

Notice of Meeting and Agenda Council

Date	Time	Venue
Thursday, 13 December 2018	09:30	Council Chambers (Renfrewshire), Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

KENNETH GRAHAM
Head of Corporate Governance

Membership

Councillor Jennifer Marion Adam-McGregor: Councillor Tom Begg: Councillor Derek Bibby: Councillor Bill Binks: Councillor Bill Brown: Councillor Stephen Burns: Councillor Jacqueline Cameron: Councillor Michelle Campbell: Councillor Carolann Davidson: Councillor Eddie Devine: Councillor Andy Doig: Councillor Audrey Doig: Councillor Natalie Don: Councillor Alison Jean Dowling: Councillor Edward Grady: Councillor Neill Graham: Councillor Jim Harte: Councillor John Hood: Councillor Lisa-Marie Hughes: Councillor Karen Kennedy: Councillor Scott Kerr: Councillor Paul Mack: Councillor Alistair Mackay: Councillor James MacLaren: Councillor Kenny MacLaren: Councillor Mags MacLaren: Councillor Eileen McCartin: Councillor Colin McCulloch: Councillor Marie McGurk: Councillor John McIntyre: Councillor John McNaughtan: Councillor Kevin Montgomery: Councillor Will Mylet: Councillor Emma Rodden: Councillor Jim Sharkey: Councillor John Shaw: Councillor James Sheridan: Councillor Andy Steel: Councillor Jane Strang: Provost Lorraine Cameron (Convener): Councillor Cathy McEwan (Depute Convener): Councillor Iain Nicolson (Leader): Councillor Jim Paterson (Depute Leader)

Further Information

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Items of business

Apologies

Apologies from members.

Declarations of Interest

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

1 Minutes of Meetings of Council, Boards and Panels

Minutes attached separately

Council, 27 September 2018, pages 167-196

Council, 27 September 2018, pages 197-198

Appointment Board, 4 October 2018, pages 199-200

Appointment Board, 23 October 2018, pages 201-202

Appointment Board, 25 October 2018, pages 203-204

Communities, Housing and Planning Policy Board, 30 October 2018, pages 205-224

Regulatory Functions Board, 31 October 2018, pages 225-234

Education and Children's Services Policy Board, 1 November 2018, pages 235-242

Audit, Risk and Scrutiny Board, 5 November 2018, pages 243-248

Infrastructure, Land and Environment Policy Board, 7 November 2018, pages 249-262

Placing Requests and Exclusions Appeals Panel, 8 November 2018, pages 263-264

Finance, Resources and Customer Services Policy Board, 14 November 2018, pages 265-282

Regulatory Functions Board, 15 November 2018, pages 283-290

Local Review Body, 20 November 2018, pages 291-294

Regulatory Functions Board, 29 November 2018, pages 295-297

Leadership Board, 5 December 2018, pages (to follow)

2 A Prudential Framework for Capital Finance in Renfrewshire - Progress Report 9 - 18

Report by Director of Finance & Resources

3 Paisley Museum Reimagined Limited - Appointment of the Council Director and Delegations to the Chief Executive 19 - 22

Report by Director of Finance and Resources

4 Renfrewshire Additional Support Needs (ASN) Playscheme 23 - 30

Report by Director of Children's Services

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	Report by Chief Executive	
7	Fly-tipping in the Countryside and at known Fly-tipping Spots (Lead Officer Karen Locke)	39 - 60
	Report by Lead Officer	
8	Housing Repairs by Council and Outside Contractors (Lead Officer Colin Hunter)	61 - 68
	Report by Lead Officer	
9	Notice of Motion 1 by Councillors Sharkey and Brown	69 - 100
	"The International Fair Trade Charter	
	This Council endorses and adopts the International Fair Trade Charter (see attached)"	
10	Notice of Motion 2 by Councillors Audrey Doig and Paterson	
	"Renfrewshire Council is an active member of the Nuclear Free Local Authorities Scotland Forum, and a member of the Hiroshima-led Mayors for Peace; both of which have been working for over 3 decades to promote multilateral nuclear disarmament.	
	NFLA and Mayors for Peace work with the International Campaign to Abolish Nuclear Weapons (ICAN), which received the Nobel Peace Prize in 2017 for its work in encouraging over two thirds of United Nations members to agree to the International Treaty to Prohibit Nuclear Weapons (TPNW). Council regrets that the Governments of the existing nuclear weapon states, including the UK, refuse to support the Treaty. Council fully supports the TPNW as one of the most effective ways to bring about long-term and verifiable multilateral nuclear disarmament.	
	Council calls on the United Kingdom Government to lead a global effort to prevent nuclear war by:	
	<ul style="list-style-type: none"> • Renouncing the option of using nuclear weapons first; • Cancelling the plan to replace its entire Trident nuclear arsenal with enhanced weapons; • Actively pursuing a verifiable agreement among nuclear-armed states to eliminate their nuclear arsenals by supporting the Treaty to Prohibit Nuclear Weapons and the 'Good Faith' Protocols within the Nuclear Non-Proliferation Treaty. 	

The Council will ask the Chief Executive to write to the UK Government to inform them of this resolution and urge them to take account of it."

11 **Notice of Motion 3 by Councillors McCartin and Mack**

"Brexit

Brexit is expected to have significant economic and demographic consequences for Renfrewshire depending on any terms agreed, there will be a loss of access to markets and labour predicted to negatively affect the economy.

"Accordingly, Renfrewshire Council supports the holding of a further referendum to give the UK public the final say on any terms agreed for Brexit, that referendum to include the option of the UK remaining in the EU."

Council notes that the Scottish Parliament has agreed **"to providing unequivocal support for a public vote on the final terms of the Brexit deal."**

12 **Notice of Motion 4 by Councillors Sharkey and Devine**

"Lang's Tannery - Improved Terms and Conditions

This Council agrees to support the workers of Lang's Tannery in Paisley in their ongoing strike action for improved Terms & Conditions.

Council notes that Lang's are part of the wider Scottish Leather Group, and the workplace has been a constant fixture in the Paisley area for well over 100 years and this is the first time in its history that the workers have felt compelled to take any form of strike action, showing how far the workforce have been pushed by the Employer.

The Employer and Community Union, the Trade Union that are the recognised Union within the group to negotiate pay, terms and conditions for staff were involved in protracted annual pay discussions since 2018, that ultimately reached a ballot of all members who returned an overwhelming rejection of the offer, and as such the Union encouraged the Employer to re-open further dialogue and/or invite ACAS to convene conciliatory discussions in order to avoid any escalation of dispute.

However, the Employer ignored these requests and proceeded to impose the pay offer upon all staff, the very offer that had been unilaterally rejected across all of the Scottish sites.

Regrettably, this has now led the Lang's workforce to undergo this ongoing Strike Action, in the hope that the Employer will re-engage with the Union with a view to exploring a suitable resolution in this matter.

It is further noted that during the previous strike action, whilst the workers were stood out in the extreme weathers on the picket line, the Employer proceeded to have delivered pizzas for those who had attended and issued them a £25 gift voucher.

These actions showed blatant disregard by the Employer towards their long-serving Employees who fighting for a justifiable cause and see the responsibility for the breakdown in industrial relations lying entirely at the feet of the Employer.

Council pledges its entire support to ensure the strikers' current plight is acknowledged and responded to in good faith by the Employer."

13 Notice of Motion 5 by Councillors Kennedy and Brown

"Pedestrian Crossings in Renfrewshire

Council instructs the relevant departments to inspect every pedestrian crossing in Renfrewshire to ensure they are fit for purpose for our visually impaired residents. Council will take appropriate action where needed to install or repair tactile paving and tactile rotating discs to enable those residents to cross with a degree of safety. Council also agrees to undertake an assessment of the condition of Renfrewshire's footpaths with regard to their safety for disabled and visually impaired residents."

14 Notice of Motion 6 by Councillors Hood and Grady

"St Anthony's Primary School - United Kingdom's Literacy School of the Year

Council congratulates the staff, parents and pupils of St Anthony's Primary School on being awarded the United Kingdom's Literacy School of the Year. This is a notable achievement as it is the first win by a Scottish school and is a testament to the hard work and dedication of all involved."

15 Notice of Motion 7 by Councillors Sharkey and Kennedy

"Paisley Town Centre Parking

Council recognises that the current administration is unable to provide a consistent and credible parking policy for Paisley town centre and believes that the Free for Three offering free parking for three hours should be given a pilot scheme in order to find a way through the SNP's lack of clarity."

16 Notice of Motion 8 by Councillors McCartin and Andy Doig

"Commercial sexual exploitation

Council agrees to support the Nordic model of the management of this form of exploitation, which criminalises the purchase of sex, decriminalises the sale of sex, and provides services to help prostitutes leave this life.

Council will write to the Minister for Justice asking that the Scottish Government adopt this model."

17 Notice of Motion 9 by Councillors Andy Doig and McCartin

"Repair of Kilbarchan Park Gates

Council notes that in the summer of 2017 the main gates of Kilbarchan Public Park were inadvertently struck by a council vehicle causing damage and rendering them unsafe for use. Council regrets that nearly two years later they have still to be repaired and accordingly instructs the appropriate council officers ensure repairs are made within six months from today."

18 Notice of Motion 10 by Councillors Andy Doig and Mack

"Scottish National Stage Race

Council acknowledges the growth of Scottish cycling in recent decades so that Scotland is now one of the top international competitive cycling nations, Council further notes with pride the outstanding success of Renfrewshire clubs such as the Johnstone Wheelers and Paisley Velo, who have contributed to this renaissance, and remembers with pride the role that Paisley and Renfrewshire played in initiating the former Scottish Milk Race in the 1970's.

Council laments the fact that Scotland alone, of all the British Isles countries, does not currently have a national stage race, and therefore resolves to approach the Scottish Government, Sports Scotland, and Scottish Cycling, to promote the revival of a Scottish national cycling stage race to continue to secure Scotland's place at the top of international cycling."

19 Notice of Motion 11 by Councillors Andy Doig and Mack

"Renfrewshire Council Review of Community Events Charging

Council reaffirms its ambition to promote Renfrewshire Council as a leading tourism destination with strategic transport links, and one with a rich heritage and legacy of medieval, enlightenment, and industrial assets.

Council believes that the foundation for such an ambition lies in empowering local communities to showcase their own heritage and legacy, and calls for a review of Renfrewshire Council's charging policy for community events, particularly in reference to that operated by local authorities such as Edinburgh City and Stirling which have established tourist footfall."

20 Notice of Motion 12 by Councillors Harte and Grady

"Park Mains High School Gym

Council agrees that members of the public will not be allowed access to the gym at Park Mains High School, during school opening hours, until it

has been agreed by parents, teachers, pupils and the wider community, following comprehensive consultation and engagement."

21 Notice of Motion 13 by Councillors Sharkey and Hood

"Paisley Threads

This Council congratulates Paisley Threads on 20 years of their excellent contribution to helping the people of Renfrewshire and especially our young people."

22 Notice of Motion 14 by Councillors Mack and Andy Doig

"Freedom of the Press

This Council joins journalists and press freedom campaigners all over the world in condemning anyone in a position of power who thinks it is 'in the interests of the state' to kill their critics as long as they call them 'enemies of the people.'

Moreover, in addition to affirming the above principle, the Independent Group would like to mark this time of year with the giving on an inexpensive gift to all fellow Councillors - the Locus Classicus and Everyman guide to local government, '*Caught in The Crossfire*' by leading investigative journalist, Mr Russell Findlay."

23 Notice of Motion 15 by Councillors J MacLaren and Begg

"Fixed penalty notice for littering

The Council acknowledges the importance of discouraging people from dropping litter; supports increasing the fixed penalty notice for littering from £80 to £100; agrees that a letter from the local authority will be sent to the Scottish Government making clear Renfrewshire Council's support for increasing the default on-the-spot litter fine from £80 to £100 and to request that Ministers implement this change as quickly as possible."

24 Notice of Motion 16 by Councillors McIntyre and Strang

"Increase to reimbursement rate for National Concessionary Travel Scheme

Renfrewshire Council notes the reduction in the reimbursement rate for the National Concessionary Travel Scheme from an initial rate of 76.3% in 2006/2007 to 56.8% in 2018/2019.

The Council calls on the Scottish Government to increase the reimbursement rate to support bus services across Renfrewshire and Scotland."



To: Council

On: 13 December 2018

Report by: Director of Finance & Resources

Heading: A Prudential Framework for Capital Finance – Progress Report

1. **Summary**

- 1.1 The Local Government in Scotland Act 2003 and supporting regulations require local authorities to have regard to The Prudential Code for Capital Finance in Local Authorities ("the Prudential Code").
 - 1.2 The Council set its prudential indicators for 2018/19 on 2nd March 2018. The purpose of this report is to consider the indicators as they stand at 12th October 2018, approximately halfway through the financial year, and revise them as appropriate
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2. **Recommendations**

- 2.1 It is recommended that members consider this report and approve the changes to the prudential indicators as detailed in the report.
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3. **Background**

- 3.1 The key objectives of the Prudential Code are to ensure, within a clear framework, that:
 - Capital investment plans are affordable, prudent and sustainable;

- Treasury management decisions are taken in accordance with good professional practice and in full understanding of the risks involved;
- That these risks will be managed to an acceptable level to the organisation;
- Capital investment plans are being made in light of the overall organisational strategy and resources, ensuring that decisions are being made with sufficient regard to the long run financial implications and potential risks to the authority.

3.2 To demonstrate that local authorities have fulfilled these objectives, the Prudential Code sets out the indicators that must be used and the factors that must be taken into account. The Code does not include suggested indicative limits or ratios. These are for the Council to set itself.

The prudential indicators required by the Code are designed to support and record local decision making. The system is specifically designed to support such local decision making in a manner that is publicly accountable. They are not designed to be comparative performance indicators.

3.3 Following consultation in 2017, CIPFA published an updated version of the Prudential Code. The updated Code includes a new requirement for local authorities to provide a Capital Strategy, which is to be a summary document approved by full Council covering capital expenditure and financing, treasury management and non-treasury investments. A Capital Strategy is being developed for approval by full Council in early 2019.

4 **CAPITAL EXPENDITURE INDICATORS**

4.1 The Council has a duty to determine and keep under review the maximum amount which it can afford to allocate to capital expenditure.

4.2 The Council is required to make estimates of the capital expenditure it plans to incur for the forthcoming financial year and at least the following two years. Separate estimates should be made for Housing and Non Housing services. The Capital Investment Programmes for Housing and Non Housing Capital Investment Programme were approved by Council on the 2nd March 2018, the resulting indicators were updated to reflect the approved programme incorporating the decisions taken by the council at the budget meeting.

4.3 Council approved the following as an indicator for capital expenditure:-

CAPITAL EXPENDITURE			
	2018/19 Estimate £'000	2019/20 Estimate £'000	2020/21 Estimate £'000
Non Housing*	62,076	95,987	84,530
Housing	15,440	18,746	19,716
Total	77,516	114,733	104,246

*The 2018/19 Non Housing estimate excludes the estimated expenditure in relation to the Private Sector Housing Grant.

4.4 Total capital expenditure to 12th October 2018 is £23.477m, of which £18.812m relates to Non Housing and £4.665m relates to Housing.

4.5 A review of the updated capital spending plan for 2018/19 suggests that the indicators need to be revised as follows for the current year. Indicators for 2019/20 and 2020/21 will be reviewed in February 2019 alongside the budget proposals.

CAPITAL EXPENDITURE	
	2018/19 Probable £'000
Non Housing	60,617
Housing	15,728
Total	76,345

4.6 The net decrease of **£1.459m** in the planned Non Housing capital expenditure during 2016/17 is mainly attributable to the net effect of the following factors:

- (i) The carry forward of programmed expenditure from 2017/18 totalling £21.178m.
- (ii) The addition of £6.232m funding for projects approved during 2018/19.
- (iii) The change in the cash flow profile of a number of programmes resulting in a net adjustment of £28.869m from 2018/19 into 2019/20 and future years as reported to relevant policy boards.
- (iv) Reflection of anticipated under-spend on completing programmes.

4.7 The increase of **£0.288m** in the planned Housing capital expenditure during 2018/19 arises from the net effect of:-

- (i) The carry forward of programmed expenditure from 2017/18 totalling £0.288m.

