

# Renfrewshire Local Housing Strategy 2016-2021

## 2019/20 Update



This is the fourth annual update of Renfrewshire's Local Housing Strategy 2016-2021.

The document can be found online at: [www.renfrewshire.gov.uk](http://www.renfrewshire.gov.uk)

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# 1. About Renfrewshire's Local Housing Strategy - 2019/20 Update

Renfrewshire's Local Housing Strategy 2016-2021 aims to successfully deliver the following seven key Strategic Outcomes:

## **LHS 2016-2021 Strategic Outcomes**

1. The supply of housing is increased.
2. Through targeted investment and regeneration activity, Renfrewshire has attractive and sustainable neighbourhoods and well-functioning town centres.
3. People live in high quality, well managed homes.
4. Homes are energy efficient and fuel poverty is minimised.
5. Homelessness is prevented and vulnerable people get the advice and support they need.
6. People are able to live independently for as long as possible in their own homes.
7. Affordable housing is accessible to people who need it.

This is the fourth annual update of the Local Housing Strategy 2016-2021. This update highlights key achievements and progress to date in delivering the identified strategic outcomes and actions of the Local Housing Strategy 2016-2021 in partnership with housing providers and key partners over the last year.



Paisley Town Centre (which includes affordable housing provision through the Strategic Housing Investment Plan as well as Private Sector Investment for private sector homes)



## 2. Changes in Policy and Strategic Context - 2019/20 Update

### Changes in Policy and Strategic Context

There are a number of developing local and national policy priorities that will influence how the Council and its partners deliver on current Local Housing Strategy Strategic Outcomes.

### Fuel Poverty

A draft Fuel Poverty Strategy for Scotland was published by the Scottish Government in mid-2018. This draft strategy set out how the delivery of fuel poverty targets will be achieved and set out a monitoring framework to oversee progress in meeting these targets.

The Scottish Government originally expected to publish the final Fuel Poverty Strategy in September 2020, however, the development of the Fuel Poverty Strategy was paused following the Coronavirus pandemic in early 2020 with resources redirected as part of the Scottish Governments response to the pandemic.

When finalised, the new Fuel Poverty Strategy will be supported by the legislative commitments outlined in the Fuel Poverty (Target, Definition and Strategy) (Scotland) Bill which received royal assent in July 2019.

The Fuel Poverty (Target, Definition and Strategy) (Scotland) Bill sets statutory and non-statutory targets relating to the eradication

of fuel poverty. These legislative commitments require a definition of fuel poverty as well as requiring the production of a fuel poverty strategy and also makes provision for reporting on fuel poverty.

New proposals for minimum energy efficiency levels and targets will be reflected in both the new Fuel Poverty Strategy for Scotland and the next Local Housing Strategy for Renfrewshire in 2021. Any further developments relating to fuel poverty will be addressed as part of the development of the new Local Housing Strategy.

### The Energy Efficiency (Domestic Private Rented Property (Scotland) Regulations 2020

In 2017, the Scottish Government consulted on the requirement for minimum energy efficiency standards in the private rented sector. The outcome of this consultation produced regulations requiring landlords to meet minimum energy efficiency standards following any change of tenancy.

From 1<sup>st</sup> April 2020, the regulations were expected to require that any property where there was a change in tenancy would have to meet at least Energy Performance Certificate band 'E', with all private rented properties required to meet this standard by 1<sup>st</sup> April 2022. The new regulations also prescribed that all private rented properties would need to meet at least Energy Performance Certificate band 'D' by the end of March 2025.

## 2. Changes in Policy and Strategic Context - 2019/20 Update

The Energy Efficiency (Domestic Private Rented Property (Scotland) Regulations 2020 were due to come into force on 1 April 2020. However, following the Coronavirus pandemic in 2020, the Scottish Government decided to postpone the introduction of these regulations to reduce the burden on local authorities to protect the safety of tenants and workers. Any further developments relating to these regulations will be addressed as part of the development of the new Local Housing Strategy.

### **Climate Change (Emissions Reduction Targets) (Scotland) Act 2019**

The Climate Change (Emissions Reduction Targets) (Scotland) Act 2019 received Royal Assent in October 2019. The Act amends the Climate Change (Scotland) Act 2009 setting targets for the reduction of greenhouse gases emissions and makes provision about advice, plans and reports in relation to these targets.

### **Housing to 2040**

In 2016, the Scottish Government's Housing to 2021 affordable housing programme set a target to build 50,000 affordable homes over the 5 year period to March 2021 with both Councils and housing associations working together to achieve this target.

In 2018, the Scottish Government's launched the 'Housing Beyond 2021' consultation with the feedback received from this consultation used to inform outline proposals for how Scotland's homes and communities should look and feel in 2040.

This resulted in the production of the Scottish Government document, 'Housing to 2040 – A Vision for Our Future Homes and Communities'. This document sets out 15 principles across four themes which included (i) a well-funded housing system, (ii) high quality sustainable home, (iii) sustainable communities and (iv) homes that meet people's needs.

Renfrewshire Council and its housing association partners have responded to each consultation stage and will continue to work with the Scottish Government as it takes a whole systems approach to housing delivery in its planning for housing post 2021. The final outputs from the Scottish Government's Housing to 2040 will have implications for housing provision across tenures at both a local and national level.

### **Renfrewshire Local Development Plan**

The Proposed Renfrewshire Local Development Plan (LDP), provides a range and choice of housing sites to meet Housing Supply Targets across all tenures as well as housing need and demand across Renfrewshire. The Local Development Plan also supports the delivery of the Strategic Housing Investment Plan.

## 2. Changes in Policy and Strategic Context - 2019/20 Update

The Proposed Renfrewshire Local Development Plan includes a new Housing Mix and Affordable Housing Policy that will support the delivery of sustainable mixed communities across Renfrewshire.

### **Renfrewshire Health and Social Care Partnership's Strategic Plan 2019-2022**

Renfrewshire Health and Social Care Partnership's Strategic Plan 2019-2022 sets the vision and strategic direction for community health and adult social work services in Renfrewshire and describes how the Health and Social Care Partnership will deliver on national outcomes.

The Plan seeks to highlight how the Health and Social Care Partnership will continue to work with partners to deliver real improvements to the people of Renfrewshire's health and wellbeing within local and national policy direction.

### **Rapid Rehousing Transition Plans**

The Scottish Government issued Guidance on 'Rapid Rehousing Transition Plans' in late 2018 with Scottish Government homelessness policy now focussing on these Plans.

Renfrewshire's Rapid Rehousing Transition Plan was approved in August 2019 and outlines how the Council and partners will plan for

those who are homeless through the provision of settled accommodation more quickly, reducing the time spent in temporary accommodation with greater access to up-scaled support.

In July 2019, the Council was allocated funding by the Scottish Government to support the implementation of the 5-year Rapid Rehousing Transition Plan for Renfrewshire in Year 1 - 2019/20.

### **Planning (Scotland) Act 2019 and National Planning Framework 4**

The Planning (Scotland) Act 2019 received Royal Assent in July 2019. The new Planning Act aims to strengthen the planning system's contribution to inclusive growth by empowering communities and seeks to manage the development of land in the long term public interest.

Section 2 of the Planning (Scotland) Act 2019 made amendments to the content and procedures for preparing National Planning Framework (NPF4).

When adopted, National Planning Framework 4 will provide a national spatial strategy until 2050 that will form part of the statutory Development Plan.

## 2. Changes in Policy and Strategic Context - 2019/20 Update

Under the Planning (Scotland) Act 2019, National Planning Framework 4 is required to be in place by June 2024 with a draft of National Planning Framework 4 anticipated to be ready for consultation in 2021, although timescales may be affected by the Coronavirus pandemic.

The Council will consider the housing related implications of the Planning (Scotland) Act 2019 and National Planning Framework 4 when preparing the next Local Housing Strategy for Renfrewshire.

### **Scottish Index of Multiple Deprivation (SIMD)**

The Scottish Index of Multiple Deprivation measures levels of deprivation across Scotland every 4 years with seven weighted indicators used to calculate an overall deprivation rank for small geographic areas called data zones.

Indicators used include Income, Employment, Education, Health, Access to Services, Crime and Housing.

