	100	96	100	During Quarter 2, CEx received 24 single service FOIs, 23 were completed within timescale with only one late request.



Delivering the Plan – Living Our Values

Indicator	Current Status	Short term trend	Long term trend	2023/24		Q1 2024/25		Q2 2024/25		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Number of people engaging with the Council’s digital channels (not including website).				72,847	72,000	73,559	65,000	74,719	65,000	Our figures across all channels, except X, are continuing to increase. Our Facebook and LinkedIn pages saw a bigger increase in followers than usual this quarter following the success of a Reel/video about the new Renfrew Bridge closing for the first time. Our X followers have dipped slightly in this quarter due to changes on the platform but remain strong, with over 29,000 followers on the channel.
Opportunities to see or hear something (OTSH) positive about Renfrewshire Council activity				290,935,192	250m	117,722,867	62.5m	141,342,831	62.5m	Positive coverage in Q2 included coverage of the Renfrew-Yoker bridge installation, Anya Gallachio exhibition, award wins for Paisley Central Library, the opening of Paisley Arts Centre, Renfrewshire Employability Week and the opening of the Winter Connections fund.
% of staff who feel that the information they receive from internal communications is helpful				88	85	Annual only				Not measured by quarters. An employee Pulse survey was conducted in May 2023. 438 responded (6% of workforce). 88% of employees found the information from internal communications channels (Take 5, staff info, Chief Executive’s blog) was very helpful or helpful with council news, learning and development and information/guides on how to do their job, the most preferred topics of interest. 90% of employees found the staff info section of renfrewshire.gov.uk very helpful or helpful.

Delivering the Plan – Living Our Values

Indicator	Current Status	Short term trend	Long term trend	2023/24		Q1 2024/25		Q2 2024/25		Explanation of performance
				Value	Target	Value	Target	Value	Target	
Time to issue a building warrant or amendment to warrant from receipt of application (days)				104	60	84	60	81	60	Average approval times have decreased from 84 to 81 days. Successful recruitment has increased staffing levels in the service and this is contributing to improved performance.
Percentage of building warrants or amendments issued within 10 days of receipt of all satisfactory information				80.8	90	79.5%	90	82.0%	90	Performance has increased slightly from 79.5% to 82.0%. Since the 4th June the team has a full complement of staff which equates to 13 F.T.E and when new staff become familiar with and established in their new roles we anticipate further increases in performance against this KPO in Q3.
Percentage of first reports (Building Standards) issued within 20 days				69.6	95	75.3	95	77.3	95	Performance has increased slightly from 75.33% to 77.26%. Since June the team has a full complement of staff which equates to 13 F.T.E and when new staff become familiar with and established in their new roles we anticipate further increases in performance against this KPO in Q3.
Average Time for processing Planning Applications (Householder) (weeks)				10.175	8	11.7	8	14.7	8	As previously reported have been determining a number of applications which have been in the system for some time and as such this has resulted in the determination times being extended. We are hopeful this will now improve however it may continue to be reflected within Q3 given we are continuing to work through a number of legacy applications.

Delivering the Plan – Improving Outcomes for Children and Families

Action	Due	Status	Progress update
Contribute to the Council's commitment to The Promise for all care experienced people	31 Mar 27		A number of colleagues across the Chief Executive's Service have completed their Promise Keeper training, with further work underway to continue to reflect our commitment to Keeping the Promise within our service planning processes. The recently developed CLD strategy has a clear focus on the Promise and this will be reflected through Youth Services and the wider team.
Through Future Paisley, facilitate improved access to cultural activity for children and families.	31 Mar 25		<p>Jupiter + Paisley opened on 7 September, running to 21 December and has attracted 3,000 visitors to the Anya Gallaccio installation at 18 High Street and national media coverage. The accompanying Creative Learning Studio has engaged 125 learners to date through a programme of scheduled workshops targeted at secondary school pupils from across Renfrewshire. The Creative Learning Studio is also providing CPD sessions for Primary School teachers, activated through the Future Paisley Cultural Champions network in schools. A mentoring programme, with employment opportunities for 18 young people is also underway, with 3 places supporting care experienced young people. The Jupiter + project is also supporting area partners to participate, including the health and social care partnership and working with parents and carers.</p> <p>The Building the Future pilot was undertaken and the results of this – the promotion of progression pathways in manufacturing and industry to young people and their families / carers, with a focus on innovation and creativity, will be reported in October.</p> <p>The Future Paisley funded partnership with The Glasgow School of Art and Castlehead High School - Castlehead School of Creativity, continues to champion art and design courses and participation in the Daydream Believers course. The school was confirmed as one of four in the UK (Castlehead High, Eton, Gordonstoun and Holyport College) to participate in a pilot project Giving Hope: Education, Art and Human Virtues, facilitated by Professor Mona Siddiqui, Professor of Islamic and Interreligious Studies at the University of Edinburgh. The pilot offers each participating school a stipend of 3,000 euros to work with 10 pupils over the course of the academic year to create an artistic response to the word HOPE.</p> <p>After the success of the Progression Pathways pilot in early 2024, that made visible employment opportunities within the cultural sector as well as potential courses within further education for S3 pupils from Renfrewshire's High Schools, planning is underway to develop a second round of the 2-day educational programme in 24/25 academic year.</p>

Chief Executive's Service

Service Improvement Plan 2024 - 27
Mid-Year Report
November 2024

For more information, please contact:
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We are **fair**, We are **helpful**, We are great **collaborators**, We value **learning**