5 CAPITAL FINANCING REQUIREMENT INDICATOR

5.1 *Capital Financing Requirement:* The Council has available to it a number of ways of financing traditionally procured capital investment. The term “financing” does not refer to the payment of cash, but the resources that are applied to ensure that any underlying amount arising from capital payments is dealt with absolutely, whether at the point of spend or over the longer term. A number of financing options involve resourcing the investment at the time that it is incurred. These are:

- Application of useable capital receipts
- A direct charge to revenue for capital expenditure
- The application of capital grants

- Up-front contributions from project partners

5.2 Capital expenditure which is not financed up front by one of the above methods will increase the Capital Financing Requirement of the Council.

5.3 Members approved the following as the indicator for the Capital Financing Requirement at the end of each of the next three years at the Council meeting on 2nd March 2018:

CAPITAL FINANCING REQUIREMENT			
	31/03/2019	31/03/2020	31/03/2021
	Estimate	Estimate	Estimate
	£m	£m	£m
Non Housing	282	352	404
Housing	131	138	146
Total	413	490	550

5.4 The revised projected capital financing requirement for 2018/19, based on the position at 12th October 2018 is noted in the table below. The 2019/20 & 2020/21 requirements will be reviewed in February 2019 alongside the budget proposals;

CAPITAL FINANCING REQUIREMENT	
	31/03/2019
	Probable
	£m
Non Housing	258
Housing	112
Total	370

5.5 The decrease of £24 million in the probable Capital Financing Requirement at 31st March 2019 in Non Housing services arises from a lower requirement for prudential borrowing in 2018/19 as a result of the programmes re-profiled from 2018-19 into 2019-20 and beyond described in paragraph 4.6; and also a revision of the debt smoothing strategy through accelerated loan fund repayments in 2017-18.

5.6 The decrease of £19 million in the probable Capital Financing Requirement at 31st March 2018 in Housing services also arises due to a reduction in the estimated requirement for prudential borrowing in 2018-19. This is a result of income from the Right to Buy scheme in 2017-18 being higher than originally estimated as well as increased income in 2018-19 from grant awarded for Council House New Build and a revision of the debt smoothing strategy through accelerated loan fund repayments in 2017-18.

6 **EXTERNAL DEBT INDICATORS**

- 6.1 External debt is referred to as the sum of external borrowing and other long term liabilities (e.g. covenants). The prudential indicators for external debt are set and revised taking into account their affordability. It is through this means that the objective of ensuring that external debt is kept within sustainable prudent limits is addressed year on year.
- 6.2 External debt indicators are set at two levels: an *operational boundary* and an *authorised limit*. Both of these need to be consistent with the Council's plans for capital expenditure and financing and with its treasury management policy statement and practices.
- 6.3 *Operational Boundary*: This is the focus of day-to-day treasury management activity within the Council, and is an estimate of the most likely scenario in terms of cash flow. Risk analysis and risk management strategies have been taken into account; as have plans for capital expenditure, estimates of the Capital Financial Requirement and estimates of cashflow requirements for **all** purposes. It is possible that this boundary could be breached occasionally and this should not be regarded as significant. However, a sustained or regular trend would require investigation and action.
- 6.4 The Council has set for the current financial year and following two years an Operational Boundary for its total external debt, identifying separately borrowing from other long term liabilities.

OPERATIONAL BOUNDARY FOR EXTERNAL DEBT			
	31/03/2019	31/03/2020	31/03/2021
	Estimate	Estimate	Estimate
	£m	£m	£m
Borrowing	339	419	480
Other long-term liabilities	74	71	69
Total	413	490	549

- 6.5 The probable outcome for the current financial year is anticipated at £370 million, a decrease in the Operational Boundary of £43 million. This is mainly as a result of a combination of a lower borrowing requirement in 2018-19 and revised debt smoothing position as outlined in paragraphs 5.5 and 5.6 in relation to the Capital Financing Requirement. There have been no breaches during the period from 1st April to 12th October which have required action. The 2019/20 and 2020/21 operational boundary will be reviewed in February 2019 alongside the budget proposals.

OPERATIONAL BOUNDARY FOR EXTERNAL DEBT	
	31/03/2019
	Probable
	£m
Borrowing	296
Other long-term liabilities	74
Total	370

6.6 *Authorised Limit:* This is based on the same assumptions as the Operational Boundary, with sufficient “headroom” to allow for unusual/exceptional cash movements. Headroom of approximately 5% has been added to the Operational Boundary to arrive at an authorised limit which is sufficient to allow for cash flow management without breaching the limit.

6.7 The Council has set for the forthcoming financial year and following two years an Authorised Limit for its total external debt, but identifying separately borrowing from other long term liabilities.

AUTHORISED LIMIT FOR EXTERNAL DEBT			
	31/03/2019	31/03/2020	31/03/2021
	Estimate	Estimate	Estimate
	£m	£m	£m
Borrowing	356	440	504
Other long-term liabilities	74	71	69
Total	430	511	573

6.8 The revised anticipated authorised limit for this financial year is projected at £385 million, a decrease of £45 million to the estimate and in line with the operational boundary reduction as outlined in 6.5. The authorised limit will be reviewed on an annual basis and any changes will require approval by Council.

AUTHORISED LIMIT FOR EXTERNAL DEBT	
	31/03/2019
	Probable
	£m
Borrowing	311
Other long-term liabilities	74
Total	385

7 **LOAN FUND ADVANCES**

7.1 Loans fund accounting arrangements have changed from the 1 April 2016 under the provisions of the Local Authority (Capital Finance and Accounting) (Scotland) Regulations 2016.

7.2 Repayment of loans fund advances are required to be made in line with the Scottish Government’s statutory Guidance on Loans Fund Accounting.

7.3 The aim of prudent repayment is to ensure that the Council’s net capital expenditure is financed over a period of years in which that expenditure is

expected to provide a benefit and that the repayment each year is reasonably commensurate with the period and pattern of benefits. Housing and Non-Housing advances and associated annual repayments are identified separately.

7.4 Members approved the 2018/19 policy on loan fund repayments on the 2nd March 2018. Statutory guidance requires the policy to be approved each year and the 2019/20 policy will be reviewed in February 2019 alongside the budget proposals.

7.5 The Council's current policy is as follows:

For pre-existing loans advances made up to 31st March 2016 and for forward capital expenditure plans made after 1 April 2016, the policy for the repayment of loan advances will be the Statutory Method (option 1), with loan fund advances being repaid by the annuity method.

The repayment of loan fund advances will therefore be equal to the annual amount determined in accordance with Schedule 3 of the Local Government (Scotland) Act 1975. The Council is permitted to use this option for a transition period only until 31st March 2021 at which time it must change its policy to use alternative approaches based on depreciation, asset life periods or a funding/income profile.

7.6 The Council's latest estimates of its loan fund account information are as follows:

LOAN FUND ACCOUNTING						
Year	Opening Balance £m	Advances to GF £m	Advances to HRA £m	Repayment by GF £m	Repayment by HRA £m	Closing Balance £m
2017-18 actual	270	23	7	(9)	(21)	270
2018/19	270	32	11	(3)	(15)	295
2019/20 - 23/24	295	150	38	(27)	(64)	392
2024/25 - 28/29	392	-	-	(65)	(27)	300
2029/30 - 33/34	300	-	-	(75)	(20)	205
2034/35 - 38/39	205	-	-	(52)	(17)	136
2039/40 - 43/44	136	-	-	(50)	(16)	70
2044/45 - 48/49	70	-	-	(35)	(5)	30
2049/50 - 53/54	30	-	-	(21)	(1)	8
2054/55 - 58/59	8	-	-	(6)	-	2
2059/60 - 63/64	2	-	-	(1)	-	1

8 **TREASURY MANAGEMENT INDICATORS**

8.1 The prudential indicator in respect of treasury management is that the local authority has adopted CIPFA *Treasury Management in the Public Services*:

Code of Practice and Cross-Sectoral Guidance Notes (the “Treasury Management Code”).

- 8.2 Compliance with the Treasury Management Code requires a mid-year review of Treasury Management activity. This was reported to Finance and Resources Policy Board on 14th November 2018.

9 **INDICATORS FOR AFFORDABILITY**

- 9.1 A key measure of affordability is the incremental impact of investment decisions on the council tax or house rents. Estimates of the ratio of financing costs to net revenue stream provide an indication of how much of the Council’s revenue is committed to the repayment of debt.

- 9.2 As reported to Council on 2nd March 2018 the ratios for the next 3 years are shown in the table below:

RATIO OF FINANCING COSTS TO NET REVENUE STREAM			
	2018/19 Estimate	2019/20 Estimate	2020/21 Estimate
Non Housing	4.76%	5.08%	5.37%
Housing	40.49%	39.88%	41.73%

- 9.3 The revised ratios for 2018/19, based on the position at 12th October 2018 is noted in the table below. The 2019/20 & 2020/21 requirements will be reviewed in February 2019 alongside the budget proposals;

RATIO OF FINANCING COSTS TO NET REVENUE STREAM	
	31/03/2019 Probable
Non Housing	4.62%
Housing	42.77%

- 9.4 The increase in 2.28% within Housing is due to the revised debt smoothing strategy outlined in paragraph 5.6.

Implications of the Report

1. **Financial** – Prudential indicators are being monitored by the Director of Finance and Resources throughout the year. They are based directly on the Council's Capital and Revenue budgets, as detailed in the other reports considered by the Council on 2nd March 2018 and reported to the Council's Policy Boards on a regular basis.
2. **HR & Organisational Development** – None
3. **Community/Council Planning** – None
4. **Legal** – None
5. **Property/Assets** – None
6. **Information Technology** – None
7. **Equality & Human Rights** -
 - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** - None
9. **Procurement** - None
10. **Risk** - None
11. **Privacy Impact** - None
12. **Cosla Policy Position** – None

List of Background Papers

- (a) Non-Housing Capital Investment Programme 2018/19 – 2020/21, Appendix 6: Prudential Framework for Capital Finance 2018-19 -2020/21 (estimates) and Treasury Management Strategy Statement 2018-19. Council, 2nd March 2018.

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To: Council

On: 13 December 2018

Report by: Director of Finance and Resources

Heading: Paisley Museum Reimagined Limited – Appointment of the Council Director

1. Summary

- 1.1 The purpose of this report is to consider the appointment of the Council Director to Paisley Museum Reimagined Limited and to seek delegated authority to the Chief Executive to take, in consultation with the Leader of the Council, urgent decisions and actions relating to the oversight and control of the company by the Council as its sole Member.
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2. Recommendations

2.1 It is recommended that the Council:

- a) approves the appointment of the Council Director on the Board of Paisley Museum Reimagined Limited;
- b) agrees that the terms of reference of the Leadership Board includes providing oversight of and determining matters concerning the company;
- c) grants authority to the Chief Executive in consultation with the Leader of the Council to make any decision on the Council's behalf in relation to the functions of the company where a decision or action is required to be taken as per paragraph 3.3;

- d) agrees that where the delegation in paragraph 2.1 c) is used, a report is submitted to the next available meeting of the Leadership Board providing details of the decision taken.

3. **Background**

- 3.1 At its meeting on 19 September 2018, the Leadership Board agreed to the establishment of an independent company limited by guarantee, with the purpose of directing the fundraising strategy and Capital Appeal Campaign for Paisley Museum, and delegated authority to the Chief Executive to complete all the necessary actions to facilitate the establishment of the company, including an application for the company to be granted charitable status.
- 3.2 The company – Paisley Museum Reimagined Ltd, is currently being incorporated and it is recommended that the Leadership Board will have responsibility for its oversight and for determining matters concerning the company. The appointment of the Fundraising Team has commenced, and a Capital Appeal Director has been appointed. The new team will be in post from 14 January 2019. Marion White, MBE has been confirmed as the company's first independent director.
- 3.3 There may be circumstances in the operation of the charitable trust where an action or decision on behalf of the Council as sole Member of Paisley Museum Reimagined needs to be taken as a matter of urgency and cannot wait until the next meeting of the Leadership Board. In this instance the Chief Executive would have delegated authority to make this decision in consultation with the Council Leader.

Implications of the Report

1. **Financial** - none.
2. **HR & Organisational Development** – none
3. **Community/Council Planning** – none
4. **Legal** – (a) The elected member appointed as the Council Director shall be the Council's representative on the company's board; and (b) delegating authority to the Chief Executive will ensure that actions and decisions can be taken as a matter of urgency on behalf of the Council

as sole Member of the company.

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
8. **Health & Safety** – none
9. **Procurement** – none
10. **Risk** - none
11. **Privacy Impact** - none
12. **Cosla Policy Position** – not applicable.

List of Background Papers

- (a) Report to Leadership Board: 19 September 2018: Cultural Regeneration – Legacy Programme Update.

The foregoing background papers will be retained within Communities, Housing and Planning Services for inspection by the public for the prescribed period of four years from the date of the meeting.

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To: Council

On: 13 December 2018

Report by: Director of Children's Services

Heading: Renfrewshire ASN Playscheme

1. Summary

- 1.1** On 28 June 2018 agreed the following:
 "That Council recognises the difficulties in providing playscheme services to ASN children in Renfrewshire over the summer months since Capability Scotland withdrew. Council also recognises the frustration of parents and notes that progress had been made to maintain the service and committed to continue working with parents. Council agrees a continuance of the service and that a detailed report be brought to the full Council for further consideration."
- 1.2** The concerns of members were raised following the decision of Capability Scotland to withdraw from providing a service for children who attended Kersland and Clippens Schools and the bases in St. Anthony's and St. Paul's. The service was known as the Additional Needs Playscheme however, it was a "day care service" registered with the Care Inspectorate. This meant that the service was required to satisfy the conditions for registration and was subject to inspection on a regular basis.
- 1.3** Capability Scotland had provided the playscheme, on behalf of Renfrewshire Council under contract from 2003 until the end of 2016. In early 2017, Capability Scotland gave notice that they were no longer able to deliver the playscheme. Staff from Children's Services acted to deliver a replacement service at Easter and summer 2017 and again at Easter and summer of 2018.

- 1.4** The replacement for the Capability Scotland service operated by Children's Services is open to children who attend Riverbrae School, St. Anthony's Base or St. Paul's Base. The replacement service is a day care provision registered with the Care Inspectorate. The Care Inspectorate visited the service for two days during the summer of 2018 for inspection purposes. The service was graded as very good in the four areas inspected and the inspection report is attached at appendix 1.
- 1.5** The Renfrewshire ASN Playscheme is now well established as a Renfrewshire Council service and will continue to be delivered in future years. The ASN playscheme is viewed positively by the parents of children who access the service. This report highlights some areas of challenge in continuing the service and outlines how these are being addressed.
- 1.6** Members were also concerned that children with additional support needs attending mainstream schools or Mary Russell had no access to support over the school and were therefore being disadvantaged in comparison to mainstream pupils. This report also highlights how children with additional support needs who attend mainstream schools or Mary Russell School can access activities in the school holiday periods.
-

2. Recommendations

- 2.1** It is recommended that members:
- [a] note the continued provision of the Renfrewshire ASN Playscheme for children who attend Riverbrae School and the bases at St. Anthony's and St. Paul's;
 - [b] the progress of the parent/children's services working group; and
 - [c] note the opportunities available for children who attend Mary Russell School or mainstream schools.
-

3. Background

- 3.1** Local authorities do not have a duty to provide playschemes during holiday periods. Recognising pressure on parents of children with complex additional support needs Renfrewshire Council entered into a contract with Capability Scotland in 2003, for school holiday provision for children attending Clippens School, Kersland School, and the bases at St. Anthony's and St. Paul's. The scheme was open to the pupils from these schools as there was a recognition that they were the children with the most complex care needs.