Renfrewshire is comprised of 225 data zones. In 2020, Renfrewshire had 47 data zones within the 15% most deprived areas of Scotland.

Renfrewshire Council is actively looking at areas identified as deprived based on the findings from the 2020 Scottish Index of Multiple Deprivation and will review options for targeting the root causes of deprivation. This includes looking at housing within these areas and progressing targeted measures to improve the housing stock as well as wider environmental improvements.



Dargaval Village, Bishopton (Private sector development)



# Outcome 1: The supply of housing is increased - Key updates 2019/20

## **Key achievements and progress in delivering Strategic Outcome 1 include:**

- The Renfrewshire Proposed Local Development Plan identifies a generous supply of housing sites to meet all tenure need and demand across Renfrewshire for the next 10 years.
- Building on previous year's completions, 195 new affordable homes were successfully completed in 2019/2020.
- A draft Strategic Housing Investment Plan 2021/2022 – 2025/2026 has been prepared for consultation. The Plan outlines how investment in affordable housing will be targeted to meet the objectives of the Local Housing Strategy. The finalised plan will be presented to the Communities, Housing and Planning Policy Board in October 2020.
- The Council and Housing Association partners continue to work towards their target to deliver 1,000 new affordable homes by 2021. Up to 2019/20, 507 homes had been completed with a further 219 homes nearing completion. A further 285 affordable were due to complete in 2020/21 across ten sites. The Coronavirus pandemic in early 2020 and the resulting closure of development sites has led to delays with these sites now likely to complete around 3 to 6 months later than planned.

- New affordable homes are being delivered across Renfrewshire with developments currently progressing in Paisley, Renfrew, Johnstone, Bishopton and Kilbarchan.
- The first phase of affordable development at Dargavel Village, Bishopton to build 80 new Council homes for social rent is progressing well with the majority of new homes now occupied and completion imminent for the remaining properties.

Renfrewshire Council is also nearing completion of 95 new Council homes for social rent at Johnstone Castle with around one-quarter of tenants moving into their new homes by the end of October.

- In 2019/20, 39 new social rented homes were completed by Sanctuary Scotland at Wellmeadow Street, Paisley. The regeneration masterplan for the wider West End is also continuing with its phased approach, facilitating positive changes in the area.
- Sanctuary Scotland also completed 132 new affordable homes for both social rent and shared equity low cost home ownership at Love Street, Paisley, expanding the supply of affordable housing and bringing a large vacant and derelict site back into productive use.

## Outcome 1: The supply of housing is increased - Key updates 2019/20

- Link Group also purchased 24 new homes for social rent at New Sneddon Street in Paisley Town Centre from a private developer. These homes will add to the residential offering in Paisley Town Centre and support the Council's ambitions to increase the population within Renfrewshire's town centres.
- The Council's Empty Homes Officer works with and encourages owners of empty homes in Renfrewshire to bring their properties back into use. Offering advice and assistance and access to the Empty Homes Loan Fund where applicable, the Empty Homes Officer has successfully brought 26 long-term empty properties back into use in 2019/20.
- In 2019/20, Link Group successfully submitted a Housing Infrastructure Fund bid to the Scottish Government to support their development at St Ninian's/Thrushcraigs Phase II, Paisley.
- In partnership with housing associations, a good practice design guide is being developed to assist affordable housing developers in the provision of general needs, amenity and wheelchair accessible housing.
- Working alongside several other local authorities and Scotland Excel, the Council has contributed to the development of a joint

framework for housing construction procurement. It is anticipated that the Council will use this framework to procure services where appropriate for projects included within the Strategic Housing Investment Plan.



Riverside Walk, Paisley Town Centre, Mixed Affordable and Private Sector Development.

## Outcome 2: Through targeted investment and regeneration activity, Renfrewshire has attractive and sustainable neighbourhoods and well-functioning town centres.

Key updates 2019/20

### **Key achievements and progress in delivering Strategic Outcome 2 include:**

- Plans are progressing well with the housing investment proposals for the Tannahill area of Ferguslie Park. Consultation continues with the local community to ensure the newbuild development is designed to meet the needs of current and future tenants. Work is due to start shortly on site for on the construction of 101 new Council homes on the site of the former St. Fergus Primary School.
- Officers continue to work with tenants and residents throughout the Tannahill regeneration process, while also working in partnership with the community to develop plans for the wider Tannahill area.
- The Council, Scottish Government and Sanctuary Scotland continue to progress the regeneration masterplan for Paisley West End. Sanctuary Scotland held consultation events locally to showcase their plans for newbuild housing, on the site of the former student residence on Underwood Lane and the vacant site on Sutherland Street, Paisley.
- Phase I of the Johnstone Castle regeneration, which includes the construction of 95 new energy efficient Council homes for rent, is nearing completion.
- Plans for 39 newbuild Council homes in South West Johnstone have taken a step further following consultation with the local community. A mix of 1 and 2 bed cottage flats and 2, 3 and 4 bedroom homes will be delivered in the Spateston area of Johnstone.
- Feasibility work is in progress to inform plans for the development of around 60 new energy efficient Council homes in Gallowhill.
- Paisley Housing Association's West End Project delivered environmental enhancements to a number of back closes and drying areas in tenements in the West End of Paisley, completing in December 2019. The overall spend of £250,000 included £156,000 from the Scottish Government's Aspiring Communities Fund. The project employed 6 staff, with 4 going on to further employment. The Young Poet Mural was created in Castle Street by Mark Worst, developing strong community ties with the local bowling club.
- The Link Group are commencing their fourth and final phase of redevelopment of the former Arnott's store site in Paisley

## Outcome 2: Through targeted investment and regeneration activity, Renfrewshire has attractive and sustainable neighbourhoods and well-functioning town centres.

### Key updates 2019/20

Town centre. This will conclude the programme to provide affordable tenure diversification and choice, through the redevelopment of sites within this area of central Paisley.

- During 2019/20, of the 195 new affordable housing completions, 147 back and front door houses were built, which assists in addressing the imbalance of flatted accommodation in Renfrewshire's affordable housing stock.



Wellmeadow Street, Paisley (Social Rented development, Sanctuary Scotland, completed 2019/20)



### **Key achievements and progress in delivering Strategic Outcome 3 include:**

- Paisley Housing Association (PHA) in partnership with the Council continues to progress the Orchard Street Housing Renewal Area which aims to deliver comprehensive improvement of the 5 pre-1919 tenemental blocks of flats at 33 Causeyside Street and 3 to 9 Orchard Street. By June 2020, PHA had acquired 6 private properties with a further 20 acquisitions in progress.
- 2,715 owners who stay in pre-1919 tenement property have been sent information on the Council missing share scheme. To date 33 application packs have been sent out. One repairs project has been completed and a further project involving two further missing shares is underway. Generally, take up has been lower than anticipated however there has also been interest from other flatted property owners not within the pre-1919 sector and the Council will consider whether to extend the scheme to include these property types.
- The Council promoted three training events held in Renfrewshire by Landlord Accreditation Scotland to all

registered private landlords in Renfrewshire and included sessions on tenancy management and tenancy agreement and notices and preparation for possession.

- 7,714 landlords registered with almost 10,300 properties in Renfrewshire. (Source: national Landlord Registration system).
- Between 1st April 2019 and 31st March 2020, 13 applications for landlord registration were referred to the Regulatory Functions Board for consideration. Referrals were made for various reasons, including complaints received, criminal convictions and repairing issues. Of these applications for landlord registration, 3 were refused, 8 were granted and 2 have been continued to a future meeting.

Further landlords were referred to the Board for consideration of their possible removal from the register due to repairing standard issues. One of these landlords was removed and the possible removal of other landlords is still being considered by the Council.

### **Key achievements and progress in delivering Strategic Outcome 4 include:**

- In 2018, Renfrewshire Council secured £1.45 million from the Scottish Government's Home Energy Efficiency Initiative for Scotland: Area Based Schemes (HEEPS:ABS) programme.

These funds have been used for external wall insulation projects with around 247 tenants and 204 owners in the Whitehaugh, Blackstoun, Gallowhill, Bridge of Weir, Kilbarchan, Howwood, and Inchinnan benefitting from this initiative.

