

Business Operations and Partnerships Department

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Date: 30 September 2022

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TO: Councillors O'Donnell (Chair); A Anderson (Vice Chair); D Devlin and K Pragnell.

CABINET

Please note that this meeting is scheduled to be held in the Council Chambers, East Renfrewshire Council Headquarters, Eastwood Park, Giffnock on **Thursday, 13 October 2022 at 10.00am.**

The agenda of business is as shown below.

Louise Pringle

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DIRECTOR OF BUSINESS OPERATIONS & PARTNERSHIPS

AGENDA

1. **Report apologies for absence.**
2. **Declarations of Interest.**
3. **Annual Procurement Report 2021/22 and Procurement Strategy 2019-22 Update - Report by Chief Procurement Officer (copy attached, pages 3 - 48).**
4. **Licensing of Short Term Lets - Report by the Director of Environment (copy attached, pages 49 - 96).**
5. **Strategic Housing Investment Plan 2023-28 - Report by the Director of Environment (copy attached, pages 97 - 104).**
6. **Housing Services Annual Performance Report & Assurance Statement 2021/22 (Scottish Social Housing Charter) - Report by the Director of Environment (copy attached, pages 105 - 120).**
7. **Local Discretionary Fund Business Support Interventions - Report by the Director of Environment (copy attached, pages 121 - 124).**

8. **Place Based Investment Programme - Report by the Director of Environment (copy attached, pages 125 - 132).**

9. **Covid Reserve - Proposals - Report by Director of Business Partnerships and Operations (copy attached, pages 133 - 152).**

This document can be explained to you in other languages and can be provided in alternative formats such as large print and Braille. For further information, please contact Customer First on 0141 577 3001 or email customerservices@eastrenfrewshire.gov.uk

A recording of the meeting will also be available following the meeting on the Council's YouTube Channel <https://www.youtube.com/user/eastrenfrewshire/videos>

EAST RENFREWSHIRE COUNCIL

REPORT TO CABINET

13 October 2022

Report by Chief Procurement Officer

ANNUAL PROCUREMENT REPORT – 2021/22
PROCUREMENT STRATEGY 2019 – 2022 UPDATE

PURPOSE OF REPORT

1. The purpose of this report is to seek approval of the Annual Procurement Report 2021/22 and to provide an update on the implementation of the Procurement Strategy 2019 - 2022.

RECOMMENDATIONS

2. Cabinet are asked to approve the Annual Procurement Report 2021/22 and note the update on the Procurement Strategy, as detailed in Appendix 1 and 2.

BACKGROUND

3. The Annual Procurement Report is required under Section 18 (2) (a) of the Procurement Reform (Scotland) Act 2014 where it is stated that Councils must publish a summary of their regulated procurements completed during the year covered by the report. This report provides an opportunity for the Council to demonstrate to our stakeholders that our procurement spend is being used to achieve not only best value but also supports the Council vision of being modern and ambitious to create a fairer future with all.

4. The Procurement Reform (Scotland) Act 2014 also requires the Council to develop a Procurement Strategy and review it annually. The Procurement Strategy incorporates 2019-2022 and demonstrates how procurement in East Renfrewshire plays a fundamental role in delivery of the Council's strategic objectives is a key enabling strand for continuous improvement and identifying efficiencies across the Council.

REPORT

5. The Council's Annual Procurement Report 2021/22 is attached as **Appendix 1** and covers all regulated procurements completed during the period 1st April 2021 to 31st March 2022. The Procurement Reform (Scotland) Act 2014 defines regulated procurements as procurement exercises for goods and services with a value of £50,000 or more and for works with a value of £2million or more. Goods and services is defined as receivable goods including but not limited to, any deliverables, supplies, equipment or commodities and services including assembling, labour, installation, training, inspection, maintenance and repairs. Works is defined as a contract including but not limited to building, construction, fabrication, completion, erection, fitting out, modification, renovation and alteration.