- 3.2** The service was known as the Renfrewshire ASN Playscheme however it was a day care service for children and was registered with the Care Inspectorate as such. Where a service provides personal care, or the supervision of children is for longer than two hours the service is required to register and meet the requirements of the Care Inspectorate.
- 3.3** The ASN Playscheme was delivered by Capability Scotland under a contract until the end of 2016. Capability Scotland withdrew from the contract to deliver the service indicating they were unable to meet the registration criteria put in place for the provision by the Care Inspectorate. The recruitment and retention of suitably qualified and registered staff was the main challenge faced by Capability Scotland in meeting the Care Inspectorate registration requirements.
- 3.4** From April 2017, Renfrewshire Children's Services has delivered a registered day care service as a direct replacement for the Capability Scotland Service. The replacement service is known as the Renfrewshire Playscheme and provides an equivalent level of support to that previously provided by Capability Scotland.
- 3.5** Children attending Riverbrae School or one of the bases at St. Anthony's or St. Paul's are eligible to attend the service. Again, this was to ensure that those impacted by closure of the Capability Scotland service had an equivalent replacement service. The new service is registered with the Care Inspectorate to provide support for a maximum of 35 children each day and to operate 5 days per week.
- 3.6** During the summer of 2018 the service operated 4 days per week. This was a result of challenges in securing sufficient staff to operate the service 5 days each week. Children attended the service from 10.00am to 2.00pm and most children made use of the transport provided.
- 3.7** 136 children attended the playscheme over the summer of 2018. Most children were allocated a total of 5 days over the summer holiday in 2018. During summer 2017, 163 children participated in the playscheme with an allocation of 4 days per child. When Capability Scotland delivered the service 112 children were registered for the playscheme. The allocation of places was managed by Capability Scotland and ranged from 1 day to 7 days. The new service has adopted a more equitable access policy for those eligible to attend.
- 3.8** As noted in the Care Inspectorate report a small number of parents responded to their questionnaire, however those who did were generally happy with the provision. The principal areas of complaint are related to the allocation of 5 days per child, the length of the day and transport. Most parents value the service, however would like their child to be able to attend for a higher number of days during the holiday periods.

Working Group

- 3.9** A group of parents of children who attend Riverbrae and the two bases has been working with Children's Services to develop further the new service. The parents are keen that the first area to be addressed is the length of the day for children, followed by the number of days allocated and recognise that the transport is a challenge due to the needs of individual children.
- 3.10** Over the last two years the Council service operated 4 days per week. The operating hours for the service was from 10.00am to 2.00pm. The possibility of extending the operating hours (including providing the service over 5 days each week) is being explored at present.
- 3.11** Following the meeting of Council in June 2018, Enable Scotland contacted the Council to offer support to developing services for children with additional support needs in Renfrewshire. Enable Scotland, the largest charity in Scotland working with people who have a learning disability. A meeting was held with Enable Scotland to discuss the services provided by Renfrewshire Council. The Director of the Charity has indicated that the Renfrewshire Playscheme provision is a strong model and is greater than that provided in other local authorities.
- 3.12** The Director from Enable Scotland has met with the parents involved in the working group. The parents and Enable Scotland are looking to develop a relationship to explore future developments for supporting children with additional support needs in Renfrewshire.

Addressing the Challenges of delivering the Renfrewshire ASN Playscheme

- 3.13** One of the principal reasons that Capability Scotland decided to withdraw from the contract was the challenge they faced in meeting the requirements to satisfy the Care Inspectorate. Due to the complexity of the needs of the children attending the service the staff to child ratio is high. In addition, a number of staff are required to have a childcare qualification and be registered with the Scottish Social Services Council (SSSC).
- 3.14** Capability Scotland experienced significant difficulties in recruiting staff to work in the service and where they were able to recruit faced an issue with the staff not being registered with the Scottish Social Services Council. The annual turnover of temporary staff as highlighted as a key risk in the service.

- 3.15** Given the complex needs of the children accessing the service there is a need to ensure that staff working in the service are experienced and confident practitioners. Having staff in place who are familiar with, and able to meet the needs of the individual children is a priority for the service. Again, there is a need to balance staff who are familiar with the children's need and also qualified to work in childcare practice and be registered with the SSSC.
- 3.16** Children's Services has been able to ensure that there are sufficient staff operating the playscheme who satisfy the SSSC registration requirement and supplement this group of staff with other support workers and coaches.
- 3.17** Children's Services provided the manager of the playscheme and has over the past two years also deployed staff from Community Learning and Development to the playscheme.
- 3.18** The support workers are recruited from a range of staff who are on term-time contracts and are prepared to work additional hours over the summer period. This group of staff are predominately Additional Support Needs Assistants and early years practitioners. The coaches are drawn from those employed by Renfrewshire Leisure on a sessional basis.
- 3.19** It has been suggested that the Council change the contracts of all term-time employees to full-year contracts. This wouldn't be possible without the agreement of the staff concerned. However, this approach wouldn't resolve the issue as staff would still require having access to their holiday entitlement and would increase pressure on the Council's ability to deliver statutory services during the school year.

Preparing for 2019 Playscheme

- 3.20** The Council has registered the present service with the Care Inspectorate and is committed to its continuation. Children's Services and Communities Planning and Housing Services will work in partnership to deliver the Renfrewshire ASN Playscheme during Easter and summer of 2019. Preparations have commenced including seeking expressions of interest from staff interested in working for the scheme. The possibility of extending the hours of operation of the Playscheme is being explored.
- 3.21** The budget for the Renfrewshire ASN Playscheme is £150,000. The operation of the Renfrewshire ASN Playscheme will be contained within the budget provided.
- 3.22** Any expansion in the eligibility for access to the playscheme will reduce the number of days available for individual children.

4. Current Council Services for children in the mainstream

- 4.1** Renfrewshire Council doesn't deliver playschemes for children in mainstream schools nor does it operate a playscheme for children attending Mary Russell School. There are approximately 2500 children in Renfrewshire schools identified as having an additional support need. Additional support needs can be both long and short term or can simply refer to the help a child or young person needs in getting through a difficult period. The additional support needs can be due to disability or health, family circumstances or social and emotional factors.
- 4.2** The council does however provide holiday provision for children via Families First Clubs and Street Stuff. Families First Clubs are open to children in P1 to P4 who are entitled to a clothing allowance. The cost of running the Families First Clubs is in the region of £300,000 each year. Street Stuff activities are open to any child over the age of 8 is funded to the sum of £250,000. Children with additional support needs who meet the criteria for the Families First Clubs and Street Stuff can attend these programmes.
- 4.3** Renfrewshire Leisure operate activity programmes during school holiday periods. These programmes are for shorter days than the Renfrewshire ASN Playscheme and staff can't undertake personal care tasks as the activities aren't registered care services.
- 4.4** Renfrewshire Leisure ran a parents' information evening and shared with parents from Mary Russell, the full range of activities available and which their children could attend. Children from Mary Russell and mainstream schools are already accessing the Renfrewshire Leisure activities.
- 4.5** It is recognised that parents of children who attend Mary Russell and mainstream would welcome the provision of a holiday activity programme. The council isn't in the position, nor it is resourced to deliver such a programme. This is the same position of all mainstream children.
- 4.6** Senior officers have looked at the availability of a workforce to deliver playschemes for an expanded service. There are challenges in securing sufficient staff to operate the present playscheme, the Families First Clubs, Street Stuff and the activity camps operated by Renfrewshire Leisure. Given these challenges it is likely that the Council would not be able to recruit sufficient staff who meet the qualification and registration requirements to expand the current service to children in mainstream or Mary Russell.

5. Summary

- 5.1 When Capability Scotland withdrew from operating the previous playscheme Renfrewshire Children's Services established an alternative service. The following is the progress made in ensuring the continued delivery of the service:
- the Renfrewshire ASN Playscheme registered with the Care Inspectorate as a day care service for children attending Riverbrae School or the bases at St. Anthony's and St. Paul's Primary Schools;
 - parents have been involved in the planning of the above service;
 - the playscheme has operated during the Easter and summer holidays in 2017 and 2018;
 - parents have been introduced to Enable Scotland to look at how they organise their own activities;
 - Renfrewshire Leisure ran an information event for parents of children with additional support needs attending Mary Russell and mainstream;
 - the playscheme has received a positive inspection from the Care Inspectorate; and
 - preparation is underway to deliver the Renfrewshire ASN Playscheme during the Easter and summer holidays in 2019.

Implications of the Report

1. **Financial** – the Renfrewshire ASN Playscheme will continue to be provided within the budget of £150,000.
2. **HR & Organisational Development** – the recruitment of sufficient staff with experience and who are registered with the Scottish Social Services Council remains challenging.
3. **Community/Council Planning** - None
4. **Legal** - None
5. **Property/Assets** – None
6. **Information Technology** - None
7. **Equality & Human Rights** – None
8. **Health & Safety** - None
9. **Procurement** - None
10. **Risk** – None
11. **Privacy Impact** – None

12. **Cosla Policy Position** - None

List of Background Papers

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To: Council

On: 13 December 2018

Report by: Director of Children's Services

Heading: Promoting LGBTQIA Equality in Schools

1. Summary

- 1.1 In September 2016, Council agreed a motion in relation to working with other organisations to promote equality and inclusivity and ensure that homophobic bullying is effectively tackled in Renfrewshire schools. This report summarises some of the approaches taken in Renfrewshire's schools to support those with LGBTQIA identities and to promote positive relationships and inclusivity.
- 1.2 Throughout this report, the term LGBTQIA (Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Intersex, Asexual) is used, to reflect the fact that policies and activities to support inclusion are focused not only on sexual orientation but on gender identity too.
-

2. Recommendations

- 2.1 It is recommended that elected members note:
- the ongoing work in Renfrewshire schools to promote and celebrate inclusivity in relation to sexual orientation and gender identity; and
 - the announcement by the Scottish Government with regard to LGBTQIA in education.

3. Background

- 3.1 At the meeting of 29 September 2016, Council approved a motion agreeing that Renfrewshire Council would work closely with the Time for Inclusive Education campaign, the Scottish Government, and equalities organisations to ensure that homophobic bullying in Renfrewshire schools is effectively tackled and that Renfrewshire's classrooms actively promote equality and inclusivity for young people with LGBTI identities.
- 3.2 The number of reported homophobic bullying incidents in Renfrewshire schools has historically been very low – two incidents reported in 2016/17 and three in 2017/18. Since August 2017, Renfrewshire schools have been recording all bullying incidents on SEEMIS (the information system used in schools across Scotland) rather than relying on paper-based recording for bullying incidents. The scope which an electronic system provides schools with means that more information can be reported on centrally. Consequently, the number of reported incidents may increase but this provides greater assurance that all incidents are being captured. The system also allows for distinct reporting on specific prejudice-based bullying (e.g. homophobic bullying).
- 3.3 The delivery of positive messages about inclusivity and celebrating diversity, including but not restricted to LGBTIQ identities, is not new in Renfrewshire schools. Section 4 of this report provides some examples on ongoing work in individual schools.
- 3.4 In November 2018, the Deputy First Minister announced that all 33 recommendations of the LGBTI Inclusive Education Working Group will be implemented. The Scottish Government will support all state schools to teach LGBTI inclusion and equality across different age groups and subjects. The Working Group will now be re-established as an Implementation Group and Children's Services will monitor guidance as it emerges.

4. Promoting LGBTQIA Equality and Inclusion in Renfrewshire's Schools

- 4.1 In August 2018, the Education and Children's Services Policy Board approved a revised anti-bullying policy which is being implemented in all Renfrewshire Council schools. This policy states that the aim in Renfrewshire's schools is to create environments where bullying cannot thrive. The approach to tackling bullying is one where children's rights are promoted and respected, and where diversity is celebrated. The policy sets out explanations of prejudice-based bullying and protected characteristics as defined by the Equalities Act 2010.

- 4.2 Renfrewshire Council has a Relationships, Sexual Health and Parenthood (RSHP) Programme which schools can use to support the curriculum in Personal, Social, and Health Education (PSHE). The way in which the curriculum is delivered is set by the Head Teacher and the school's Senior Leadership Team, and schools may choose to work with a number of different organisations.
- 4.3 In relation to specifically LGBTIQA, schools in Renfrewshire have worked variously with organisations such as Time for Inclusive Education, Stonewall Scotland, LGBT Scotland, and LGBT Youth Scotland, to promote and support the wellbeing of LGBT+ young people. As well as these, schools also make use of resources from organisations including the NHS, Respectme, and the Scottish Catholic Education Service.
- 4.4 Equality and inclusivity in relation to LGBTQIA communities are in evidence in Renfrewshire schools. Nursery and primary schools use age-appropriate resources such as class stories and topics within PSHE to discuss relationships and LGBT issues. Some have used LGBT History Month as an opportunity to cover LGBT in more depth at assemblies.
- 4.5 Several secondary schools have LGBT groups for pupils, and in one school the group has developed PSE lessons for other pupils. Teachers reported that this had a positive impact on pupil relationships across the school. Another school is establishing an LGBT working group which will be made up of staff and pupils and will look at ways in which the school can make positive changes and celebrate diversity in Renfrewshire schools. In November 2018, teachers from each secondary establishment, including ASN schools, have been invited to attend training provided by LGBT Youth Scotland, in conjunction with Renfrewshire Health Improvement Team and Children's Services.
- 4.6 One secondary school developed an "Attitudes to Language" survey for use during anti-bullying week in the session 2017/18. The survey looked at the use of homophobic language in the school and in the wider community. Others have done particular work on homophobic bullying as part of the wider approach to tackling bullying behaviour.
- 4.7 All of Renfrewshire's schools are refreshing their anti-bullying policies to reflect both the new corporate policy and national guidance. These policies will have a clear focus on tackling prejudice-based bullying.
- 4.8 The Acting Director recently met with Renfrewshire Youth Voice regarding pupil input into secondary school PSHE programmes, including on LGBTIQA issues. The young people have committed to developing a presentation to take to a future Secondary Heads meeting. This will be supported by the Acting Director.

Implications of the Report

1. **Financial** - none
2. **HR & Organisational Development** - none
3. **Community/Council Planning**

Our Renfrewshire is fair – the work outlined in this report demonstrates a commitment in schools to tackling discrimination and promoting equality and diversity.
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, as it is for noting only.
8. **Health & Safety** - none
9. **Procurement** – none
10. **Risk** – none
11. **Privacy Impact** - none
12. **Cosla Policy Position** – none

List of Background Papers

None

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To: Council

On: 13 December 2018

Report by: Chief Executive

Heading: Governance Arrangements

1. Summary

- 1.1 The purpose of this report is (a) to approve the appointment of the Chair to the Renfrewshire Alcohol and Drugs Commission and (b) to amend the public holiday arrangements for Autumn 2019.
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2. Recommendations

- 2.1 Council agrees to the appointment of Cllr Jacqueline Cameron as the Chair of the Renfrewshire Alcohol and Drugs Commission, as set out in paragraph 3.3 of this report; and
- 2.2 That the list of public holidays for 2019 be amended to show that the Autumn 2019 public holidays fall on Friday 27 and Monday 30 September.
-

3. Background

Renfrewshire Alcohol and Drugs Commission

- 3.1 Through the development of the Community Plan in 2017, the Renfrewshire Community Planning Partnership Executive Group identified

a number of concerns in relation to the impact of drug and alcohol misuse in Renfrewshire. There was particular concern in relation to high levels of alcohol related hospital admissions and drug related deaths. As part of wider discussion, partners noted the significant impact that drug and alcohol misuse has locally and were keen to explore potential options to work together as a partnership to improve associated life outcomes for local people. A clear link was identified to mental health and to partners working to ensure that services were in place at the right time in relation to early intervention and recovery, as well as to children's services and the correlation to adverse early childhood experience.

- 3.2 The Executive Group has now formally agreed to sponsor the establishment of an Alcohol and Drugs Commission in Renfrewshire. This has also been endorsed by the Community Planning Oversight Group comprised of elected members. The principal aim of the Commission being to assess the nature, causes and impact of drug and alcohol misuse in Renfrewshire. It is proposed that the first meeting of the Commission will take place in early 2019, with membership of the Commission being comprised of national and local experts in relation to the key areas of focus, as well as being drawn from lead professionals working in Renfrewshire to support people affected by drug and alcohol misuse. Opportunities to involve and engage with local people with lived experience will also prioritised.
- 3.3 Elected members will be aware that a Tackling Poverty Commission was previously established in Renfrewshire, which was chaired by the convener of the Finance and Resources Policy Board at that time. Given her role as Vice Chair of the Integration Joint Board and Convener of the Member Officer Group, it is therefore proposed that the Alcohol and Drugs Commission is chaired by Councillor Jacqueline Cameron.
- 3.4 It is initially intended that the Commission will meet for a period of at least 6 months, with a view to recommendations being reported to community planning partners in Autumn 2018. Regular updates will be provided to elected members through reports to the Leadership Board and Renfrewshire Community Planning Oversight Group.