Routes are available for homeowners and landlords to pursue in relation to Scottish Government funding support for energy efficiency measures, subject to qualifying criteria. Homeowners may qualify for Warmer Homes Scotland funding, or an interest-free Home Energy Scotland Loan and Cashback. In addition, others such as the Energy Company Obligation (ECO), may also apply depending on measure and installer. Private landlords can now apply for the Home Energy Scotland Private Rented Sector Landlord Loan. Advice and support in relation to these funding options is provided by Home Energy Scotland.

- A new Fuel Poverty Strategy is under development and is expected to be in place by late 2020.

- Renfrewshire Council now install photovoltaic panels and mechanical ventilation as standard within new homes developed as part of the Council's new build programme and full consideration will be given to any new technology developed, for future new build housing.

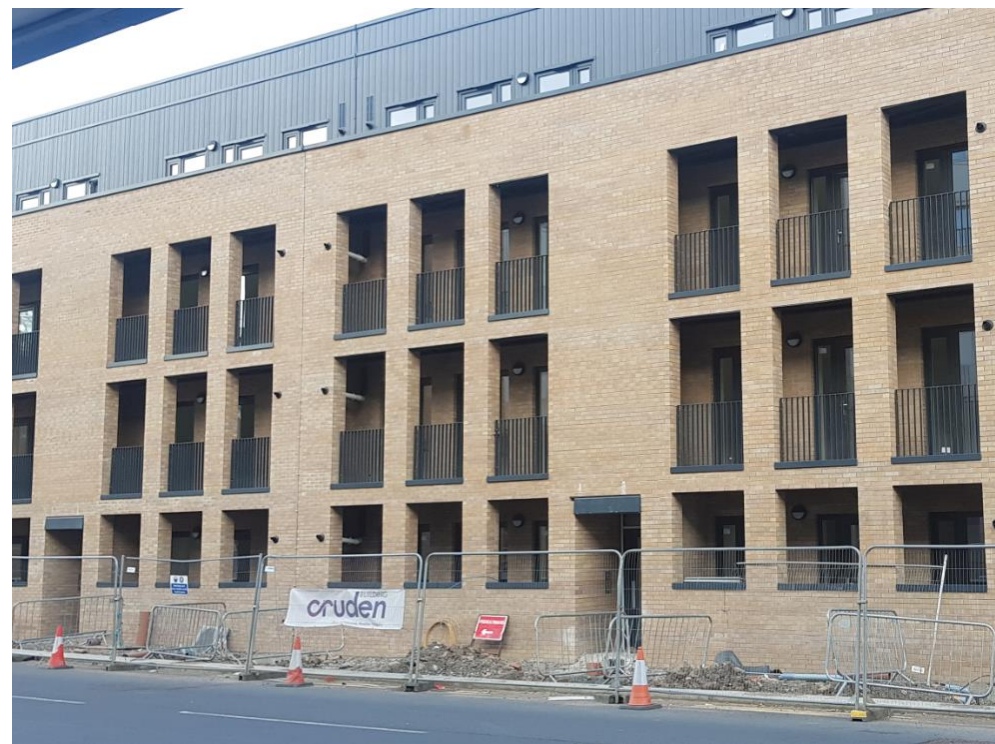
The Council have undertaken a number of pilot projects in recent years, including fabric improvements, renewable energy/technology (such as air and ground source heat pumps), as well as solar photovoltaic, battery storage, heating controls and mechanical ventilation. These projects seek to identify the best use of council investment within our capital programme in order to meet EESSH 2020 and 2032.

- As part of its wider improvement programme for existing housing, the Council has considered the viability of installing photovoltaic arrays in existing fully council owned blocks of flats and houses, as well as ensuring that adequate ventilation is present within properties that are being improved. These processes are currently being trialled within our capital programme and we will assess the success of this moving forward.
- During 2019/20, Renfrewshire Council's energy advocates undertook 565 home visits, which generated recurring financial

## Outcome 4: Homes are energy efficient and fuel poverty is minimised – Key updates 2019/20

savings of £168,096.69. In addition, there were one-off capital savings of £66,723.37.

- Paisley Housing Association were successful in receiving funding of £11,495 in 2019/20 from Energy Action Scotland's Fuel Poverty Challenge, to provide a Fuel Bank Voucher Service to assist tenants in crisis. A further £49,975 was awarded by the Energy Saving Trust for a 2-year energy advice project starting in September 2020.



Smithhills Street, Paisley Town Centre, Link Group development of 26 flats including 10 flats designed to amenity standard.

## Outcome 5: Homelessness is prevented and vulnerable people get the advice and support they need - Key updates 2019/20

### **Key achievements and progress in delivering Strategic Outcome 5 include:**

- In July 2019, the Council was allocated £186,000 by the Scottish Government to support the implementation of the 5-year Rapid Rehousing Transition Plan for Renfrewshire. The Rapid Rehousing Transition Plan details how those who are homeless will be provided with settled accommodation more quickly; spend reduced time in temporary accommodation and have more access to up-scaled support.
- A Rapid Rehousing Transition Plan Steering Group was formed, with membership from a range of landlords and support providers.
- In 2019/20, advice and assistance was provided to 1,941 people in housing need in Renfrewshire.
- 98.9% of homeless assessments were completed within 28 days and the average time from a household presenting themselves as homeless, to completion of duty was 23.4 weeks – which is better than the national average.
- There was a decrease in the proportion of general Council lets to homeless people from 36% to 31%. The proportion of housing association lets made to homeless people through

Section 5 Referrals decreased to 19.71% from 21% in 2018/19. This has been identified as an area for improvement.

- Of the 271 people who completed “accommodation exit surveys” when they moved out of short stay flats, 91.14% said they were either ‘very satisfied’ or ‘satisfied’ with the overall quality of the temporary or emergency accommodation they were provided with.
- Following the successful pilot of an in-house Shared Living Project for 16 -25 year olds, funding for the implementation of ‘Rapid Rehousing’ initiatives was used to launch a project in partnership with Simon Community Scotland, who have previous experience in delivering this type of work. The operation of the scheme allows homeless applicants to consider flat-sharing as an option, helps prevent feelings of social isolation in young people who are homeless or threatened with homelessness and will contribute to decreasing the amount of time spent in temporary accommodation. From its commencement in October 2019, 10 people had already benefitted from this new service by March 2020.
- Our Housing First Initiative, delivered in partnership with Turning Point Scotland, continues to provide support for up to 20 service users with complex needs at any one time. Plans are



## Outcome 5: Homelessness is prevented and vulnerable people get the advice and support they need - Key updates 2019/20

underway to increase the number of homeless applicants supported with “wraparound” support: a key element of the Housing First approach, with funding from the Scottish Government to implement Rapid Rehousing initiatives.

- A new intensive support service, using many of the measures associated with Housing First, was launched in partnership with Blue Triangle Housing Association during 2019 and supports up to 15 homeless people at any one time. This followed an assessment of a similar project delivered by Blue Triangle Housing Association in Lanarkshire. This pilot is funded through the Rapid Rehousing Transition Plan funding allocation.
- The George Street Service continues to offer a range of advice and support services to young people aged 16 to 25 years who have been homeless or threatened with homelessness including “Homes for Keeps” pre tenancy training to support a young person in maintaining their own home. 31 training sessions were completed in 2019/20.
- Resettlement advice and assistance was provided to 120 young people in 2019/20. There was a high tenancy sustainment rate of 83% for young people who had used the service and who were allocated a Council property.
- Together, SAY Women and Renfrewshire Council’s George Street Youth Homelessness Prevention Team, have initiated a Tenancy Sustainment Service that provides focussed, time limited support for young women aged 16 – 25 years who are identified as survivors of child sexual abuse and/or survivors of other forms of sexual violence, having housing/homeless/tenancy related issues. The aims of this partnership are to: increase tenancy sustainment; prevent repeated homelessness; and provide key staff in the local authority area with increased skills and capacity through access to SAY Women’s specialised training and consultation with allocated SAY Women staff.
- Delivered by Impact Arts, a Third Sector organisation and funded through the Council’s Housing Support Service, the “Make it Your Own (MIYO) project continues to provide a creative approach to tenancy sustainment aimed at helping vulnerable tenants. 54 tenants have successfully completed the scheme. The project is co-located with the “Buddies Recycle” Scheme: an initiative funded initially through the Council’s “Lens” scheme, which provides recycled furniture/goods to service users on low incomes, to help furnish their home and sustain their tenancy.