6. The Annual Procurement Report highlights improvement activities in relation to key procurement capabilities as well as performance in the areas of community benefits and social responsibility. An indication of proposed regulated procurements to be carried out in the following 2 financial years is also contained within the report.

7. The updated Procurement Strategy 2019-2022 is attached as **Appendix 2** and Section 4 provides an update of progress against our key procurement aims of:

- Improved Leadership and Stakeholder Management
- Compliance with legislative and statutory duties with improved Governance
- Strategic Procurement which identifies opportunities and savings
- Performance Reporting being used to drive performance
- Improved Sustainable Procurement and Community Benefits

8. Key achievement for Corporate Procurement in 2021/22 include:

- Identification and reporting of savings and benefits associated with procurement activity through benefits tracking process
- Purchase to Pay newsletter and working group in place to support officers in their role and promote the benefits of early procurement engagement and innovation
- Standard Operating Procedures in place for all key processes and systems used by the Procurement team
- Focused online procurement training delivered across the Council including “Contract Standing Orders” “Introduction to Procurement”, “Quick Quote”, “Managing a Successful Tender Exercise”
- Implementation of Online Contracts Register providing single source for contract data
- Focused reviews underway in ICT and Housing Services to identify opportunities for savings and improved practice
- Supporting local business, SMEs and supported businesses in collaboration with Economic Development to make tendering processes streamlined, clear and accessible
- Supporting the Councils Get to Zero ambitions and action plan

9. The next Annual Procurement Report 2022/23 and update to the Procurement Strategy will be provided to Cabinet in October 2023.

FINANCE AND EFFICIENCY

10. There are no specific financial implications arising from this report.

CONSULTATION

11. No formal consultation was undertaken in the production of the report.

IMPLICATIONS OF THE PROPOSALS

12. There are no staffing, IT, legal, sustainability or other specific implications associated with this report.

CONCLUSIONS

13. This Annual Report 2021/22 and updated Procurement Strategy 2019-22 provides an review of annual activities whilst ensuring the Strategic Direction of Procurement is set to meet the current and future needs of the Council. Publication of the Annual Report and Strategy also ensure compliance with duties under the Procurement Reform (Scotland) Act 2014.

RECOMMENDATION

14. Cabinet are asked to approve the Annual Procurement Report 2021/22 and note the update on the Procurement Strategy, as detailed in Appendix 1 and 2.

REPORT AUTHOR

Chief Procurement Officer, Debbie Hill, Tel: 07889646701, email at Debbie.Hill@eastrenfrewshire.gov.uk

Report date: 13 September 2022

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Annual Procurement Report
1st April 2021 – 31 March 2022

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SECTION 1 - INTRODUCTION

- 1.1 Section 18 of the Procurement Reform (Scotland) Act 2014 (the Act) requires East Renfrewshire Council (the Council) to publish an Annual Procurement Report which monitors the authorities regulated procurement activities against its Procurement Strategy 2019-2022. Regulated procurements are procurement exercises for goods and services with a value of £50,000 or more and for works with a value of £2million or more. A regulated procurement is completed when the award notice is published or where the procurement process otherwise comes to an end.

This report provides an opportunity for the Council to demonstrate to our stakeholders that our procurement spend is being used to achieve not only best value but also the Council vision of being modern and ambitious to create a fairer future with all.

- 1.2 The Annual Procurement Report is a mandatory requirement of the Act and must include
- A summary of the regulated procurements that have been completed during the year covered by the report,
 - A review of whether those procurements complied with the authority's Procurement strategy,
 - The extent that any regulated procurements did not comply, and a statement of how the authority intends to ensure that future regulated procurements do comply,
 - A summary of any community benefit requirements delivered as part of a regulated procurement that were fulfilled during the year covered by the report
 - A summary of any steps taken to facilitate the involvement of supported businesses in regulated procurements during the year covered by the report,
 - A summary of the regulated procurements the authority expects to commence in the next two financial years,
 - Such other information as the Scottish Ministers may by order specify.