Autumn 2019 Public Holiday

- 3.5 At the meeting of the Finance, Resources & Customer Services Policy Board held on 5 September 2018 a list of public holidays in 2019 for staff was approved. The dates listed for Autumn holidays of Friday 21 and Monday 23 September were not correct and it is proposed that the list be amended to show the correct dates as Friday, 27 September and Monday, 30 September 2019.

Implications of the Report

1. **Financial** – n/a
2. **HR & Organisational Development** – n/a
3. **Community/Council Planning** – the establishment of the Alcohol and drug Commission is supported by community planning partners, who identified the need for this Commission through the development of the Community Plan in 2017.
4. **Legal** – n/a
5. **Property/Assets** – n/a
6. **Information Technology** – n/a
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – n/a
9. **Procurement** – n/a
10. **Risk** – n/a.
11. **Privacy Impact** – n/a
12. **Cosla Policy Position** – n/a

List of Background Papers

- (a) n/a

Author: Laura McIntyre, Head of Policy and Commissioning 0141 618 6807



To: Council

On: 13 December 2018

Report by: Lead Officer on behalf of the Audit, Risk & Scrutiny Board

Heading: Fly tipping in the countryside and at known fly tipping spots

1. Summary

- 1.1 Over a period of months and as part of the Audit, Risk and Scrutiny Board's annual programme, reports have been presented to the Board by the Lead Reviewer on the subject of fly tipping in the countryside and at known fly tipping spots.
- 1.2 Research information in relation to the topic was reviewed, council officers presented information on the relevant services they are responsible for delivering and key partners and witnesses attended Board meetings to describe their roles and provide their insight.
- 1.3 This report describes the purpose and scope of the review, it includes summaries of the information reported to each Board meeting and concludes with the key findings and proposed recommendations.
- 1.4 The review has provided assurance to the Audit, Risk and Scrutiny Board. The Board agreed the final report at its 25 September 2018 meeting. There is a high degree of service activity in relation to this topic and the relevant services are continually seeking to improve practice in this regard, working with the community and key partners.
-

2. Recommendations

- 2.1 Council is asked to:
- note the findings and approve the recommendations.

3. **Background**

3.1 At its meeting of 28 August 2017, members of the Audit, Risk and Scrutiny Board agreed an annual programme of activity for the Board for 2017/2018. The programme included a review which would look into fly tipping in the countryside and at known fly tipping spots.

3.2 The purpose of the review was firstly to understand what drives people (individuals and organisations) to fly tip, secondly to set out the council's current arrangements for addressing fly tipping, and thirdly to identify any other improvement activity that could be recommended that the relevant services could pursue within available resources.

3.3 The scope of the review focused firstly on reviewing research available on this subject, secondly on the relevant services provided under the remits of the Head of Amenity Services and the Head of Public Protection as they were known at the time, and thirdly on fly tipping prevention and detection activities that are being taken forward elsewhere, particularly by other Scottish local authorities and key partner organisations. The scope of the review was agreed by Board at its 6 November 2017 meeting.

3.4 Progress reports were presented regularly to the Board and paragraphs 3.5 – 3.7 provide a resume of the main points presented on each occasion.

3.5 22 January 2018 – review of the available research

3.5.1 Key papers brought to the Board's attention included:

- The Environmental Protection Act 1990 (the key piece of legislation for tackling litter and fly tipping, Part II outlines the duties for fly tipping)
- Scotland's Litter Problem: Quantifying the scale and cost of litter and fly tipping (Zero Waste Scotland, 2013)
- Towards A Litter-Free Scotland: A Strategic Approach to Higher Quality Local Environments" (Scottish government, 2014)
- Evidence Review of Fly Tipping Behaviour (Zero Waste Scotland, 2017)

3.5.2 Key websites brought to the Board's attention included:

- Dumb Dumpers Public Reporting Tool
- Flymapper Scotland Land Manager Reporting Tool
- Keep Scotland Beautiful
- [The] National Fly Tipping Prevention Group
- Renfrewshire Council Website/ Focus on Littering and Fly Tipping
- Scottish Environment Protection Agency (SEPA)
- [The] Scottish Government
- Zero Waste Scotland (general)
- Zero Waste Scotland Evidence Review of Fly Tipping Behaviour
- Renfrewshire Council: Communities, Housing & Planning Policy Board

3.5.3 Fly tipping was noted as a national problem, defined as the illegal deposit of any waste onto land that does not have a licence to accept it. Waste includes for example general household waste, larger domestic items

including fridges and mattresses, garden refuse, and commercial waste such as builder's rubble, clinical waste and tyres. Zero Waste Scotland (ZWS) asserted in their research that in Scotland fly tipping was estimated to incur direct costs of at least £11m of taxpayers' money for clearance, disposal and enforcement activities. (See 3.5.9 regarding Renfrewshire).

3.5.4 In terms of causes of, and motivations towards fly tipping, ZWS explain that "while the consequences of litter and fly tipping may be similar, the behavioural drivers and counter-measures required are not" and they assert further that fly tipping incidents are characterised by a range of waste types, incident sizes and location profile "but behind these different types of incidents can be quite differing motivations of the offending individuals and there are often specific contextual issues that will influence their behaviour."

3.5.5 ZWS group the various offenders of fly tipping into three categories to consider their motivations:

- private households – generally fly tipping small amounts of their own domestic waste;
- commercial businesses – fly tipping comparatively small amounts of their own waste; and
- organised offenders – fly tipping waste likely to have originated with others, often on a larger scale.

3.5.6 Interestingly, albeit not surprisingly, the ZWS research confirms that all of the groups above "are to some degree motivated by economic drivers." However, other research cited by ZWS points out that while economic factors matter, it is usually a set of conditions that increase a person's willingness to commit a crime. The Board received detailed information in relation to conditions influencing smaller scale fly tipping by households and commercial businesses (1-4 below) and by 'organised offenders' (5-9 below):

- (1) Accessibility of local waste services
- (2) Local environmental characteristics
- (3) Attitude to, and knowledge of what constitutes fly tipping
- (4) Household characteristics/ influence of peer/ neighbour behaviours
- (5) Perception of peer behaviour
- (6) Economic pressures
- (7) Difficulties with paperwork relating to description of waste
- (8) Lack of clarity at waste sites
- (9) Lack of sense of moral obligation to comply with the rules.

3.5.7 Specifically relating to the fly tipping of tyres the Environment Agency in 2012 revealed that motivations included financial gain, convenience, opportunism, market dynamics/ demand, and low risk of punishment for offences.

3.5.8 In terms of understanding the scale of the problem for Renfrewshire, the Lead Reviewer gathered information on the number of fly tipping complaints received from 2014/15 to November 2017/18. The figures showed an increase in complaints each year; rising from 1292 in 14/15 to 1455 in 16/17, with 957 complaints received in the first 8 months of 17/18.

From the data it was also possible to identify the top 5 fly tipping sites in the area over these periods. This data is set out again, for ease of reference in Appendix 1. Further, a table showing the types of waste fly tipped at known hotspots is provided in Appendix 2. It was noted that the Board that oversees environmental issues in Renfrewshire is the Infrastructure, Land and Environment Policy Board. The Board receives reports with information on fly tipping, service activities and performance in relation to this, such as the % of fly tipping incidences investigated and uplifted by the council's Rapid Response Team within one working day.

- 3.5.9 Subsequent to the January 2018 meeting, the question was asked about the direct costs to Renfrewshire Council for fly tipping clearance, disposal and enforcement activities. It was not possible to define these costs specifically relating to fly tipping however the service informed that they would work with Zero Waste Scotland to identify parameters to be used for gathering this data in order to be consistent with national data gathered.

3.6 19 March 2018 – council services, tenants and residents' representatives

- 3.6.1 In keeping with the scope agreed by the Board, the review moved on to consider the relevant activities carried out under the remits of the Head of Amenity Services and the Head of Public Protection. At the earlier request of the Board, a representative of the Williamsburgh Tenants & Residents Association was also invited to provide an overview of their experience of fly tipping in their locality and how the council responds.

- 3.6.2 Diane Watt, Secretary of Williamsburgh Tenants & Residents Association attended the Board meeting and was joined by Jean Easdon and Annette Henderson, committee members for the Association. The key messages that the Association conveyed were:

- an increase in the number of fly tipping incidents;
- the types of items being fly tipped included suites and mattresses;
- the fly tipping was not being carried out by local residents;
- vans and cars were arriving in the area to fly tip when caretakers were not present; and,
- the wardens service [Community Safety Officers] provided by the council is very helpful; having team phone number means residents can easily call for help to clear away items and the team responds quickly.

- 3.6.3 It was also discussed that with regards to private landlords, the affordability of some furniture types potentially made it easier for landlords to re-furnish properties resulting in furniture no longer required being fly tipped. The Seedhill area was cited as an example of this type of activity.

- 3.6.4 In terms of services provided by the council with regards to fly tipping prevention, detection and response, activities fall within the remit of the two relevant heads of service, mainly with prevention and enforcement under public protection, and removal and disposal under amenity services, however some cross-over of work does occur, for example, the Rapid Response Team under Public Protection also remove items for disposal. It was noted that presently services do work very closely together. Appendix 3 provides detail of the breakdown of activities relating to each head of service.

- 3.6.5 In terms of enforcement a £200 fine for fly tipping is the maximum that can be issued by officers as a fixed penalty notice, however for repeat offences or where fly tipping is of a particularly serious nature, offenders can also be reported to the Procurator Fiscal with the recommendation that they are prosecuted for the offence. Where a person is found guilty, the courts can impose fines of up to £40,000 or custodial sentences of up to six months. In 2017, Renfrewshire Council issued 5 fixed penalty notices for fly tipping. In 2018, from January to date of re-run of the report, (20 August 2018), a total of 14 fixed penalty notices had been issued, being a significant increase on the previous year.

3.7 29 May 2018 – other Scottish local authorities and key partners

- 3.7.1 To facilitate a balanced review it was important to understand what other local authorities do in addressing fly tipping, and also to understand how the council links with key partners to generate effective solutions. To provide further context to this element of the review, the Lead Reviewer returned to the research undertaken by Zero Waste Scotland as the report gave information on how fly tipping could be addressed. It was important to keep this information in mind since it had the potential to influence future recommendations where council activities might not have aligned with the research. The activity outlined by ZWS was:
- Data capture – smartphone apps for public reporting; systematic evaluation of the effectiveness of measures in place; matching intelligence data held by SEPA or the police to track and catch persistent offenders; to gain insight as to whether gate fees for white van carriers are cost-effective.
 - Infrastructure –the use of physical barriers to restrict vehicular access to known fly tipping sites; CCTV for monitoring; intelligent data extraction systems to enable image, data and document analysis to support law enforcement investigations and quickly identify environmentally critical fly tipping locations; and geographical information systems to categorise fly tipping zones and enable more efficient surveillance.
 - Education/ awareness – public awareness of what constitutes fly tipping and how to report it, that using an intermediary to dispose of waste does not remove responsibility to ensure waste is legally disposed of, and promoting services such as *Dumb Dumpers* and *Crime Stoppers*. [Lead reviewer observation here was that surprisingly the ZWS report appears to be silent in relation to education and awareness raising in schools].
 - Specific to organised offending - increasing the difficulty, increasing the risk of being caught, reducing reward, reducing provocation and removing excuses for offenders. This involves targeting hot-spots, individual registration of vehicles as waste-carriers, charging offenders with ‘tax evasion,’ introducing a reward scheme to encourage fly tipping reporting by the public, and direct billing of fly tippers for the cost of clean-up and disposal. From an ‘infrastructure’ perspective it is also thought that “measures could include the simplification of the administrative burden to waste carriers. This would address an earlier

research finding on the behaviour of white van carriers that higher compliance might be achieved if paperwork for waste reporting was simplified and better communicated. Moving towards electronic waste transfer notes might be a crucial step in this direction.

- 3.7.2 The Lead Reviewer contacted several neighbouring local authorities to seek their participation in providing some benchmarking data. Not all responded but for those who did, the information was put into table format to allow comparison and an opportunity to consider if other local authorities were doing anything that the council was not, or could perhaps improve upon. The table of responses is presented in Appendix 4 and from the information gathered a couple of observations were made, in that, it looks to be the case that all responding local authorities are engaged in very similar activities either currently or are developing these further, and the activities align with the type of activities set out in 3.7.1 above. One clear point of note was the significant number of fixed penalty notices issued by North Ayrshire Council compared with all others. A footnote in the table provides some additional explanation for this.
- 3.7.3 In relation to the role of key partners, the Board received a presentation from Mr Charlie Devine, Head of Resource Management, Zero Waste Scotland. The key points of note in Mr Devine's presentation covered:
- information about Zero Waste Scotland, their mission and current plans;
 - reviewing evidence to inform policy;
 - the further development of the FlyMapper reporting mobile app;
 - the Revised Code of Practice on Litter & Refuse; and,
 - a look at new approaches to addressing fly tipping.
- 3.7.4 An invitation had been extended to SEPA to present to the Board on their role in relation to fly tipping in Scotland. Unfortunately, SEPA did not confirm their availability for the meeting and so alternatively the Lead Reviewer consulted their website to provide information. As Scotland's principal environmental regulator, SEPA regulate activities that could lead to pollution or environmental damage and help regulate operators and individuals to understand and comply with environmental regulations. Specifically, SEPA regulate:
- activities that may pollute water and/ or air;
 - activities that may contaminate land;
 - waste storage, transport, treatment and disposal; and
 - the keeping and disposal of radioactive materials.
- 3.7.5 Commercial waste carriers or brokers must apply to SEPA for a permit to legally carry or dispose of waste. SEPA maintain a [register of licensed waste carriers and brokers](#) which anyone can access to ensure any company being used is sufficiently compliant.

Enforcement powers relating to fly tipping offences rest with both SEPA and local authorities and there is no definitive demarcation between which body would investigate incidents. It is generally the case however that SEPA would investigate larger scale commercial/ industrial incidents. A matrix developed several years ago by a Fly Tipping Stakeholder Forum to provide guidance to the public around this issue is provided in Appendix 5.

It should be noted that the council is currently liaising with SEPA to consider what joint work can be undertaken to tackle fly tipping hot spots, and in particular, tyres.

- 3.7.6 An invitation had been extended to Police Scotland to present to the Board on their role in relation to fly tipping in Scotland. Unfortunately, Police Scotland did not confirm their availability for the meeting and so the Lead Reviewer discussed their role with representatives from Environment & Infrastructure. The main role for Police Scotland in relation to fly tipping locally is the referral of cases onto the council for investigation and where possible enforcement. Police Scotland only become involved in a more detailed way where cases are significant and involve serious organised crime. It should be noted that the council arranged a joint day of action with Police Scotland on 22 August 2018.
- 3.7.7 In the time intervening from the 29 May report to Board until now, the Lead Reviewer has additionally been tracking the not insignificant number of media reports relating to fly tipping in Renfrewshire and the council's ongoing efforts to tackle this issue and clean up Renfrewshire.



[Community clean-up numbers triple after Renfrewshire Council ...](#)
[Scottish Daily Record](#) - 13 Aug 2018

Read more: Paisley pub owner slams Renfrewshire Council for 'horrendous' bin ...
And the Normandy Hotel helped with the removal of litter and fly tipping for ...



[Potholes, bins and fly-tipping: the biggest issues in your area revealed](#)
[Glasgow Live](#) - 2 Aug 2018

Potholes, bins and fly-tipping: the biggest issues in your area revealed ... The worst council for potholes was Renfrewshire, which received 716 complaints, and ...



[Braes tyre fly-tipping disgrace after 'over 1000 tyres' are found dumped](#)
[Scottish Daily Record](#) - 2 Aug 2018

Braes tyre fly-tipping disgrace after 'over 1000 tyres' are found dumped ... Now he is pleading with Renfrewshire Council bosses to do something about the ...