## Outcome 6: People are able to live independently for as long as possible in their own home - Key updates 2019/20

### **Key achievements and progress in delivering Strategic Outcome 6 include:**

- In 2019/20, 255 medical adaptations were completed in Council properties.
- In 2019/20, 138 medical adaptations were completed in private homes.
- In 2019/20, Care & Repair completed 1,531 small repairs jobs to support older people and people with disabilities to live independently in their own home.
- In 2019/20, Renfrewshire Council approved 145 grants to private owners for adaptations with a total grant spend of £512k on adaptations.
- Discussions are continuing between Renfrewshire Council and Bridgewater Housing Association with regards to the re-provisioning of existing sheltered housing in Erskine with options for around 25 new units being explored.
- Partnership meetings are ongoing with Linstone Housing Association and Renfrewshire's Health and Social Care Partnership to develop the most appropriate model of housing provision for older people for a newbuild site in Paisley.
- Link Group is developing additional housing for older people within its latest phase of redevelopment on the former Arnott's site in Paisley Town Centre. This would complement existing recently completed social rented and shared equity low cost home ownership provision for older people in Paisley Town Centre.
- Renfrewshire Council continues to support the development of amenity standard housing to support people with varying needs throughout Renfrewshire with new amenity standard homes at both Dargavel Village, Bishopton (Council) and at Smithhills Street in Paisley Town Centre (Link Group).
- Renfrewshire Council have been working with developing housing association partners to produce a target for the development of wheelchair accessible homes on sites delivered as part of the Strategic Housing Investment Plan. Discussions are ongoing with a target for wheelchair accessible homes to be included within the next Local Housing Strategy.
- In 2019/20, Renfrewshire's Autism strategy was reviewed and updated with a greater focus placed on people with an Autism Spectrum Disorder but no Learning Disability. Initial discussions have taken place with a range of stakeholders to agree plans and progress actions within the updated strategy throughout 2020/21.

## Outcome 6: People are able to live independently for as long as possible in their own home - Key updates 2019/20

- In 2019/20, A Learning Disability Planning Group was established to oversee progress of the Learning Disability Action Plan with workstreams identified for stakeholders. This group will oversee specific Housing needs through partnership working with Housing staff.
- In 2019/20, Autism awareness training was delivered to staff both within the Council and partner organisations.
- In 2019/20, with regards to the Council's Sheltered Housing Service:
  - The Renfrewshire Tenants Online digital participation classes achieved a COSLA bronze award for 'Tackling Inequalities and Improving Health'. Tenants from across Sheltered, amenity and housing support services who have attended these classes have been helped to bring online services to a wider audience and helped to redress the balance of those who are documented as the least represented groups online.
  - Maintained a grading of 'very good' from the Care Inspectorate;
  - Had a finalist nominated at the Scottish Paths for All Volunteer of the Year awards.
  - Our Activity Evaluation questionnaire results demonstrated positive trends for tenants who participate in activities feeling happy, fitter and part of a group; contributing to our aim of reducing social isolation and loneliness.
  - All staff across Housing Support Services, including our Sheltered Housing team, completed training in Trauma Informed Practice. This training will primarily help staff to identify where trauma has been experienced by a person and seek to address the barriers that those affected by trauma can experience when accessing services for a healthy and fulfilled life.

## Outcome 7: Affordable housing is accessible to people who need it - Key updates 2019/20

### **Key achievements and progress in delivering Strategic Outcome 7 include:**

- The Renfrewshire Common Housing Allocation Policy was successfully implemented by the Council and its local Housing Association partners between May and October 2019. Partners in the development and implementation of the policy are Bridgewater, Linstone, Paisley and Williamsburgh Housing Associations. The Common Policy was developed with a clear focus on meeting housing needs and introduces a common approach to how we allocate homes that are available to let by these partners in Renfrewshire.
- Across Renfrewshire, 2,769 Council tenants were in receipt of Universal Credit out of 14,140 Universal Credit customers as at May 2020.
- The threshold for households impacted by the Benefit Cap for 2020/21 remains as £384.62 per week for families and £257.69 per week for single people. Contact continues to be made through a variety of channels to offer advice and support to any households affected by the reduced benefit cap.
- In 2019/2020 the HomeChoice@Renfrewshire Homexchange Shop helped 1,144 visiting customers and assisted 162 customers to register for a mutual exchange through the online service. In addition, a further 73 applicants self-registered for a mutual exchange, with the Council enabling 17 successful mutual exchanges in 2019/20.
- The Council continues to participate in the Mortgage to Rent scheme, working with owners in financial difficulties where this is appropriate.
- In 2019/20, 5 households were assisted through the Rent Deposit Guarantee scheme to access privately rented accommodation.
- Community Connectors is a third-sector partnership project between Linstone Housing Association, RAMH and Active Communities and is supported by the Health and Social Care Partnership. The project offers a social prescribing model of support to all patients across 29 GP practices in Renfrewshire. Funding for the project, which works to help improve local people's physical and mental health and wellbeing as well as resolve any housing issues, has been extended until March



## Outcome 7: Affordable housing is accessible to people who need it - Key updates 2019/20

2021. Linstone offers a specially tailored housing advice service for GP patients who are experiencing housing problems which affect their health and wellbeing. The service is provided to people living in any tenure including homeless people, owners, private tenancies or social rented tenants.

- The Housing Hub has received a total of 576 referrals from the Community Link Workers since April 2015 to March 2020. Linstone has had positive feedback on the support offered, with 76% of referrals engaging with the support provided.



Sheltered Housing Paisley Puffins Walking Group

# **Local Housing Strategy Update 2019/20 Action Plan**

## Outcome 1: The Supply of Housing is Increased

Action	Baseline	Indicator/ Measure	Target/ Milestone	Timescale	Partner/ Lead Agency	2019/20 Update
<b>1.1</b> Increase the supply of new housing in Renfrewshire.	2015/16: Private - 577 Affordable - 132	Affordable Housing Completions and Private Sector Completions	200 affordable homes each year & 500 private homes each year to 2021	Annually	Communities, Housing and Planning Services, housing associations, private developers	<p>2019/20 completions:</p> <ul style="list-style-type: none"> <li>Affordable completions: 195</li> </ul> <p>A number of affordable developments that were expected to complete in March 2020 were delayed by site closures with these units to be included within the figures for 2020/21.</p> <p>Due to the Covid-19 pandemic and the resulting lockdown measures, it has not been possible to complete the annual housing land audit, therefore we are not in a position to report private sector completion figures at this time for 2019/20.</p>
<b>1.2</b> Ensure Renfrewshire's new Local Development Plan identifies sufficient land in existing places to deliver the housing supply targets set out in this LHS.	Local Development Plan Action Programme agreed 2014	Actions implemented	Proposed Local Development Plan submitted for examination January 2020	2020	Communities, Housing and Planning Services	<p>The Proposed Renfrewshire Local Development Plan (LDP) provides a range and choice of housing sites to meet Housing Supply Targets across all tenures as well as housing need and demand across Renfrewshire.</p> <p>The Proposed Renfrewshire Local Development Plan includes a new Housing Mix and Affordable Housing Policy that will support the delivery of sustainable mixed communities across Renfrewshire.</p>