- 1.3 The Annual Procurement Report also details initiatives being developed to further improve the performance of the Procurement Unit in line with the procurement vision for the Council which is:

“To grow the strategic influence of procurement across the Council through respected and professional expertise, fostering positive relationships which ultimately deliver innovative, sustainable and compliant practices which provide best and added value for the organisation.”

- 1.4 East Renfrewshire Council's vision for the future is to be a “modern, ambitious council creating a fairer future with all and our ultimate aim is to make people’s lives better”. The Council has 5 Strategic Outcomes where we are working across East Renfrewshire to achieve best Outcomes for:

- Early Years and Vulnerable Young People
- Learning, Life and Work
- Environment and Economy
- Safe, Supportive Communities
- Older People and People with Long-Term Conditions

- 1.5 The Council also has outcomes relating to Customer, Efficiency and People which are captured under the Strategic Outcome “Our Council is forward thinking and high performing”. Procurement has an important role to contribute to the following:

- Customer: Satisfied customers access services that meet their needs
- Efficiency: Our physical, information and financial assets are efficiently managed
- People: We have engaged employees who are motivated to deliver our outcomes

1.6 In order to deliver on these Strategic Outcomes, 5 Capabilities have been identified to provide the necessary skills required. These are:

- Prevention
- Empowering Communities
- Data
- Modernisation
- Digital

1.7 Procurement can play an important role in achieving the Council's Strategic Outcomes and provide key skills contributing to the 5 Capabilities as detailed below:

- **Prevention** – we will collaborate with Services across the Council with a focus on preventing poor outcomes for our residents and providing planned rather than reactive services. We will seek to maximise opportunities for collaboration and using an evidence based approach to designing services.
- **Community Engagement** – we will utilise innovative approaches to engage our communities and to prioritise the allocation of resources. We will explore ways in which contractors, commissioned partners and communities can work in partnership with us to deliver outcomes.
- **Data and Evidence** – we will utilise spend data, market analysis and build positive relationships and networks with key stakeholders to ensure an evidence based approach to strategic procurement and identifying efficiencies
- **Modernising How We Work** - we will focus on modernising our processes to avoid unnecessary approvals, duplication and manual processes. We need to ensure Procurement meets the current and future needs of the Council and greater focus should be placed on Contract and Supplier Management to ensure best value is achieved from our contracts throughout their lifecycle.
- **Digital** – we will harness the potential from the new “Core Systems” and ensure that the full purchase to pay processes throughout the Council are modern, digital and efficient.

SECTION 2 - SUMMARY OF REGULATED PROCUREMENT

2.1 Section 18 (2) (a) of the Procurement Reform (Scotland) Act 2014 requires Councils to include a summary of the regulated procurements that have been completed during the year covered by the report.

2.2. Regulated procurement refers to any procurement above £50,000 for goods and services, or £2,000,000 for works. A regulated procurement is completed when the award notice is published or where the procurement process otherwise comes to an end.

- 2.3 The number of regulated procurements carried out during the financial year 2021/22 was 33 with a total value of £17,054,671.
- 2.4 A listing of all regulated procurements from Financial Year 2021/2022 can be found at **Appendix 1**.

SECTION 3 REVIEW OF REGULATED PROCUREMENT COMPLIANCE

3.1 Procurement Strategy

The Procurement Strategy has set out 5 key procurement aims which will help to deliver operational and strategic procurement outcomes for the Council and are aligned to the Council's capabilities:

Improved Leadership and Stakeholder Management – Through identifying and building relationships with key strategic and tactical stakeholders across the organisation procurement can build an understanding of current and future requirements and add value as part of a category management approach.

Compliance with Legislative and Statutory Duties with Improved Governance - Compliance with our legislative and statutory procurement duties as well as consideration of areas such as living wage, fair and ethically traded goods and services, community health and wellbeing and animal welfare in procurement of food.

Strategic Procurement Which Identifies Opportunities and Savings – To deliver a category management approach to strategic procurement which supports a commercial focus across the organisation and identifies savings and opportunities throughout the full procurement journey.