[Paisley woman at 'end of tether' with illegal dumping](#)

[TheGazette.co.uk](#) - 19 Jul 2018

A Paisley woman recovering from a stroke is "at the end of her tether" as illegal dumping continues at the back of her home. Liz Wilson lives in Well Street and is ...



[Permit system to be introduced for vehicles larger than a car at all ...](#)
[Renfrewshire 24 News](#) - 9 Jul 2018

Renfrewshire Council is to crack down on businesses illegally dumping commercial waste – by bringing in a permit scheme at the area's five Household Waste ...

- 3.8 The council's arrangements for waste **collection** are changing November 2018 and a [dedicated page on the council's website](#) outline the new arrangements for residents. Arrangements for waste **disposal** in Renfrewshire presently include access to five household waste recycling centres which are based within Erskine, Johnstone, Linwood, Paisley and Renfrew. **Special uplifts** can be arranged for a fee, shown on the council's website as £32.30.

Special uplifts	
Domestic 1 to 20 items	£32.30

- 3.9 Presently, council tenants are not charged for special uplifts, but rather the charge is made against Communities, Housing and Planning Services.

4. **Key findings**

- 4.1 While findings and recommendations follow, service activity directed towards this issue is an ever-developing area of practice and services demonstrate they are continually looking at ways to tackle fly tipping and deliver improvements. Some findings are therefore observations only; not all lead to recommendations.

- 4.2 To provide structure to this section of the report, the Lead Reviewer has taken the key headings referred to at 3.7.1 to set out the main findings; these headings being representative of the areas of activity that Zero Waste Scotland believe will produce results in tackling fly tipping.

4.3 Data capture

- 4.3.1 Smartphone apps for public reporting – fly tipping complaints are still on the rise however currently the council does not have an app in use for the reporting of fly tipping. It is noted however that the 'Report-It' app is being introduced and will include this functionality.
- 4.3.2 As reporting is improved going forward, both for public and employee reporting, and system anomalies are resolved (referred to in 4.4.3 below), there is a risk that figures will be on the rise through better reporting and this may create a perception that fly tipping is becoming worse despite council and partner agency measures. Data reports should be supported with rich contextual information to ensure key messages are understood.
- 4.3.3 Systematic evaluation of the effectiveness of measures in place – the Communities and Regulatory Manager meets regularly with Community Safety Officers, tasking them to routinely visit hot spot areas. The team continually evaluate their activities and data available them to keep on top of hot spots. A recent example was Meadowside Street where concrete bollards were introduced as a physical barrier to fly tipping. Since introducing the bollards there has been no further fly tipping at that spot.
- 4.3.4 Matching intelligence data held by SEPA or the police to track and catch persistent offenders – this is an ongoing area of improvement for the council. A recent example of this is a meeting that took place between the council and SEPA on 20 August to look at how to better share intelligence

data not just locally but across the local authorities in the wider west of Scotland area. Another example is that of the multi-agency meetings between the council and Police Scotland where fly tipping (specifically regarding tyres), is a regular agenda item.

- 4.3.5 In addition to liaison with SEPA and Police Scotland, it is noted that the council is now working closely with Zero Waste Scotland to commence the use of FlyMapper. FlyMapper is an online tool that has been developed to help local authorities and other land managers tackle fly tipping more efficiently and effectively. The tool is not yet in use by all local authorities which results in an incomplete picture in terms of national data. Zero Waste Scotland have recently recruited an intern to look at fly tipping in Scotland and the use of FlyMapper, and the council is now in contact with the intern to work on this development.
- 4.3.6 Using data to gain special insight (correlation between gate fees, opening hours, special uplift charges and fly tipping in the area). The Lead Reviewer was not aware that data was being used by the council in this way. It is acknowledged that to track data at this level could require commitment of additional resources and so no recommendation is made to take this forward but rather, to consider if there are any improvements that could be made to gather evidence that would afford this quality of data without significant impact to service resources. This is particularly relevant to measuring the effectiveness of the new permit system, where drivers of commercial-style vehicles with household waste will need to apply for a permit each time they plan to visit a waste disposal site.

4.4 Infrastructure

- 4.4.1 Use of physical barriers to restrict access to known fly tipping sites – barriers, fencing and signage are all methods used at known fly tipping spots to discourage further offences.
- 4.4.2 CCTV for monitoring –both overt and covert CCTV is in use. It is noted that while fixed cameras can reduce fly tipping in certain locations, it does not eliminate it completely as offenders can conceal their identity, so that visual recognition is difficult and vehicles can similarly avoid detection when using false number plates. With fly tipping occurring in a range of locations it is also not always physically possible to install cameras.
- 4.4.3 Use of geographical information systems (GIS) to categorise fly tipping zones and enable more efficient surveillance – it was noted during the review that fly tipping complaints go onto two systems (Flare and Lagan). Flare allows incidents to be plotted on GIS (as it has eastings and northings), however Lagan does not. Currently Flare only captures approximately 1/3 of complaints. This anomaly should be addressed to provide reassurance on accuracy of data reports.
- 4.4.4 Image, data and document analysis to support enforcement investigations – where possible Community Safety Officers carry out checks to identify offenders, however there is a trend of reducing evidence within dumped bags as people remove personal data for other purposes such as reducing the risk of identity theft. That said, the issuing of related fixed penalty notices (FPNs) has increased and while this is significant compared to the

previous year, it would be worthwhile the service liaising with North Ayrshire Council to look into the reasons for their higher levels of FPNs.

4.5 Education/ awareness

- 4.5.1 Public awareness of what constitutes fly tipping and how to report it – the council has a [website page](#) dedicated to its Team Up to Clean Up initiative and this includes dedicated information on fly tipping and how to report it. The council promotes services such as Dumb Dumpers and Crime Stoppers and always participates in national campaigns.
- 4.5.2 Education and awareness has targeted schools. Currently schools assist with clean ups however a new fly tipping booklet for schools is being developed and will form part of the curriculum. In addition to this activity the 'safekids' initiative, which involves Primary 6 children going along to St Mirren FC to learn about a range of topics, has included information on fly tipping, enabling children to learn about the impact of fly tipping and fines.
- 4.5.3 At the time of preparing this report the Lead Reviewer noted that the council's Team Up to Clean Up Facebook page was very active with 350 online members.

4.6 Specific to organised offending

- 4.6.1 Increasing the difficulty and increasing the risk of being caught for fly tipping – the main council activities around this aspect are in trying to frustrate offenders from using hot spot areas by introducing the physical barriers referred to earlier in 4.4.1, using CCTV where possible, analysing documentation to try to determine IDs and working with other agencies to share intelligence.
- 4.6.2 'Duty of care visits' take place to businesses where the council looks to reconcile the volume of waste that is being removed (under agreement with the council), versus the volume of waste that the business is likely to have, given the size and nature of the business.
- 4.6.3 The Permit Scheme introduced recently at the Household Waste Recycling centres is an example of a new measure focused on addressing the problem of commercial businesses and traders attempting to dump trade waste at council facilities, free of charge.
- 4.6.4 Presently there is no reward scheme in place for members of the public reporting fly tipping information that leads to enforcement/ prosecution but this is something that could be considered. Likewise, to date there has been no direct billing of fly tippers for the cost of clean-up and disposal but this is something that could be considered, albeit it is acknowledged that identification of perpetrators remains a key problem.

4.7 Other – change in management structures.

One final observation relates to service department structures. Having the two heads of service remits with responsibility for various aspects of tackling fly tipping working within the same management structure has largely worked very well and teams work together to pursue continued

improvement, for example, around waste services reporting of fly tipping. Now, following recent changes, the heads of service remits are under separate service departments. It could be perceived that this could lead to a drift in close working relationships, however this is very unlikely given the improvements planned for in-house and public reporting of fly tipping and strengthening management data to assist in developing trends and appropriate responses. Further, there are many other examples in the council where services work collaboratively to deliver effective service provision and management have provided assurance in this regard.

5 Key recommendations

- 5.1
- (1) The Head of Communities and Public Protection should ensure that the 'Report-It' app is rolled out as planned and that it is fit for purpose, firstly for the public reporting of fly tipping incidents and secondly for the delivery of effective management data to enable appropriate trends to be identified and responded to.
 - (2) Linked with the above, the Head of Communities and Public Protection along with the Head of Operations & Infrastructure should seek to resolve the current issue where GIS (through Flare) only captures data relating to approximately one third of fly tipping complaints, to facilitate the delivery of comprehensive management data from GIS for effective analysis and response to fly tipping data.
 - (3) The Head of Communities and Public Protection should continue to work with Zero Waste Scotland to find a solution to enabling the use of FlyMapper to assist with identifying fly tipping hotspots and enabling more effective targeted enforcement action to take place, feed into the national picture and help direct national resources and priorities.
 - (4) The Head of Communities and Public Protection, along with the Head of Operations & Infrastructure should consider if information gathering can be established to determine correlations between fly tipping trends and local policy around, for example, the new permit system and special uplift service and charges.
 - (5) The Communities and Regulatory Manager should seek to meet and share practice with colleagues at North Ayrshire Council (NAC), to consider if any lessons can be learned from NAC's experience of issuing significant numbers of fixed penalty notices for fly tipping.
 - (6) The Head of Communities and Public Protection should establish regular contact with partners, SEPA and ZWS to take forward a joint approach to tackling fly tipping and engage with local communities. (The ZWS paper outlined examples of activity that could be pursued but it is acknowledged that some could be cost prohibitive for the council).

Implications of the Report

1.	Financial	- none
2.	HR & Organisational Development	- none
3.	Community Planning	- none
4.	Legal	- none
5.	Property/Assets	- none
6.	Information Technology	- none
7.	Equality & Human Rights	- none
8.	Health & Safety	- none
9.	Procurement	- none
10.	Risk	- none
11.	Privacy Impact	- none
12.	COSLA implications	- none

List of Background Papers

- (a) Audit, Risk and Scrutiny Board Annual Programme approved 28/08/2017
- (b) Audit, Risk and Scrutiny Board Fly Tipping Report 01, 06/11/2017
- (c) Audit, Risk and Scrutiny Board Fly Tipping Report 02, 22/01/2018
- (d) Audit, Risk and Scrutiny Board Fly Tipping Report 03, 19/03/2018
- (e) Audit, Risk and Scrutiny Board Fly Tipping Report 04, 29/05/2018
- (f) Audit, Risk and Scrutiny Board Fly Tipping Final Report, 25/09/2018

The foregoing background papers will be retained within Finance and Resources for inspection by the public for the prescribed period of four years from the date of the meeting. The contact officer within the service is Karen Locke, Risk Manager, 0141 618 7019, Karen.Locke@renfrewshire.gov.uk

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Appendix 1

Streets featuring in top five for fly tipping complaints in the last 4 financial years

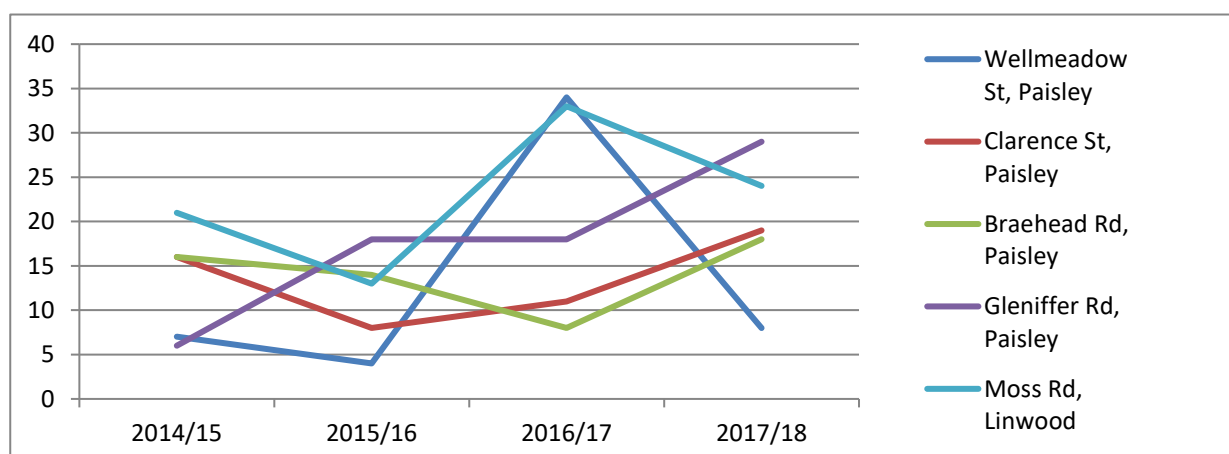
Street	2014/15	2015/16	2016/17	2017/18*
Braehead Road, Paisley	16	14	8	18
Candren Road, Linwood	13	22	16	8
Cartha Crescent, Paisley	6	11	4	0
Causeyside Street, Paisley	21	26	13	10
Clarence Street, Paisley	16	8	11	19
Dunn Street, Paisley	14	2	9	4
George Street, Paisley	10	8	12	16
Gleniffer Road, Paisley	6	18	18	29
Leitchland Road, Paisley,	11	11	18	7
McKerrell Street, Paisley	10	4	15	15
Moss Road, Linwood, Paisley	21	13	33	24
Wellmeadow Street, Paisley	7	4	34	8

*partial year

Movement across the financial years

Street	2014/15	2015/16	2015/16	2016/17	2016/17	2017/18
Braehead Road, Paisley		-2		-6		+10
Candren Road, Linwood		+9		-6		-8
Cartha Crescent, Paisley		+5		-7		-4
Causeyside Street, Paisley		+5		-13		-3
Clarence Street, Paisley		-8		+3		+8
Dunn Street, Paisley		-12		+7		-5
George Street, Paisley		-2		+4		+4
Gleniffer Road, Paisley		+12		0		+11
Leitchland Road, Paisley,		0		+7		-11
McKerrell Street, Paisley		-6		+11		0
Moss Road, Linwood, Paisley		-8		+20		-9
Wellmeadow Street, Paisley		-3		+30		-26

Streets with total >50 complaints AND no. 17/18 >14/15






Appendix 2 Types of Materials Fly Tipped at known hotspots



Location	2014/15	2015/16	2016/17	2017/18
Braehead Road, Paisley	Black bags, construction waste, household waste, mattresses	Tyres, sofa, construction waste, grass cuttings, household waste	Household waste, wood and decking panel, toilet, tyres	Construction materials, electrical waste, household waste, grass cuttings, and tyres
Candren Road, Linwood	Household waste and construction demolition waste	Household waste including bedding	Household waste and construction demolition waste	Household waste including white goods
Cartha Crescent, Paisley	Household waste, black bags	Household waste and construction demolition waste	Household waste	-
Causeyside Street, Paisley	Black bags, household waste	Black bags, household waste	Black bags	Black bags
Clarence Street, Paisley	Sofas, asbestos, black bags, carpets and underlay, household waste including white goods	Household waste, white goods, wood, fridge freezer, double bed	Household waste, black bags, mattresses, white goods	Household waste, white goods, black bags, sofa
Dunn Street, Paisley	Household waste, sofas, mattress, television	Not specified	Black bags, electrical, household waste,	Household waste, mattress
George Street, Paisley	Household waste, fridge freezer, tv, armchair	Household waste	Black bags, clothing, piano, sofa	Construction demolition waste, household waste, mattresses, wood and pallets
Gleniffer Road, Paisley	Electrical, tree cuttings, household waste, white goods	Asbestos, black bags, construction demolition waste, household waste, mattress, tyres	Asbestos, black bags, construction demolition waste, household waste, tree cuttings	Wheelie bins, black bags, asbestos, bread crates, construction demolition waste, household waste, tree cuttings
Leitchland Road, Paisley	Black bags, construction demolition waste, household waste, tyres	Electrical goods, household waste, trampoline, tyres	Commercial food waste + not specified	Fridge, household waste, mattress
McKerrell Street, Paisley	Couch, household waste, television	Armchair, bed, black bags, household waste	Household waste, black bags	Black bags, electrical, fridge, household waste
Moss Road, Linwood	Construction demolition excavation waste, tree cuttings, household waste, tyres	Blacks bags, white goods household waste	Household waste, tree cuttings, tyres	Construction demolition excavation waste, asbestos, sofa, tyres
Wellmeadow Street, Paisley	Black bags, household waste	Black bags	Not specified	Bed base, mattresses, household waste