<b>1.3</b> Review the 2014 LDP Action Plan programme to bring forward brownfield and previously used sites for housing development.	LDP Action Programme agreed 2014	Actions implemented	Brownfield sites brought forward through a range of initiatives  New LDP Delivery Action Programme being prepared to support next LDP	2020	Communities, Housing and Planning Services	The Proposed Local Development Plan includes a new draft delivery programme, which was consulted upon between March and June 2019.  The Action Programme reflects the actions set out in the Councils Vacant and Derelict Land Strategy.
<b>1.4</b> Consider bids to the Scottish Government Infrastructure fund and other funding sources to enable delivery of housing on sites affected by infrastructure constraints.	Sites identified in LDP and SHIP	Bids considered	Secure funding	Ongoing	Communities, Housing and Planning Services, housing associations, private developers, Scottish Government, key agencies	Partners continue to consider potential Housing Infrastructure Fund projects across Renfrewshire as appropriate, where particular development constraints arising from exceptional infrastructure works present.  In 2019/20, Link Group successfully submitted a Housing Infrastructure Fund bid for their development at St Ninian's/Thrushcraigs Phase II, Paisley.
<b>1.5</b> Deliver projects in the existing SHIP programme and	SHIP 2017/18 - 2021/22 agreed by	Updated Annual SHIP	November 2017	Ongoing	Communities, Housing and Planning	Effective partnership working between Renfrewshire Council and its housing association partners continues to ensure current and planned



develop new projects which assist in meeting the strategic outcomes in this LHS.	HACS Board November 2016				Services, housing associations, Scottish Government	SHIP projects are driven to achieve spend and delivery within timescales.  In 2019/20, 195 new affordable homes were delivered, with around 500 new homes scheduled to complete in 2020/21. This figure may be lower following the Coronavirus pandemic in 2020 with some of these completions likely to roll into 2021/22.
<b>1.6</b> Prepare an annual review and update of the SHIP to ensure it is a live and responsive plan.	SHIP 2017/18 – 2021/22 agreed by HACS board November 2016	SHIP updates	November 2017	Ongoing	Communities, Housing and Planning Services, housing associations, Scottish Government	A consultative draft of the 2021/22-2025/26 SHIP was presented to the Communities, Housing and Planning Policy Board in August 2020. The finalised SHIP will be presented to Board in October 2020.
<b>1.7</b> Promote mix of tenure options to meet affordable housing need.	13/14 and 14/15 affordable completions were all social rent.	No. of different tenure options provided	Indicator only	Ongoing	Communities, Housing and Planning Services, housing associations, private developers	The Scottish Government, Renfrewshire Council and RSLs maintain a partnership approach to agree the most suitable affordable housing tenure options on sites. This takes account taking account of local needs and market circumstances. The current SHIP programme includes low cost home ownership and mid-market rent opportunities as well as social rent.
<b>1.8</b> Consult on an Affordable Housing Policy, targeted to increase the supply	N/A	Policy developed and consulted on	Policy to implemented 2021	2019	Communities, Housing and	The Proposed Renfrewshire Local Development Plan includes a new Housing Mix and Affordable Housing Policy that will support the delivery of

of affordable housing in areas of identified shortfall.		through new RLDP			Planning Services	sustainable mixed communities across Renfrewshire.
<b>1.9</b> Develop a standard for affordable housing in Renfrewshire that takes into account design and space standard considerations.	N/A	Standard developed	Standard to be implemented 2021	2019	Communities, Housing and Planning Services, housing associations	In partnership with housing associations, a good practice design guide is being developed to assist affordable housing developers in the provision of general needs, amenity and wheelchair accessible housing.
<b>1.10</b> Promote partnership working on procurement issues to maximise opportunity and efficiency in the delivery of affordable housing.	N/A	Partnership opportunities explored	Joint procurement opportunities maximised	2019	Communities, Housing and Planning Services, housing associations, other local authorities and agencies	Working alongside several other local authorities and Scotland Excel, the Council has contributed to the development of a joint framework for housing construction procurement.  It is anticipated that the Council will use this framework to procure services where appropriate for projects included within the Strategic Housing Investment Plan.
<b>1.11</b> Encourage owners of empty homes to bring them back into use.	Yr Aug 15- Aug 16 17 properties brought back into use through direct	No. of empty homes brought back into use	25 per annum	ongoing	Communities, Housing and Planning Services, RC Finance and Resources, private owners,	The Empty Homes Officer continues to engage with owners of empty properties and other sections of the Council to address the issues that can be caused by long-term empty properties throughout Renfrewshire's communities.  In 2019/20, 26 long-term empty properties were brought back into use.

	engagement with owners				housing associations	
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## Outcome 2: Through targeted investment and regeneration activity, Renfrewshire has attractive sustainable neighbourhoods and well-functioning town centres

Action	Baseline	Indicator/ Measure	Target/ Milestone	Timescale	Partner/ Lead Agency	2019/20 Update
<b>2.1</b> In partnership with local communities, develop and implement local regeneration strategies for Johnstone Castle; Paisley West End and Ferguslie Park.	Housing regeneration plans approved by RC for Johnstone Castle 2014	Strategies developed	Strategies in place and being implemented	2016 - 2021	Communities, Housing and Planning Services, housing associations, private developers	<p>The Council, Scottish Government and Sanctuary Scotland continue to progress the regeneration Masterplan for Paisley West End. Following the demolition of the former student residence in Underwood Lane this year, Sanctuary have developed proposals for newbuild social rent units and a number of properties for future sale.</p> <p>Sanctuary held consultation events locally to discuss the newbuild proposals with the surrounding community and have successfully acquired a number of properties within the wider masterplan area to allow progress onto further phases of the masterplan.</p> <p>Plans are progressing well for the regeneration of the Tannahill area of Ferguslie Park with the development of plans for the 101 new homes on the site of the former St. Fergus Primary School being showcased to tenants and residents for</p>

						<p>their views. The new homes will range from 1 and 2 bed bungalows and own door flats to 2, 3 and 4 bedroom houses.</p> <p>The design proposals for the development have been updated to reflect resident feedback and construction work on the new homes will commence in late 2020.</p> <p>The regeneration of Johnstone Castle is nearing completion this year, with the construction of 95 new energy efficient Council homes with around one-quarter of tenants moving into their new homes by the end of October.</p> <p>Paisley Housing Association have completed their £250,000 Paisley West End Backcourt Regeneration Project. This improved 21 back courts, employing 6 staff with 4 securing further employment.</p>
<b>2.2</b> Review low demand social rented housing, undertake option appraisal and develop area based strategies.	Housing management information, Housing Needs and Demand Assessment	Strategies Developed	Strategies in place and being implemented	2018	Communities, Housing and Planning Services, housing associations	The Council is using a strategic asset management approach to help develop local strategies for housing in areas of low demand.
<b>2.3</b> In mixed tenure areas, review opportunities for joint initiatives on	Existing local initiatives	Options developed	Options implemented and joint	2018	All social housing providers	This action will be considered as part of and undertaken alongside action 2.2.

estate management and environmental improvements with potential links to employment and training initiatives.			scheme established			
<b>2.4</b> Through newbuild activity, improve the range of house types and sizes available for social rent.	<p>Council Stock: 79% flats 21% houses</p> <p>Local RSL stock: 70% flats 30% houses</p>	No. of newbuild house completions	Increase number of houses available for social rent	2016 - 2021	All social housing providers	In 2019/20 there were 195 affordable housing completions, of which 147 (75%) were houses and 48 flats.
<b>2.5</b> Through the LDP, ensure action plans are in place for Renfrewshire's town centres and that they are reviewed and updated regularly.	Town Centre action plans developed.	Action plans for town centre and Place Plans developed	Action plans and Place Plans developed and thereafter reviewed every 2 years	Early 2019	Communities, Housing and Planning Services, community groups, community councils, tenants and residents of	Town Centre Strategies and Action Plans are now in place for all of Renfrewshire's Town Centres. These are currently being reviewed with the intention of reporting to Board in late 2020.



					Centres and Places	
<b>2.6</b> Identify opportunities and initiatives for housing development projects which would assist in increasing the number of people living in and using Renfrewshire's town centres.	Cotton Street and former Arnotts site completions 2011-2016	Potential projects identified	Projects delivered	2016 – 2021	Communities, Housing and Planning Services	<p>The Link Group are commencing their fourth and final phase of redevelopment of the former Arnott's store site in Paisley Town centre. This will see a further 73 new affordable homes delivered as part of this successful multi-tenure development.</p> <p>This is alongside the 24 'off the shelf' properties acquired in early 2020, in nearby New Sneddon Street by the Link Group for social rent, providing tenure diversification in a key town centre location.</p>

Outcome 3: People live in high quality, well managed homes						
Action	Baseline	Indicator/ Measure	Target/ Milestone	Timescale	Partner/ Lead Agency	2019/20 Update
<b>3.1</b> Develop an information base of poorer condition private tenemental stock using a range of sources to complement the Scottish House	SHCS 2012-2014  Suggests 4% of stock is BTS	Information sources used	Information base developed	2017	Communities, Housing and Planning Services, RC Finance and Resources, RC Community Resources,	Initial baseline information collated.