Appendix 3 Breakdown of Service Activities

Service	Prevention	Enforcement	Detection	Response
Public Protection	<ul style="list-style-type: none"> ▪ Visiting fly tipping hot spots to implement measures to prevent further fly tipping: <ul style="list-style-type: none"> ○ Barriers ○ Signage ○ Overt and covert CCTV ▪ Liaising with businesses regarding Trade Waste 	<ul style="list-style-type: none"> ▪ Renfrewshire Community Safety Officers enforcing where evidence is found 	<ul style="list-style-type: none"> ▪ Working with communities to identify and clear fly tipping 	<ul style="list-style-type: none"> ▪ Visit every fly tipping complaint to assess for evidence of where it came from ▪ Removing small volumes of fly tipping ▪ Working with Amenity Services for larger scale fly tipping ▪ Liaising with landowners when there is fly tipping on their land
Amenity Services	<ul style="list-style-type: none"> ▪ Put in place barriers to prevent fly tipping, for example: <ul style="list-style-type: none"> ○ cutting grass ○ ensuring appropriate lighting ○ re-aligning roads 	<ul style="list-style-type: none"> ▪ 	<ul style="list-style-type: none"> ▪ 	<ul style="list-style-type: none"> ▪ Visit fly tipping and remove from Council owned land ▪ Dispose of waste via Linwood Transfer station

Appendix 4 Overview of arrangements in nearby Local Authorities

Authority	Methods of reporting			Fly Tipping Fixed penalty notices		Roles		Approach		
				£ per notice	No. issued in 2017	Team/s	Management	Main prevention activities	Most recent developments	Future plans
Renfrewshire	✓	✓	x	£200	5	Rapid Response Team (RRT) and Community Safety Officers Streetscene	Head of Amenity Services and Head of Public Protection	Visiting fly tipping hot spots to implement specific measures (Barriers, Signage, Overt and covert CCTV); Visit all fly tipping complaints to assess for evidence of source	Team Up to Clean Up campaign with dedicated area for information about littering and fly tipping .	More RRT; Introduce "Report-it" App; Introduce Flymapper: (ZWS) App; Progress Permit Scheme proposal for householders
North Ayrshire	✓	✓	✓	£200	140***	Dedicated Environmental Enforcement Team for investigation and enforcement. Rapid Response for removal.	Fly Tipping Officer and StreetScene Strategy Manager	Visit every fly tipping complaint to assess for evidence of source; Regular patrols of known hotspot areas; Use of FlyMapper; Promotion of positive outcomes through social media including penalties and responsibilities; Attending community group meetings for intel; "White van man" initiative, making waste producers aware of section 34 offences and preventing the use of no-licensed waste carriers; Interacting with private landlords and holding them responsible for waste from their properties	Pilot scheme to introduce covert cameras The use of body-worn cameras to capture evidence from sites etc.	Increase areas covered by CCTV Use media and social media to promote results and penalties Continue to work with groups for 'as it's happening' info Improve our escalation process
East Ayrshire	✓	✓	x	£200	35	Corporate enforcement unit Environmental health pollution control team	Regulatory services manager	Media articles Posters Overt and covert CCTV FPNs and prosecution reports	Large case is being sentenced in June at court	Preventative and reactive work conducted by CEU and partners such as police
Inverclyde	✓	✓	✓	£200	9	Trading Standards and Enforcement along with the Community Warden Service	Head of Environment and Public Protection Services	Visit every fly tipping complaint to assess for evidence of source. Make use of Public CCTV systems to monitor hotspots. Dumb dumpers signage in hotspots to discourage offences but also for	Heat mapping of issued FPNs/ reports to offer visual representation of current areas of	Further development of Heat Mapping. Education of young people through school visits.

Authority	Methods of reporting			Fly Tipping Fixed penalty notices		Roles		Approach		
				£ per notice	No. issued in 2017	Team/s	Management	Main prevention activities	Most recent developments	Future plans
								reporting. Contact land owners to close off open sites to reduce fly tipping.	interest, can be filtered for certain periods of time. Zoning of LA's area so that teams can focus on specific areas.	
East Renfrewshire	✓	✓	x	£200	[blank]	Env Health/ Community Wardens/ Cleansing	Head of Environment Department	Signage/ CCTV/ Moveable covert camera		None at the moment

***At North Ayrshire the enforcement team was created in April 2016 and spent the first year or more tackling historic issues as well as new ones. Prior to the introduction of the enforcement team no-one was specifically tasked with this issue, hence the larger volume of notices issued in 2017. The numbers are starting to fall now as fly tipping prevention and detection activities progress further.

Appendix 5 Matrix for reporting of Fly Tipping Waste Types

Fly tipped waste	Contact Local Authority?	Contact Environment Agency?	Report to Police?	Consider removing it yourself?	Comments
Animal carcasses	Yes	Yes - if in/near water	Yes	Seek advice from the Environment Agency on disposal options. Carcasses may be diseased and health and pollution hazards.	Some carcasses may be buried or disposed of through a licensed knacker's yard or hunt kennel authorised incinerator or rendering plant.
Fibrous asbestos	No	Yes	Yes	No	Contact the Environment Agency using the emergency hotline number (0800 807060). Fibrous asbestos is dangerous. Stand up-wind and wet the waste if possible (that is to say, wet it as long as you do not put yourself in danger).
Asbestos board/ cement	Yes	Yes – but only to ensure that removal is covered by consignment notes.	Yes	No	Use registered carriers for asbestos removal
Batteries: wet lead acid	Yes	Yes - if more than five to ensure that removal is covered by consignment note.	Yes	No	Battery acids are strong corrosives. May emit irritant fumes, especially on reaction with water. Return to supplier. Contact the Environment Agency emergency hotline (tel: 0800 807060) immediately if watercourses are threatened.
Batteries: dry Ni/Cd, mercury, alkaline	Yes	Yes - if in/near water (also to ensure removal is covered by a consignment note).	Yes - if large quantities	Yes - take to recycling centre	Damaged batteries may react with other substances. Explosive reaction if water is added. Return to suppliers or take to recycling facility
Bottles	Yes	No	Yes - if large quantities	Yes - take to recycling centre	
Builders' rubble (including cement, stone, concrete, aggregates, sand)	Yes	Yes – if more than 50m3 or if polluting a watercourse.	Yes	Yes - if clearly inert and in small quantities to landfill or civic amenity site.	Bricks can be re-used if clean (clean means free from polluting matter e.g. plaster board). N.B. also can be used as construction material – if you want to do this please contact the Environment Agency. On no account should polluting materials be used e.g. any form of asbestos.
Cans (steel, aluminium)	Yes	No	Yes - if large quantities	Yes - take to recycling centre	
Chemicals (including pesticides and wood preservatives)	No	Yes	Yes	No	These can present particular problems in the water environment - contact the Environment Agency emergency hotline (tel: 0800 807060) immediately; Be aware of fumes.

Fly tipped waste	Contact Local Authority?	Contact Environment Agency?	Report to Police?	Consider removing it yourself?	Comments
Clinical and sanitary waste	No	Yes	Yes	No	May include blood-contaminated products, syringes, needles and materials contaminated with faecal material. Contact the Environment Agency emergency hotline (tel: 0800 807060) immediately.
Drums	Yes	Yes - if leaking or in poor condition	Yes	No	Always seek advice on contents - labels may not indicate contents - be wary of fumes
Electrical goods (e.g. fluorescent tubes, computer waste, TVs)	Yes	Yes - if large quantities	Yes	Yes - if small - to civic amenity site	Fluorescent tubes contain toxic compounds requiring special care
Fabrics	Yes	No	Yes	Yes - if small take to civic amenity site	Do not disturb blood stained clothing call the Police immediately
Fire extinguishers	Yes	No	Yes	Yes - return to suppliers or civic amenity site	Many suppliers will take back abandoned fire extinguishers free of charge
Furniture (household or office, including carpets, mattresses, chairs, sofas)	Yes	No	Yes	Yes - for disposal at civic amenity site	
Garden waste (grass cuttings, tree or shrub loppings, etc)	Yes	Yes	Yes	Yes - for composting on own land or civic amenity site	Composting on site needs to be registered with the Environment Agency. Phone 0645 333111 to register.
Gas cylinders	Yes	Yes - if many or if in/near water	Yes	No - unless clearly identifiable and can be returned to a vendor	Return to suppliers or vendors - the Liquid Petroleum Gas Association can provide advice on these (tel: 01425 461612/ fax: 01425 471131).
Household bin bags	Yes - if large quantities	No	Yes - if large quantities	Yes - take to civic amenity site	
Litter	No	No	Yes - if large quantities	Yes - take to civic amenity site	
Metal (other than drums)	Yes	No	Yes	Yes - if small to civic amenity site or scrap yards	Some metals may be contaminated with chemicals - handle with care.
Oils (e.g. engine oil, lubricating and hydraulic oils, collected oil pollutants (oil/water mixes)	Yes	Yes - if in/near water or where more than 5 litres to ensure that the removal is covered by a consignment note.	Yes	No - except for small individual cans (less than 5 litres) which should go to recycling centres	Oils can present particular problems in the water environment - contact the Environment Agency emergency hotline (tel: 0800 807060) immediately if watercourses are threatened.
Packaging waste	Yes	No	Yes - if large quantities	Yes - if small to civic amenity site	

Fly tipped waste	Contact Local Authority?	Contact Environment Agency?	Report to Police?	Consider removing it yourself?	Comments
Plastic	Yes	No	Yes	Yes - if small - to civic amenity site	
Solvents (e.g. solvent-based paints, paint thinners, antifreeze, degreasers)	Yes	Yes - if in/near water (also to ensure that removal is covered by a consignment note)	Yes	No - except small numbers of paint cans etc	Solvents can present particular problems in the water environment contact the emergency hotline (tel: 0800 807060) immediately if watercourses are threatened.
Timber (including preservative treated timber)	Yes	Yes - if in/near water	Yes	Yes - if small quantities for re-use, or to civic amenity site	Untreated timber can be used for firewood. This is not to say that the wholesale disposal of waste by burning is generally acceptable. Do not burn treated timber.
Tyres	Yes	Yes - if many or in water	Yes	Yes - if small quantities to civic amenity site	Tyres should not be burned.
Vehicles which have been abandoned	Yes - duty to remove if on any land	Yes - if in/near water	Yes duty to remove if on the highway or verge	No	Lubricating oils, brake fluids, battery acids, antifreeze and other vehicle related fluids may present particular problems - especially in the water environment. Contact the Environment Agency emergency hotline (tel: 0800 807060) immediately if watercourses are threatened
White goods (including refrigerators, cookers washing machines)	Yes	Yes - if danger of CFC leak	Yes	Yes - if single items to civic amenity site or scrap yards	



To: COUNCIL

On: 13 DECEMBER 2018

Report by: LEAD OFFICER

Heading: REVIEW OF HOUSING REPAIRS BY COUNCIL AND OUTSIDE CONTRACTORS

1. Summary

- 1.1 As part of the annual programme of activity for 2017/18 the Audit, Risk and Scrutiny Board agreed to undertake a review of Housing repairs by Building Services and outside contractors.
- 1.2 This report provides a summary of the overall findings of the review which has taken place across a number of meetings of the Audit, Risk and Scrutiny Board. The minutes of the meetings are available as background papers.
- 1.3 The review focussed on gathering information from Tenant and Resident Associations, Officers within relevant Service areas and a benchmarking exercise was also undertaken with Councils which have similar housing stock numbers to Renfrewshire.
- 1.4 Findings of the review are detailed at Section 4 and these have identified that customers do not appear to have significant issues with the quality of repairs being carried out within Council stock. When benchmarked against Dundee City, North Ayrshire and East Ayrshire Councils, customer satisfaction levels within Renfrewshire are not significantly lower than these Councils (with the exception of East Ayrshire Council).
- 1.5 The review has provided assurances to the Audit, Risk and Scrutiny Board that the ongoing reviews of the Facilities Management and Housing Repairs

function will lead to further improvement to the already well performing Service.

- 1.6 The conclusion of the review was that the redesign of the repairs service within Renfrewshire, which is currently being undertaken by Building Services in consultation with the Housing Service is likely to have benefits for both customers and the Council, as evidenced from the experience of East Ayrshire Council.

2. Recommendations

- 2.1 Council is asked to:
- Note the findings of the review at 4.1.
 - Note the overall conclusion that delivery of the repairs service within Renfrewshire Council by Building Services and its external contractors is operating satisfactorily, and
 - Note that the redesign of the Service within Facilities Management which is currently under way will further improve the customer journey and satisfaction levels for our tenants.

3. Purpose and Scope of the Review

- 3.1 The key purpose of the review was to consider whether robust procedures are in place to ensure that repairs to Council housing stock are carried out to a high standard; are completed timeously and within set targets; properties are not left in a dangerous condition; that satisfactory monitoring and evaluation of repairs is undertaken and that there are measures in place to address unsatisfactory works by both external contractors and Building Services.
- 3.2 The review focussed on existing practices and strengths, taking evidence from Tenant and Resident Associations, Council Officers and other Councils whilst also considering how the redesign of the repairs service within Renfrewshire (currently being undertaken by Building Services in consultation with Housing Services) will impact positively on tenants.
- 3.3 The scope of the review included
- Consulting with Development and Housing Services and Building Services to identify current processes in place to monitor and ensure high standards of work are applied to repairs
 - Inviting responses from at least one other Council on their approach to securing a high standard of repair by Council staff and external contractors.

- Inviting responses from Tenant and Resident Associations on issues where they have concerns regarding the quality of repair works undertaken.

4. Findings of the Review

4.1 The Audit, Risk and Scrutiny Board agreed at its meeting on 29 May 2018 agreed the findings of the review, which are:

- That there was general consensus amongst Tenant and Resident Associations that repairs which are undertaken by both Building Services and outside contractors are completed to a high standard
- No evidence was found to support the notion that properties are being left in a dangerous and unsafe condition
- Customer satisfaction rating of 91.4% for 2016/17, against a national average of 86.2%, would support the view that repairs are undertaken to a high standard
- Integration of all Facilities Management Services, including Housing Repairs is currently progressing through the Better Council Change Programme
- Completed Right First Time Repairs have improved from 78% in 2013/14 to 94.8% in 2016/17, reflecting the benefits of the ongoing integration process
- Benchmarking against three Councils, with similar levels of housing stock, demonstrated that performance is not dissimilar, with the exception of East Ayrshire Council who report higher customer satisfaction levels
- The 'routine' customer journey at this time is under improvement through the service re-design process; however, there are a large number of repeat visits to properties being recorded
- One of the main reasons for high numbers of 'repeat' repairs visits to properties relate to no access visits and boiler/heating issues (35%)
- The integrated approach will simplify procedures and improve repairs monitoring whilst new IT systems will help reduce the number of repeat visits
- East Ayrshire Council have redesigned their Repairs service, which has brought about improvements in services for their customers in addition to efficiencies within the service
- Work within Building Services and Housing Services is currently taking place to re-design how the repairs service is being delivered in Renfrewshire and to procure new IT systems; leading to improvements in the customer journey and realising efficiencies within the Service areas

Information Gathering- Tenant and Residents Associations

- 4.2 The Lead Officer attended a meeting of the Council's Repairs Development Group and the Council Wide Tenant Forum to seek views from tenant representatives, through workshop sessions on how the repairs service is delivered; both good and bad experiences of the service; whether repairs are generally to a high standard and areas for improvement. Whilst not all Tenant and Resident Groups attend these meetings, a series of questions was issued to contacts for all Associations to ensure that the consultation process was as wide as possible.
- 4.3 Customer satisfaction information from 2016/17 was also reviewed to determine whether there was correlation between this and the information which was being obtained from the Tenant and Resident Associations.
- 4.4 On 22 January 2018 the Audit, Risk and Scrutiny Board heard information from Ms Margaret Dymond, Maxwellton Court, Tenant and Resident Association who presented a positive experience with housing repairs and had not been aware of any issues through her Tenant and Resident Association.
- 4.5 From the information gathered, the key points identified were that:
- Generally positive feedback from Tenant and Residents Associations on the standard and quality of repairs which appears to support the overall satisfaction survey data.
 - Mixed feedback received regarding the quality and standard of repairs by external contractors
 - Potential issues with effective communication of repairs between tenant, Repairs Assessors and Building Services requiring further investigation and repeat visits.
 - Customer satisfaction rate for 2016/17 is 91.4% (approximately 10 % sample) against a national average for local authorities of 86.2%.
 - Completed Right First Time Repairs had risen from 78% in 2013/14 to 94.8% in 2016/17

Customer Satisfaction Results for 2017/18

- 4.6 Repairs performance information was provided in the previous report on 19 March 2018 covering the number of reactive repairs undertaken during 2016/17; a breakdown in the types of repairs; the percentage of repairs completed Right First Time and the overall customer satisfaction level for 2016/17. The customer satisfaction results for 2017/18 reported to the Scottish Housing Regulator, are 98.3%, demonstrating a significant improvement on the previous year's result of 91.4%

Information Gathering- Benchmarking with Other Councils

- 4.7 The Lead Officer undertook a benchmarking exercise with East Ayrshire, North Ayrshire and Dundee City Councils who have similar overall housing stock numbers to that of Renfrewshire and provide a repairs service to residents.
- 4.8 information was gathered on how repairs are monitored for quality and customer satisfaction levels, providing an indication of how customers perceive the service. This information was compared, as far as was possible, with that from Renfrewshire Council.
- 4.9 It was concluded that in comparison to North Ayrshire and Dundee City Councils, Renfrewshire Council's repairs service is performing reasonably well and is similar in terms of performance and service delivery. However, the model of delivery in East Ayrshire Council had been previously redesigned and appears to be providing enhanced levels of customer satisfaction.
- 4.10 The key points from this benchmarking exercise are:
- Renfrewshire Council's repairs service is operating reasonably well and is based on similar delivery processes to that of North Ayrshire and Dundee City Councils. Renfrewshire's customer satisfaction level was 91.7% for 2016/17 with an improved performance of 98.3% for 2017/18.
 - There are a number of properties within Renfrewshire which appear to be resource intensive with high numbers of repairs being necessary during the last financial year.
 - East Ayrshire Council operates a redesigned delivery model which appears to have, for that area, delivered significant improvements to the repairs service, customer journey and satisfaction levels (98.7%).
 - Customer satisfaction levels for the three benchmarked Councils and Renfrewshire Council have been calculated in accordance with Scottish Housing Regulator requirements.

Information Gathering- Renfrewshire Council Officers

- 4.11 Issues which were explored with Council officials included scrutiny of:
- The overall customer journey from first contact with the Council to a repair being satisfactorily completed;
 - Identifying root causes of requirement of high numbers of repeat visits to property
 - Consideration of improvements to ICT systems to reduce duplication of works in the repairs process.

- 4.12 On 29 May 2018 the Audit, Risk and Scrutiny Board heard information from Gerard Hannah, Strategic Change Manager, Environment & Communities on how the ongoing work to improve the Housing Repairs Service will positively impact on the Service and the delivery of repairs for tenants.
- 4.13 The board also heard information from Gary Craig, Housing Improvement Manager, East Ayrshire Council on how improvements, through redesign of their service has improved the customer journey and efficiencies within their service, which provided a level of assurance that the work currently being undertaken within Renfrewshire will have positive benefits for both the service and our customers.
- 4.14 In terms of ICT improvements, there is currently a procurement exercise taking place to provide a mobile platform which will enable all Building Services operatives the ability to receive tasks in real time. Combined with other ongoing projects relating to stocked vans and improved stores operations, the system will provide greater productivity amongst operatives and will ultimately lead to a better customer journey. The new system is proposed to be in place by the end of 2018.
- 4.15 The new IT systems will permit some immediate benefits such as the use of reminder texting/emails for customers who have appointable repairs and longer term this is expected to significantly reduce the number of visits which result in no access being gained by operatives, requiring repeat visits.

5. Conclusion

- 5.1 The overall conclusion of the review was that delivery of the repairs service within Renfrewshire Council by Building Services and its external contractors is operating satisfactorily and the redesign which is currently underway will further improve the customer journey and satisfaction levels for our tenants.

Implications of the Report

1. **Financial** - none
2. **HR & Organisational Development** - none
3. **Community Planning** - none
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. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
 8. **Health & Safety** - none
 9. **Procurement** - none
 10. **Risk** - none
 11. **Privacy Impact** - none
 12. **Cosla Policy Position** - none
-

List of Background Papers –

1. Minute of meeting of the Audit, Risk and Scrutiny Board on 6 November 2017
 2. Minute of meeting of the Audit, Risk and Scrutiny Board on 22 January 2018
 3. Minute of meeting of the Audit, Risk and Scrutiny Board on 19 March 2018
 4. Minute of meeting of the Audit, Risk and Scrutiny Board on 29 May 2018
-

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The International Fair Trade Charter

*How the Global Fair Trade Movement
works to transform trade in order to
achieve justice, equity and sustainability
for people and planet.*

Launched on 25 September 2018





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AN OVERVIEW OF THE INTERNATIONAL FAIR TRADE CHARTER

There is another way



“Fair Trade is based on modes of production and trading that put people and planet before financial profit.”

ABOUT THE INTERNATIONAL FAIR TRADE CHARTER

All over the world and for many centuries, people have developed economic and commercial relations based on mutual benefit and solidarity. Fair Trade applies these ideas to the contemporary challenges of international trade in a globalised world.

The Fair Trade movement is made up of individuals, organizations and networks that share a common vision of a world in which justice, equity and sustainable development are at the heart of trade structures and practices so that everyone, through their work, can maintain a decent and dignified livelihood and develop their full human potential.

World Fair Trade Organization and Fairtrade International have initiated the process of drafting this Charter in consultation with other actors and with the aim of producing a common reference document for the Global Fair Trade movement. It seeks to help Fair

Trade actors explain how their work connects with the shared values and generic approach, and to help others who work with Fair Trade to recognise those values and approaches.

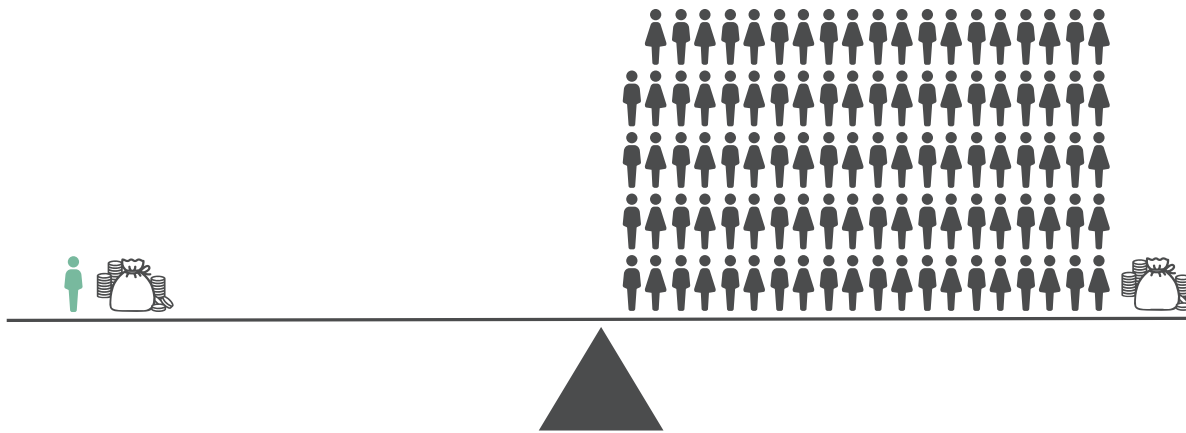
Global trade has grown spectacularly in recent decades. This has been a major contributor to economic growth in many countries but the gains have not been shared evenly. The models of trade promoted by global institutions and large corporations have not delivered on their promise to eliminate poverty and have caused unprecedented levels of inequality.

Markets are typically dominated by a handful of international firms who have the power to set the terms of trade for their suppliers, forcing prices down, often to levels below the full costs of production. This leaves small producers and workers struggling to earn a living wage and vulnerable to exploitation.

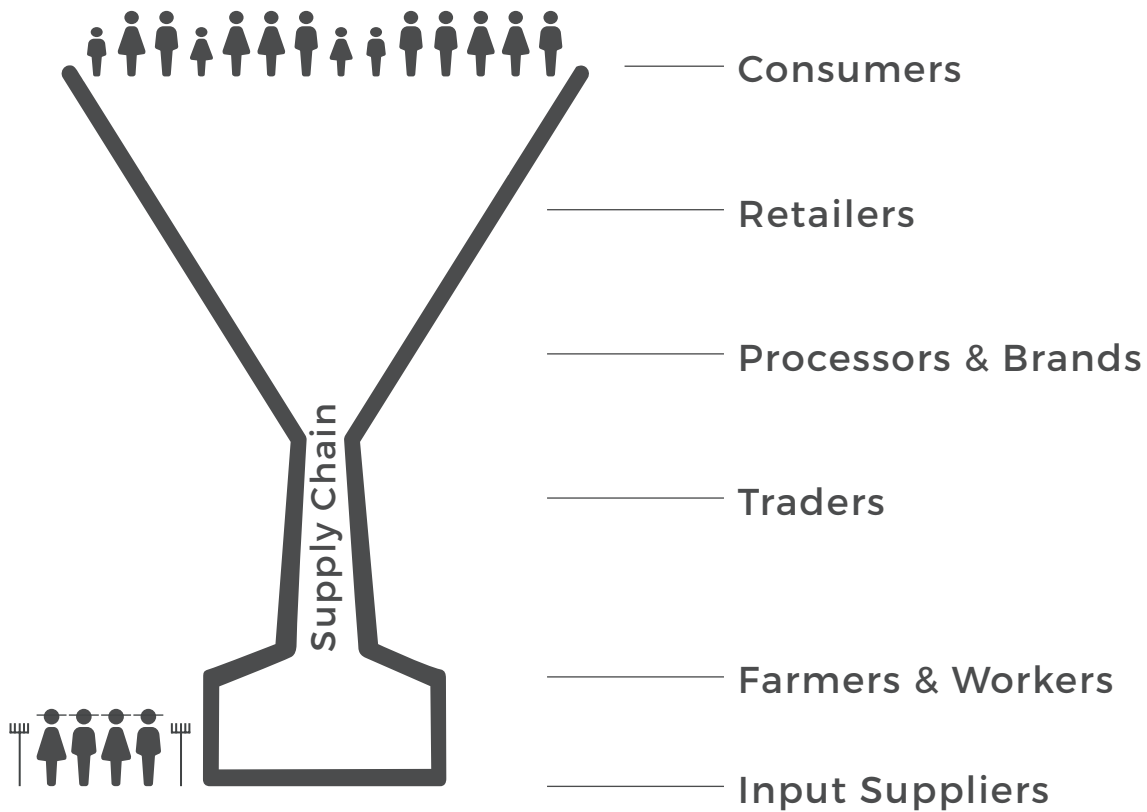


AN OVERVIEW

THE RICHEST 1% NOW OWN AS MUCH WEALTH AS THE REST OF THE WORLD



GLOBAL SUPPLY CHAIN





THERE IS ANOTHER WAY!

Fair Trade is based on modes of production and trading that put people and planet before financial profit. Fair Trade also connects producers and consumers through greater transparency of supply chains. By demonstrating that greater justice in world trade is possible, Fair Trade also seeks to involve citizens in rewriting the rules of trade with the needs of small producers, workers and consumers at their heart. Fair Trade is not charity but a partnership for change and development through trade.

1. Fair Trade starts with producers working together in democratic organisations to build stronger businesses that can compete in international markets and secure improved terms of trade.
2. Trading enterprises help to connect producers and consumers in a partnership for change. Pioneering 100% Fair Trade enterprises have been joined by many mainstream commercial companies who recognise the importance of supporting Fair Trade as part of their sustainability programmes.
3. Fair Trade helps consumers to act responsibly by choosing products that offer a better deal to the people at the other end of the supply chain. Fair Trade also strengthens the voice of producers and consumers as citizens, helping them lobby their governments for fairer trade rules.
4. By demonstrating the commercial success and development impact of trading fairly, the market grows, and this

creates more opportunities for producers and their business partners.

The failures of the conventional trading system are deep-rooted and complex. Fair Trade takes a holistic approach to tackling these by combining many individual approaches.

By supporting artisans, farmers and workers to build democratic organizations, Fair Trade seeks to empower them to take more control over their own future and secure outcomes based on justice for people and planet. In this way, Fair Trade contributes to many of the Sustainable Development Goals.

Traditional models of Fair Trade, based on the sale of products from Africa, Asia and Latin America & the Caribbean to markets in Europe, North America and the Pacific remain important but Fair Trade ideas are increasingly a part of initiatives to address social, economic and environmental challenges everywhere in the world.

Fair Trade's work depends on trust; the trust of consumers who buy Fair Trade products and the trust of those who invest in new services and programmes. Fair Trade Organizations are committed to protecting that trust, firstly by adopting the highest possible standards of integrity, transparency and accountability, and secondly by striving for continual improvement of its impact by learning from monitoring and evaluation of their work.



IMPORTANT NOTICE ON THE USE OF THIS CHARTER

The Charter offers a concise explanation of the generic objectives and approaches that are common to most Fair Trade initiatives.

It is not possible for such a document to act as a manual of Fair Trade practices

or as a standard by which the approach of specific organizations can be assessed.

This document cannot therefore be used to justify the Fair Trade claims or credentials of any organisation, business, or network.







INTRODUCTION

CHAPTER 1

INTRODUCTION

*Justice, equity and sustainable development
should be at the heart of trade structures*



BACKGROUND TO THE CHARTER

This document uses the term of “*Fair Trade Organizations*” to include all organizations and networks who tackle poverty and inequality through trade as part of their mission.

This includes production, exchange and marketing of goods as part of Fair Trade initiatives as well as promotion, awareness raising, and advocacy of the concept of Fair Trade.

This document revises and updates the 2009 Charter of Fair Trade Principles which has been widely used as a primary reference document for policy and advocacy work. An international group of experts has advised the World Fair Trade Organization and Fairtrade International,

the two global networks that have jointly led the process.

The updating of the Charter provides an opportunity to restate the fundamental values of Fair Trade that unite the diverse range of organizations and networks that make up the Global Fair Trade movement. This is important at a time when the success of Fair Trade is encouraging more widespread use of the term, increasing the need for a common reference point.

The new Charter also seeks to highlight Fair Trade’s longstanding role in addressing challenges such as inequality, gender rights, climate change and other topics of the United Nations Sustainable Development Goals.

OBJECTIVES OF THE CHARTER

The Charter offers a general explanation of the shared vision and values of the Global Fair Trade movement. It has three main aims:

1. To support the work of Fair Trade Organizations in raising awareness among consumers and citizens of the importance and impact of Fair Trade, so that more people will be inspired to join and support it.
2. To facilitate collaboration among Fair Trade Organizations by connecting their

specific missions and strategies with the common philosophy of the movement, and to promote collaboration with the solidarity economy, organic agriculture movements and others that fight for similar goals to the Fair Trade movement.

3. To enable others who work with Fair Trade Organizations (in government, academia or the private sector) to recognise the values and approaches that unite the global movement.



FAIR TRADE'S VISION

The Fair Trade movement shares a vision of a world in which justice, equity and sustainable development are at the heart of trade structures and practices

so that everyone, through their work, can maintain a decent and dignified livelihood and develop their full human potential.

DEFINITION OF FAIR TRADE

The main global networks of the Fair Trade movement agreed the following definition of Fair Trade in 2001(i):

Fair Trade is a trading partnership, based on dialogue, transparency and respect, that seeks greater equity in international trade. It contributes to sustainable development by offering better trading conditions to, and securing the rights of, marginalized producers and workers – especially in the South.

Fair Trade Organizations, backed by consumers, are engaged actively in supporting producers, awareness raising and in campaigning for changes in the rules and practice of conventional international trade.





CHAPTER 2

THE NEED FOR FAIR TRADE

*Trade liberalisation has not delivered its
promise of poverty reduction*



“Experience shows that economic growth on its own is not sufficient. We must do more to empower individuals through decent work, support people through social protection, and ensure the voices of the poor and marginalized are heard”

UN SECRETARY-GENERAL BAN KI-MOON, WORLD DAY OF SOCIAL JUSTICE 2014.