Condition Survey to inform policy development					housing associations, private owners, private factors	
<b>3.2</b> Achieve the comprehensive improvement of the pre-1919 tenements at 3-9 Orchard Street and 33 Causeyside Street	Consultation on Orchard Street Housing Renewal Area (HRA) Draft Designation Order commenced late 2016	Improvement schedule agreed	Comprehensive Improvement complete	2021	Paisley Housing Association, Communities, Housing and Planning Services, RC Community Resources, private owners and tenants	Housing Renewal Area designation order approved March 2017. At June 2020, Paisley Housing Association had acquired 6 properties and a further 20 were being progressed.
<b>3.3</b> Review the Scheme of Assistance for private owners	Advice provided to 3,401 households in 2015/16	Review progress	Review complete	2018	Communities, Housing and Planning Services	Updated Scheme of Assistance approved by Communities, Housing and Planning Policy Board in August 2018.
<b>3.4</b> Investigate current arrangements for factoring tenement blocks in private and multi-tenure	N/A	Research current arrangements and options developed.	Initiatives considered and agreed.	2018	Communities, Housing and Planning Services, housing associations	“Missing Shares” pilot implemented early 2019. Operation of this pilot will help inform future initiatives to tackle disrepair.

ownership and consider options for a partnership initiative to tackle disrepair						
<b>3.5</b> Continue to ensure private landlords are registered and promote enforcement action as required.	7,016 private landlords registered at April 2016	Number of registered private landlords	Data indicator only	2016-2021	RC Finance and Resources	7,714 private landlords registered at June 2020 (Source: national Landlord Registration System) 1 landlord removed from the Register of Landlords due to Repairing Standards issues. 3 applications from landlords refused registration.
<b>3.6</b> Promote the Landlord Accreditation Scheme through the Private Landlords forum.	23 private landlords accredited at April 2016	Number of accredited landlords	Data indicator only	2016-2021	Communities, Housing and Planning Services, private landlords	59 accredited landlords, with 1076 properties at June 2020.
<b>3.7</b> Increase awareness of the rights and responsibilities of private tenants and landlords using a range of communication media.	Provision of information on the Council's website. Landlord Matters newsletter	N/A	Continue to increase awareness among tenants and landlords or rights and responsibilities	2018	Communities, Housing and Planning Services, RC Finance and Resources, RC Community Resources, housing associations	Promoted 3 Landlord Accreditation training events for local landlords.

## Outcome 4: Homes are Energy Efficient and Fuel Poverty is minimised

Action	Baseline	Indicator/ Measure	Target/ Milestone	Timescale	Partner/ Lead Agency	2019/20 Update
<b>4.1</b> Continue to promote energy savings, fuel poverty, and income maximisation advice to tenants and owners	1,318 requests received by Renfrewshire Council's Advocacy Service from Renfrewshire residents in 2015/16	Number of requests received by Renfrewshire Council's Energy Advocacy Service from Renfrewshire residents	Increase the number of households in receipt of advice each year	Ongoing	RC Finance and Resources, Communities, Housing and Planning Services, housing associations, Fuel Poverty Steering Group	<p>During 2019/20, Renfrewshire Council's Energy Advocates conducted 565 home visits, with referrals coming from a variety of sources. These visits generated recurring financial savings of £168,096, there were also one-off capital savings of £66,723.</p> <p>In 2019/20 Paisley Housing Association's Welfare Benefit Service continued to deliver positive outcomes in income maximisation for tenants. The Association is a member of Energy Advice Scotland and increased the number of staff qualified to give energy advice to 3. It was also successful in securing funding for delivering energy projects into 2020/21.</p> <p>A new Renfrewshire Fuel Poverty Strategy is being developed and anticipated to be available later in 2020.</p>
<b>4.2</b> Ensure strategies are in place for social rented housing to meet the	SHQS compliance	Strategies developed and implemented	Housing stock meets EESSH	2020	All social housing providers	The Council is required to ensure that all stock achieves the minimum energy rating under the Energy Efficiency Standard for Social Housing (EESSH) by the first milestone of 31 December 2020.

requirements of EESSH by 2020						<p>As of April 2020, approximately 78% of the Council's housing stock met the EESSH 2020 standard as a result of ongoing capital programme works, this is projected to rise to 80% by December this year when the first milestone of EESSH is required.</p> <p>The Council's position is that EESSH will be achieved through the capital funding plans for planned investment programmes, together with Government sourced supplementary funding (e.g. HEEPS: ABS) and other external sources such as ECO.</p> <p>EESSH2 will introduce new requirements for housing post-2021.</p> <p>Paisley Housing Association is 83% compliant evidenced by EPC, excluding any cloning. It will achieve EEESSH by the first milestone.</p>
<b>4.3</b> Continue to support energy efficiency improvements in the private sector by promoting access to energy savings advice and external funding	2012-2014 SHCS average SAP of 68.3 for Council stock and 62.3 for owner occupied stock	Annual SHCS	Increased SAP rating	Ongoing	RC Finance and Resources, Communities, Housing and Planning Services, housing associations, private	<p>The 2016-2018 SHCS Mean Energy Efficiency Rating (SAP 2012) for social housing stock was 70.4 and 66.8 for owner occupied stock.</p> <p>Support will continue to be provided to the private domestic and non-domestic sectors through a variety of partners: the Wise Group for both sectors and Resource Efficient Scotland for non-domestic.</p>



					owners and tenants	
<b>4.4</b> Continue to maximise HEEPS funding from the Scottish Government to benefit private owners and enable participation in energy efficiency programmes	N/A	N/A	Data indicator only	Ongoing	Communities, Housing and Planning Services	Between May and August 2018, Renfrewshire Council secured £1.45million from the Scottish Government's Home Energy Efficiency Initiative for Scotland: Area Based Schemes (HEEPS: ABS) programme.  These funds have been used for external wall insulation projects with around 247 tenants and 204 owners in the Whitehaugh, Blackstoun, Gallowhill, Bridge of Weir, Kilbarchan, Howwood, and Inchinnan benefitting from this initiative.
<b>4.5</b> Consider proposals and recommendations from the Scottish Government SEEP working group when available to address issues of energy efficiency and fuel poverty	2012-2014 SHCS Renfrewshire fuel poverty levels 29%	Proposals and recommendations available	Proposals and recommendations considered	Ongoing	Communities, Housing and Planning Services, Finance and Resources	Renfrewshire Council have now completed the SEEPS projects in Lochfield and Whitehaugh. Future funding opportunities from the Scottish Government will be considered as they arise.  Support will continue to be provided by Renfrewshire Council where possible, for homeowners to carry out energy efficient technologies on their homes.
<b>4.6</b> Encourage the use of renewable technology in new	Renewable technology used in Council development	Incorporation of renewable technology were possible in both social and private	Two developments each year	2016-2021	Communities, Housing and Planning Services, housing	The Council now install photovoltaic panels and mechanical ventilation as standard within new homes developed, as part of the Council's new build programme. Full consideration will be given to new technology

housing developments	at Barrhead Road, Paisley  Renewable technology used in Loretto development at Charleston Square, Paisley across 53 units	sector new build developments where feasible			associations, private developers	developed, for future new build affordable housing.  Paisley Housing Association's proposed amenity housing development at Westerfield, Paisley, has been designed to achieve Aspect Silver 1 and 2 and Bronze Active overall in terms of Section 7 (sustainability), which includes solar photovoltaic panels and enhanced ventilation and heating system features.
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Outcome 5: Homelessness is prevented and vulnerable people get the advice and support they need						
Action	Baseline	Indicator/ Measure	Target/ Milestone	Timescale	Partner/ Lead Agency	2019/20 Update
<b>5.1</b> Work with partners to build on existing, and identify new, homelessness prevention activities, including initiatives such as "Foundations First" and "Housing First"	Foundations First started in 2015  20 service users supported by Housing First service in Year 2 (2015/16) and	New prevention activities identified  Number of service users accessing prevention activities	Increased number of service users accessing prevention activities	2018	Communities, Housing and Planning Services, Homelessness Partnership, Turning Point Scotland, Simon Community Scotland, Blue	The Foundations First Project delivered by Shelter Scotland, concluded in December 2019. A Legacy Plan was developed and was presented by Shelter Scotland to the Private Landlords Corporate Officers Working Group in 2020. For the 5-year period to end June 2019, Foundations First received 479 referrals.  The SAY Women project delivered in conjunction with the George Street Service,