The expansion of global trade in recent decades has been a major contributor to economic growth in most countries but the gains from increased global trade have not been shared evenly. Trade liberalisation has not delivered its promise of poverty reduction. For several decades, world trade has grown on average nearly twice as fast as world production and countries that were able to fully participate in this wave of globalisation have seen a reduction in the numbers of people living in extreme poverty (ii).

Yet inequality has grown dramatically and to unprecedented extremes; it has been estimated that the wealth of the richest 1% equals that of everyone else and just 8 people (in 2017) own as much as the poorer half of the world's population (iii). The other side of this coin is that wages for ordinary working people have not kept pace with the cost of living; many barely receive a subsistence income. 800 million people still suffer from extreme poverty and face a daily struggle to secure access to land, water, education, and healthcare.

Even for those who have been able to move out of extreme poverty, their position is fragile, and economic shocks, food insecurity and climate change threaten to rob them of their hard-won gains (iv). The global economic crisis of 2007/8 has amplified these trends. Current levels of inequality – within and between countries – are a major threat to human rights and a cause of instability, conflict and forced migrations (v).

A fairer trading system based on protecting and enhancing common goods is vital if the international community is to achieve the goal of ending extreme poverty within a generation and promoting shared prosperity in a sustainable manner across the globe. As well as improving access to markets for more producers in more countries, a fairer trading system would correct the imbalances of power in supply chains in which many markets are dominated by a handful of firms. These firms have the power to set the terms of trade for their suppliers, forcing prices down, often to levels below the costs of production, leaving small producers



and workers struggling to earn enough to maintain themselves and their families with dignity. This also leaves workers vulnerable to unsafe working conditions and other forms of exploitation.

Conventional trade also fails consumers who consistently express their outrage at production conditions that exploit people or planet. A fairer trading system would provide citizens with information on supply chains and trading terms so they can make purchasing choices according to their principles.

Fair Trade Organizations work to a different business model that puts the needs of people and planet first in trading relationships and connects producers and consumers through greater transparency of supply chains. As well as demonstrating that greater justice in world trade

is possible, the Fair Trade movement also works to persuade governments and international institutions to meet their responsibilities to bring fairness to trade structures and processes.

It is clear that the “neoliberal” model of free trade based on weak regulation of human rights and environmental protection that has prevailed for the past 30 years has failed. But the solution does not lie in policies that simply reinforce protectionism and restrict international trade; rather the need is for trade to be managed in a better way. As a movement that seeks to transform trade into a force not just for economic growth but also for social justice and sustainability, the values of the Fair Trade movement and the knowledge and experience of its members are more necessary and relevant than ever before.







CHAPTER 3 FAIR TRADE'S UNIQUE APPROACH

A holistic approach

Producers and workers face many barriers to securing their fair share of the gains of trade. Fair Trade takes a holistic approach to these challenges, in which disadvantaged groups are empowered to work for the changes they need, according to their own situation and context. The interventions listed below are the most common approaches adopted by Fair Trade Organizations to enable change and sustain improvements.

This multi-stakeholder approach gives a voice to those who are often marginalized in the writing of trade rules. At the same time it is a multi-dimensional approach that brings together economic, social, environmental and political dimensions of development; and a multi-level approach where local, national, regional

and global scenarios are interconnected and work together to achieve fairer economic relations, respecting the cultural diversity of each people and the leading role of producers in their communities and countries.

Fair Trade transactions exist within a “social contract” in which buyers (including final consumers) agree to do more than is expected by the conventional market, such as paying fair prices, providing pre-finance and offering support for development. In return for this, producers use the incomes of Fair Trade to improve their social, economic and environmental conditions. In this way, Fair Trade is not charity but a partnership for change and development through trade.

CREATING THE CONDITIONS FOR FAIR TRADE

Fair Trade Organizations apply their values in commercial contracts and transactions, putting human relationships rather than profit maximization at the core of their work.

Trading terms offered by Fair Trade buyers seek to enable producers and workers to maintain a sustainable livelihood; that meets day-to-day needs for economic, social and environmental well-being and that allows to improve conditions over time.

There is a commitment to a long-term trading partnership that enables both

sides to co-operate and grow through information sharing and joint planning.

Overall, the Fair Trade movement aims to create an environment in which public and private sector policies support economic, social and environmental sustainability in trade so that small producers and workers are able to achieve sustainable livelihoods by exercising their rights and freedoms and earning a living income from viable and resilient businesses.

ACHIEVING INCLUSIVE ECONOMIC GROWTH

Trade is more than just an economic activity about exchanging goods and services; it is a social interaction between people. Fair Trade aims to strengthen social capital by partnering with inclusive and democratic organizations that are active in supporting education, health and social facilities within their communities as a way of spreading the gains of trade as widely as possible.

Associations or co-operatives of small and family-owned businesses have always

been at the heart of Fair Trade because of their role in helping marginalised and disadvantaged producers and workers improve their access to markets. Fair Trade Organizations support the efforts of associations and cooperatives to build their capacity to manage successful business, develop production capabilities and strengthen access to markets.

PROVIDING DECENT WORK AND HELPING TO IMPROVE WAGES AND INCOMES

Everyone should be able to live with dignity from the income generated from their work. Fair Trade promotes respect for local regulations or international conventions regarding freedom of association and collective bargaining, elimination of discrimination, avoidance of forced work, and

provision of a safe and healthy working environment.

Beyond this, Fair Trade Organizations work towards achieving a living wage for workers in their supply chains and for small-scale farmers and artisans to secure living incomes from their enterprises.

EMPOWERING WOMEN

Although women are often the main providers of labour, they are often restricted from accessing land and credit that would enable them to benefit fully from economic activity and opportunities for social and economic development. Women have the right to receive equal pay and treatment, and have access to the same opportunities, compared to men.

Fair Trade Organizations not only respect this principle of non-discrimina-

tion but they work actively to promote gender equity within their own operations by including women in decision making and to influence positive change more widely.

For millions of women, Fair Trade projects have provided the first opportunity to make decisions about household income, and evidence shows this improves outcomes in areas such as health, education and social development (vi).

PROTECTING THE RIGHTS OF CHILDREN AND INVESTING IN THE NEXT GENERATION

The exploitation of children can only be addressed by targeting its causes as well as monitoring compliance with national and international standards.

Fair Trade supports organizations that help families earn sufficient income without recourse to child labour and that builds understanding within communities of the importance of children's well-being, educational needs and right to play.

Fair Trade also addresses the threats facing many rural communities from

the lack of incentives for the next generation to become farmers and artisans. Fair Trade Organizations offer young people the option of a brighter future close to their families and as part of their communities by enabling them to learn the skills required for their future working life. Leaders of Fair Trade Organizations, especially women, are powerful entrepreneurial role models for young people.



NURTURING BIODIVERSITY AND THE ENVIRONMENT

The protection of the environment and the longterm viability of natural resources and biodiversity are fundamental pillars of Fair Trade.

Good environmental practice including protection of soil and water resources and reduction of energy consumption, greenhouse gas emissions and waste is the responsibility of all actors in the chain of production, distribution and consumption.

The entire value chain should be managed to ensure that the real costs of good environmental practice are reflected in prices and terms of trade.

Small-scale farmers and artisans are among the most vulnerable to the effects of climate change and it is important they are supported in developing and investing in adaptation and mitigation strategies.





INFLUENCING PUBLIC POLICIES

Fair Trade Organizations seek to build on the direct impact they achieve through their work and share their experience so that Fair Trade values can be adopted in conventional business practices and government regulations. They do this by campaigning and through lobbying and advocacy on the different levels of national and international governments.

Public policy can encourage businesses to conduct more trade under Fair Trade conditions with the aim of making Fair Trade principles the norm. Seeking changes to the rules and practices of conventional trade is an integral element of Fair Trade.

INVOLVING CITIZENS IN BUILDING A FAIR WORLD

Fair Trade supply chains help connect producers and consumers. The growing presence of Fair Trade products in mainstream markets illustrates the power consumers wield in their consumption choices. By informing people about the impact of their buying choices it contributes to responsible consumption that can be sustained within the ecological limits of the planet.

But it should not just be the responsibility of consumers to seek out Fair Trade; they have a right to expect it as the norm for all products. Therefore Fair Trade also engages with its stakeholders as citizens, recognizing that producers and consumers are social actors as well as economic ones.

Fair Trade's focus on inclusion and empowerment helps connect local grassroots campaigns with a global movement for alternative economic models that include a just and equitable global trading system for everyone.

The success of Fair Trade in its work with producers in Africa, Asia and Latin America & the Caribbean selling to markets in Europe, North America and the Pacific is increasingly referenced by initiatives seeking to improve trade in all parts of the world.





CHAPTER 4 FAIR TRADE'S IMPACT AND ACHIEVEMENTS

Fair Trade is a path

Over 4,000 grassroots organizations, representing over two-and-a-half million small-scale producers and workers in over 70 countries work with the World Fair Trade Organization or Fairtrade International. Their products are sold in thousands of World-shops or Fair Trade shops, supermarkets and many other sales points around the world. Advocacy work by their members and partners has engaged political decision-makers on every continent and has helped to bring social and environmental responsibilities to the agenda of leading companies.

Building public support for, and understanding of, Fair Trade is a significant contributor to impact. Communities across the world are working to promote Fair Trade in their area and there are now 1830 Fair Trade Towns in 28 countries (vii).

Similar movements exist for schools, universities and places of worship,

strengthening intercultural and inter-faith understanding and co-operation and connecting initiatives with a global movement for change. As the business world has engaged with sustainability issues in recent years, the public's support for Fair Trade has played an important role in putting production and labour conditions on this agenda (viii).

Public support in turn depends on trust in Fair Trade Organizations to “say what they do and do what they say”. Fair Trade's stakeholders have a right to expect the highest possible standards of integrity, transparency and accountability from all Fair Trade actors. The Fair Trade movement has therefore made sustained investment over many years in assurance systems that can objectively verify its claims.

Those who support Fair Trade also want to know that their actions enable positive outcomes for producers. Understanding



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the social and economic impact of Fair Trade is therefore very important, and is an increasing focus of academic research.

Collaborations between researchers and practitioners include the International Fair Trade Symposia which have been held since 2002(ix).

A range of studies(x) has shown benefits in areas such as

- increased incomes and/or better income security for producers and
- empowerment of farmers and workers by enhancing democracy in producer organizations and strengthening their voice in supply chains,
- increasing the participation of women in economic activity and decision making, and
- complementing the work of other ini-

tiatives in protecting the environment and tackling climate change.

However, it is not always possible to establish causal relationships between interventions and outcomes and some of the most important contributions of Fair Trade are “human” or non-material such as empowerment, wellbeing and happiness.

Fair Trade has been recognised as a unique approach to development in the policies of national governments and international institutions. The former United Nations rapporteur on the right to food, Olivier De Schutter, has noted that:

“The Fair Trade movement has set a model that others should seek inspiration from, and that can ensure that global supply chains work for the benefit of small-scale farmers and thus contribute significantly to the alleviation of rural poverty and to rural development (xi)”.



APPENDIX: EXTERNAL FRAMEWORKS & SOURCES OF FURTHER INFORMATION

Fair Trade recognises the importance of multi-lateral frameworks for the protection of human rights and the environment in public policies and business practices and references their provisions in its work. Among the most important frameworks are:

» **Sustainable Development Goals (SDG's).**

Adopted by the UN General Assembly in September 2015, the SDG's are an ambitious set of 17 global commitments aimed at “ending poverty in all its forms, everywhere” by 2030 by tackling inequality and promoting sustainable development. The Fair Trade movement shares with the SDG's the vision of a sustainable world in which people can escape poverty and enjoy decent work without harming the earth's essential ecosystems and resources and in which women and girls are afforded equal rights and equal opportunities. The Fair Trade movement has for a long time recognised the importance of raising awareness among consumers of the impact of their purchasing decisions and so it welcomes the inclusion of responsible consumption in the sustainability agenda. Accordingly The Fair Trade movement seeks to partner with governments, civil society organizations and the private sector on achieving the Sustainable Development Goals.

» **International Labour Organization (ILO) Conventions.** Comprising 190 laws which aim to improve the labour standards of people around the world. Eight of these (on prohibition of forced labour, child labour, the right to organize in a trade union, and suffer no discrimination) are fundamental Conventions which are binding upon every member country. The ILO's Decent Work Agenda was adopted by the UN General

Assembly as part of the 2030 Sustainable Development Agenda (xii).

» **Guiding Principles on Business and Human Rights.** A global standard for preventing and addressing the risk of adverse impacts on human rights linked to business activity, adopted by the United Nations General Assembly in June 2011.

The development of the Fair Trade Charter has been led by two global networks:

» **World Fair Trade Organization** (www.wfto.com) is the global network of producers, marketers, exporters, importers, wholesalers and retailers that demonstrate 100% commitment to Fair Trade and apply the 10 WFTO Principles of Fair Trade to their supply chain. WFTO operates in over 70 countries across 5 regions (Africa, Asia, Europe, Latin America, and North America and the Pacific Rim) with elected global and regional boards.

» **Fairtrade International (xiii)** (www.fairtrade.net) is the Organization that coordinates the Fairtrade labelling scheme. It is co-owned by 3 Regional Producer Networks (representing over 1400 Organizations certified to Fairtrade standards in 73 countries) and 19 National Fairtrade Organizations who licence the Fairtrade label and promote it to businesses and consumers.

» With the support of their joint **Fair Trade Advocacy Office** (www.fairtrade-advocacy.org) these networks seek to enable dialogue beyond their membership bases and provide more accessible information on other parts of the Fair Trade movement. Based in Brussels, Belgium, the Fair Trade Advocacy Office leads



the Fair Trade movement's political advocacy at European Union level and contributes to the strengthening of the political advocacy capacities of the Global Fair Trade movement.

» A history of the Fair Trade movement can be found [here](#).

NOTES

Usually referred to as the “FINE Definition” this text was agreed in 2001 by Fairtrade Labelling Organizations International (FLO), International Federation for Alternative Trade (IFAT), Network of World Shops (NEWS), and the European Fair Trade Association (EFTA). IFAT has since been renamed as the World Fair Trade Organization and includes the former NEWS within its membership base.

ii The World Bank estimated a reduction in the number of people living in absolute poverty of 58% between 1998 and 2010. See World Bank Poverty Overview <http://www.worldbank.org/en/topic/poverty/overview>

iii Oxfam Inequality Report to Davos World Economic Forum, 2017 <https://www.oxfam.org/en/pressroom/pressreleases/2017-01-16/just-8-men-own-same-wealth-half-world>

iv World Bank Poverty Overview <http://www.worldbank.org/en/topic/poverty/overview>

v Forced Migration is “a general term that refers to the movements of refugees and internally displaced people (those displaced by conflicts within their country of origin) as well as people displaced by natural or environmental disasters, chemical or nuclear disasters, famine, or development projects.” <http://www.columbia.edu/itc/hs/pubhealth/modules/forced-Migration/definitions.html>:

vi FAIRHER: WOMEN'S EMPOWERMENT AND FAIR TRADE [\[paigns.org/2016/04/fairher-womens-empowerment-and-fair-trade/\]\(http://paigns.org/2016/04/fairher-womens-empowerment-and-fair-trade/\)](http://fairtradecam-</p>
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vi See www.fairtradetowns.org

vii “Does fair Trade change society”: https://www.fairtrade-deutschland.de/fileadmin/DE/mediathek/pdf/fairtrade_society_study_short_version_EN.pdf

ix See <http://www.fairtradeinternationalsymposium.org/>

x See the bibliography in a paper by independent research consultant Sally Smith for Max Havelaar Netherlands in 2013, accessed via http://www.fairtradegemeenten.nl/wp-content/uploads/2013/03/Bijeenkomsten_Impact-Day.pdf

xi Olivier de Schutter (2013): The contribution of Fair Trade to securing human rights in agriculture” – Q&A from the Special Rapporteur (11 May 2013). http://www.srfood.org/images/stories/pdf/otherdocuments/20130510_fair-trade.pdf

xii Decent work and the Agenda for Sustainable Development <http://ilo.org/global/topics/sdg-2030/lang--en/index.htm>

xiii Formally, Fairtrade Labelling Organizations International eV but operating as Fairtrade International