	<p>living in settled accommodation</p> <p>505 cases opened by Prevention team in 2015/16</p>				<p>Triangle Housing Association</p> <p>offers 6-12 sessions of specialist advice to women aged 16-25 years who have experienced domestic abuse, to help sustain their tenancies, continues. During 2019/20 10 young women were referred to SAY Women for specific support to sustain their tenancies. From 2020, a 0.5FTE post was created, funded by Rapid Rehousing Transition Plan (RRTP) monies, to continue this service.</p> <p>The RRTP funding allocation from the Scottish Government has funded 3 new full-time resettlement officers to provide assistance to people to set up their new home, from January 2020.</p> <p>Shared Living Initiative was introduced in October 2019. This is a flat sharing programme between Renfrewshire Council and Simon Community Scotland designed to allow service users to self-select or match with each other via a dedicated phone app. This empowers service users to improve their circumstances and opportunities to find settled accommodation and has been designed to mitigate concerns from landlord perspective. To date, 5 new tenancies have been created assisting 10 service users.</p>
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						<p>Funding from the Scottish Government to assist in the implementation of Rapid Rehousing initiatives will be used to increase the number of homeless applicants who are provided with 'wraparound' support – a key element of the Housing First approach and delivered in Renfrewshire by Turning Point Scotland. In 2019/20, up to 20 service users at any one time benefited from our Housing First service.</p> <p>WRAP (Working to Reconnect and Achieve Potential) is a new initiative based around an upscaling of Housing First and delivered by Blue Triangle Housing Association and funded via RRTP funding from the Scottish Government. It ensures wraparound support to homeless people. In 2019/20, 15 people received support from this service.</p> <p>The Make it Your Own (MIYO) project, delivered by Impact Arts to help homeless applicants create items to furnish their homes, successfully engaged with 18 tenants/homeless applicants, between April 2019 and March 2020 helping them to sustain their tenancies.</p>
5.2 Develop initiatives to minimise the	2015/16 - 13%	HL1 Report - Reasons for Homelessness	Reduce proportion of presentations	Annually	Communities, Housing and	The annual review of the Homelessness Prevention Protocol: Renfrewshire Residents in Mental Health In-Patient

proportion of people presenting as homeless giving reasons as “leaving prison/hospital/other institution”.					Planning Services	<p>Services was undertaken during March 2020.</p> <p>Following the conclusion of the Just Learning – Skills for Employment Service, a new mainstream service has been established. Delivered by INVEST in Renfrewshire and run in conjunction with West College Scotland, this offers homeless people with criminal convictions opportunities to access training and employment.</p>
<b>5.3</b> Review the existing temporary accommodation model to ensure it meets the changing needs of homeless people	N/A	Review of provision of temporary accommodation	Completion of Review	2017	Communities, Housing and Planning Services	The Council are currently considering alternatives to one of our staffed accommodation sites. This will take account of the national and local move towards a rapid rehousing approach.
<b>5.4</b> Develop and improve referral processes with the HSCP to improve access to Health and Social Care services for homeless people	N/A	Referral processes considered	Referral processes developed	2018	Communities, Housing and Planning Services, HSCP, Homelessness Partnership	Communities, Housing and Planning Services and the Health and Social Care Partnership Operational Group have completed a review of all current protocols. Work to finalise one remaining protocol is currently being undertaken and expected to complete in 2020.



<b>5.5</b> Contribute to the delivery and implementation of the Health and Homelessness Action Plan	HHAP reviewed 2015/16	Targets and referral processes with HSCP developed for homeless people and vulnerable households	Annual review of HHAP completed	2018	HSCP, Homelessness Partnership, Communities, Housing and Planning Services	HHAPs are no longer produced. The actions which they contained are now incorporated within related strategies and plans.
<b>5.6</b> Review current and develop new opportunities for financial advice and support for homeless people as a response to Welfare reform	N/A	Review complete and new opportunities developed	Increased proportion of homeless people accessing financial support	2017	Communities, Housing and Planning Services, Advice Works	Quick access to specialist staff continues, offering financial support to homeless people and people threatened with homelessness, including: <ul style="list-style-type: none"> <li>personal income and expenditure awareness</li> <li>maximisation of their benefits</li> <li>arrears management for current and former clients.</li> </ul>
<b>5.7</b> Develop initiatives to address the training and employment needs of homeless people	N/A	New opportunities developed	Increased proportion of homeless people accessing training or employment	2017	Communities, Housing and Planning Services	Invest in Renfrewshire continues to offer outreach support to young people at the George Street Service, which includes assessing work readiness, CV creation, access to courses and interview preparation.  29 referrals were made to this service for support for young people in 2019/20.

<b>5.8 Undertake research into repeat homelessness and the reasons for the lower rate of tenancy sustainment among former homeless applicants and develop interventions for improvement.</b>	Rate of repeat homelessness in 2015/16 - 10.6%	Analysis of reasons complete and Action Plan in place to decrease figure	Decrease proportion of repeat homelessness	Annually	Communities, Housing and Planning Services, housing associations	For young people aged 16-25 years who are homeless or threatened with homelessness, The George Street Service provide a range of services, including: <ul style="list-style-type: none"> <li>▪ 'Home for Keeps' – 1-2-1 pre-tenancy training to support young person to maintain their own home with 31 service users receiving this service in 2019/20.</li> <li>▪ The 'Tenancy Resettlement Service' offered 120 young people customised support in 2019/20 to help them to successfully move in and manage the first year of their tenancy.</li> <li>▪ The SAY Women project delivered in conjunction with the George Street Service, offers 6-12 sessions of specialist advice to women aged 16-25 years who have experienced domestic abuse, to help sustain their tenancies continues. In 2019/20 10 referrals were made to this service. Building on this, in 2020 a 0.5FTE RRTP funded tenancy sustainment post with SAY Women was established, to continue</li> </ul>
	Proportion of previously homeless people sustaining permanent social rented tenancies for 12 months 2015/16 RC - 72% Bridgewater HA – 86% Ferguslie Park HA – 100% Linstone HA – 79% Paisley HA – 71% Williamsburgh HA – 68%	Annual Council and RSL records	Increase proportion of previously homeless people sustaining permanent social rented tenancies for 12 months	Annually		

						<p>the service.</p> <p>The WRAP Project (Working to Reconnect and Achieve Potential) is a new initiative based around an upscaling of Housing First and delivered by Blue Triangle Housing Association and funded via RRTP funding from the Scottish Government. It ensures wraparound support to homeless people. Since December 2019, the initiative has supported 15 individuals to move into permanent tenancies. These individuals are continuing to engage with the service and are receiving support to integrate positively into their new local community and to independently manage their tenancy.</p> <p>The 'Housing First' approach continues to be delivered by Turning Point Scotland, providing wraparound support to up to 20 homeless applicants at any time.</p> <p>The 3 new Resettlement Officers appointed in January 2020, are working to improve sustainment rates for newly housed homeless applicants through the provision of assistance to establish and sustain new tenancies.</p> <p>In 2018/19, 83% of young people that had used The George Street Service and</p>
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						<p>allocated a property, had sustained their tenancy for 12 months or longer.</p> <p>Paisley Housing Association recorded tenancy sustainment of 80% in 2019/20, for tenants who were housed through the Section 5 Agreement.</p>
<p><b>5.9</b> Continue to monitor outcomes for homeless applicants and ensure they have access to permanent social rented housing through effective use of Section 5 referrals and other partnership arrangements.</p>	<p>2015/16 - 28% of general Council lets to homeless;</p> <p>14.5% of RSL general lets to homeless through S5 referrals</p>	<p>Charter Return; Council and RSL records</p>	<p>Increase lets to homeless people</p>	<p>Annually</p>	<p>All social housing providers</p>	<p>In 2019/20 there was a decrease in the proportion of general Council lets to homeless people from 36% to 31%. The proportion of housing association lets made to homeless people through Section 5 Referrals decreased to 19.71% from 21% in 2018/19. This identified as an area for improvement.</p> <p>In 2019/20, 80.4% of all lets to homeless applicants were sustained for 12 months or more.</p> <p>Working in partnership with housing associations, we are ensuring that the Section 5 and Nomination process continues to deliver positive outcomes for homeless applicants.</p> <p>The review of the Combined Section 5 and Nominations Agreement with partners is ongoing.</p>

## Outcome 6: People are able to live independently for as long as possible in their own home

Action	Baseline	Indicator/ Measure	Target/ Milestone	Timescale	Partner/ Lead Agency	2019/20 Update
<b>6.1</b> Implement actions arising from the External Reviews of Older Persons Housing.	Reports by Craigforth consultants	Actions considered and recommendations developed	Actions agreed and implemented	2016 - 2021	Communities, Housing and Planning Services, housing associations, HSCP	A number of operational service improvements have been implemented by the Council and individual landlords.  The two key strategic recommendations are being progressed as individual actions at 6.2 and 6.3 below.
<b>6.2</b> Develop proposals with partners for additional Extra Care Housing in the Paisley area.	Reports by Craigforth consultants	Proposals developed and included in the current Strategic Housing Investment Plan	Increased provision of extra care housing	2022	Communities, Housing and Planning Services HSCP, housing associations	The focus for newbuild provision in the coming period is likely to be amenity housing, but joint work will continue with the HSCP to develop the most appropriate models of provision for older people, taking account of funding, service delivery requirements and outcomes for older people.
<b>6.3</b> Develop proposals for sheltered housing reprovisioning in Erskine.	Reports by Craigforth consultants	Proposals developed and included in the SHIP, 2018	Plans in place for sheltered housing reprovisioning	2023	Bridgewater Housing Association, Communities, Housing and Planning Services, HSCP,	Discussions are continuing between Renfrewshire Council and Bridgewater Housing Association to develop proposals for sheltered housing reprovisioning in Erskine.  Potential sites within Erskine are being investigated and provision is included in the Strategic Housing Investment Plan for this development.



<b>6.4</b> Develop proposals to establish a “retirement village” model of housing for older people at the four high rise blocks at Neilston Road, Paisley.	Existing RC initiatives in multi-storey blocks	Research undertaken and options reviewed	Proposals developed and implemented	2021	Communities, Housing and Planning Services, HSCP	Feasibility work is taking place to consider opportunities.
<b>6.5</b> Evaluate the low cost home ownership amenity development for older people in Paisley to inform future policy development.	Site completed August 2016	Success of new model of provision evaluated using a range of information	Evaluation complete	2018	Communities, Housing and Planning Services, Link Group Ltd	Link Group completed an evaluation of this initiative and the outcomes will assist in developing future policy.
<b>6.6</b> Contribute to the implementation of the Renfrewshire Autism Strategy Action Plan.	N/A	Housing contribution/ requirements identified	Proposals developed	Ongoing	HSCP, Communities, Housing and Planning Services	<p>Renfrewshire's Autism strategy has been reviewed and updated.</p> <p>The updated strategy has a greater focus on people with an Autism Spectrum Disorder but no Learning Disability.</p> <p>Initial discussions have taken place with a wider range of stakeholders to agree plans and progress actions over the next 12 months.</p>

						Autism awareness training was delivered to a further 5 people in 2019/20 within both the Council and partner organisations.
<b>6.7</b> Identify the needs of those living with aged carers to develop planned pathways for independent living arrangements.	N/A	Research undertaken and options considered.	Proposals developed	Ongoing	HSCP, Communities, Housing and Planning Services	<p>A Review of Renfrewshire's Learning Disability Services was completed in 2018/19 with an Action Plan developed with Carers to identify priorities, including future planning arrangements for those cared for.</p> <p>In 2019/20, A Learning Disability Planning Group was established to oversee progress of the Learning Disability Action Plan.</p> <p>Workstreams have been identified for stakeholder inclusion. However, there has been a delay in progressing this due to the Coronavirus pandemic in early 2020.</p>
<b>6.8</b> Work in partnership with the HSCP to develop Joint Needs Assessments for Mental Health Services, Learning Disability Services, Physical Disability, Sensory	N/A	Housing needs identified as part of Joint Needs Assessments	Housing requirements/ contribution identified and proposals developed	2016 - 2021	HSCP, Communities, Housing and Planning Services, housing associations	<p>Housing is a priority within the new Learning Disability Strategic Action Plan.</p> <p>Single Shared Assessments (SSAs) and Mental Health assessments consider housing need with Learning Disability (LD) Assessments identifying a range of needs, including housing.</p> <p>In 2019/20, A Learning Disability Planning Group was established to oversee progress of the Learning Disability Action Plan. This</p>

Impairment /Long Term Conditions and to identify housing related needs.						group will oversee specific Housing needs through partnership working with Housing staff.
<b>6.9</b> Consider the need for site provision for Gypsy/Travellers and Travelling Show People.	N/A	Consultation through the review of the LDP	Need for site provision addressed in LDP	2021	Communities, Housing and Planning Services, other local authorities in Glasgow and Clyde Valley area and Ayrshire	<p>The Council has commissioned Planning Aid Scotland, supported by Seath Planning Consultancy, to engage with the Gypsy/Traveller community in Renfrewshire to understand their travel patterns and accommodation needs. The research also looks at lessons learned from other local authorities who currently have sites in their area.</p> <p>The research will help meet the new requirements of the Planning (Scotland) Act 2019.</p>

Outcome 7: People can access affordable housing that meets their needs at the right time						
Action	Baseline	Indicator/ Measure	Target/ Milestone	Timescale	Partner/ Lead Agency	2019/20 Update
<b>7.1</b> Develop and implement a single housing allocation policy for Renfrewshire	Single housing allocation policy in development	Policy developed	Policy approved and implementation plan in place.	2019	Communities, Housing and Planning Services, local	Complete. The Renfrewshire Common Housing Allocation Policy was approved in January 2019 and successfully implemented by Renfrewshire Council, Bridgewater Housing Association and

Council and local housing associations.					housing associations	Paisley Housing Association and Linstone Housing Association during 2019.
<b>7.2</b> Consider recommendations from research into the affordability of social rented housing commissioned as part of the Tackling Poverty agenda and agree appropriate interventions.	Study commissioned	Study complete	Report complete and interventions agreed	2017	Communities, Housing and Planning Services, housing associations	Study complete. Conclusions and recommendations with the Council and Registered Social Landlords to inform future actions.
<b>7.3</b> Promote partnership arrangements to monitor the impact of Universal Credit on tenants, provide information to tenants and maximise incomes.	UC introduced in Renfrewshire from June 2015 for some claimant groups	Partnership arrangements prepared	Universal Credit and income maximisation information available to social rented tenants	2019	Communities, Housing and Planning Services, housing associations	A range of additional support for Universal Credit claimants including digital, personal budgeting and housing remain in place.  The primary referral route for assistance is through Citizens Advice Scotland, with 'Help to Claim' introduced from 1 April 2019. Claimant Support Officers remain embedded in Jobcentres, focused on assisting with benefits (Council administered) and housing queries, including rent and rent arrears for Council tenants.

7.4 Monitor national policy development on future Welfare Reform changes and develop action to mitigate against the impact on tenants.	Welfare Reform Working Group established	Monitor national policy and impact identified	Actions to mitigate impacts developed	Ongoing	All social housing providers, Welfare Reform Working Group	<p>Work continues in this area with regular meetings held between the Council, Health and Social Care, Department of Work and Pensions and other partner agencies.</p> <p>Renfrewshire is also represented at a national level in relation to Welfare Reform.</p>
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如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਇਹ ਸਾਥੇਂ ਮੰਗ ਲਓ।

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