Performance Reporting Being Used to Drive Performance -To use an evidenced based approach to provide visibility of key performance information which supports informed decision making around the current and future direction of Procurement.

Improved Sustainable Procurement and Community Benefits - Focus on sustainable procurement including innovative use of Community Benefits clauses, economic development and consideration of social responsibilities

- 3.2 In 2021/22 the Council has ensured that all regulated procurements comply with both the Council's Procurement Strategy and all relevant legislation. A summary of work carried out for each of our key procurement aims in 2021/22 is provided below.

Improved Leadership and Stakeholder Management

- A category based stakeholder engagement plan has been implemented supporting effective relationships with strategic and tactical stakeholders
- The Procurement team have undergone training on "Managing Effective Stakeholder Relationships", "Negotiation", "Contract and Supplier Management" and "Climate Emergency"
- Category Managers successfully completed the SQA Accredited Personal Development Award in Project Management and apply learning to their work
- Procurement Intranet pages updated with user focused documents and video presentations to highlight the added value provided by Procurement
- In response to a staff survey focused areas of online procurement training were delivered across the Council including "Contract Standing Orders", "Introduction to Procurement", "Quick Quote" and "Managing a Successful Tender Exercise"
- Purchase to Pay newsletter and working group in place to support officers in

their role and promote the benefits of early procurement engagement and innovation.

Compliance with Legislative and Statutory Duties with Improved Governance

- The Procurement team have continued to fulfill its obligations in relation to Procurement legislation and follow the Governments procurement guidance in the context of supporting supply chain resilience by working proactively with our suppliers and key partners to closely monitor the impact of Covid-19, Brexit and other global events on economic recovery, market pricing and availability.
- Standard Operating Procedures are in place for all key procurement processes.
- Contract Standing Orders were updated with permanent amendment to the Quick Quote threshold for works, positively reflecting guidance from the Construction Procurement Handbook 2018 and in line with the Procurement Reform Act (Scotland) 2014.
- Contract documentation has been updated to reflect new processes in relation to Fair Work Practices, Living Wage and Prompt Payment in the Supply Chain.

Strategic Procurement which Identifies Opportunities and Savings

- Improved Stakeholder Relationships have ensured an improved understanding of the procurement pipeline in order to support the Chief Procurement Officer to manage the capacity of the Service effectively.
- Proposals for the implementation of an improved Contract and Supplier Management process have been presented for consideration to the Corporate Management Team with final amendments underway.
- The Chief Procurement Officer and Category Managers are represented on and have attended a number of internal and external forums.
- Procurement undertake annual refresher training on spend analysis using the Scottish Procurement Information Hub.
- Procurement have undertaken detailed reviews of ICT and Housing Services and lead on projects to identify opportunities for savings and improved practice.
- Consideration of 'lotting' strategies to maximize inclusion of Small and Medium sized Enterprises (SME's), third sector, charity and voluntary organisations within the tender process
- Continual analysis of spend data ensuring informed decisions on how procurement activity within the organisation can be improved.

Performance Reporting being used to Drive Performance

- Embedded process in place for the tracking of benefits from procurement activity with a number of savings opportunities presented to the Corporate Management Team for implementation.
- New Online Contracts Register in use by Procurement. Training to be delivered across the Council to ensure all departments access and maximize its use.
- Category Managers as part of business as usual activity analyse spend to create spend information dashboards to support relationships with services.

Improved Sustainable Procurement and Community Benefits

- The Council has signed up to the "Grow Local" project which uses the Scottish Procurement Information Hub to provide data relating to the local supply base
- Procurement are working in partnership with Scotland Excel and Economic Development to adopt a Community Wealth Building approach to progressive procurement
- In partnership with Economic Development we have engaged the local supply base, SME's, third sector, charity and voluntary organisations by running appropriate accessible events in person and online including the annual Supplier Development Programme "Meet the Buyer Event"
- Sustainability procurement policy in place and all aspects of sustainable procurement maximized in appropriate contracts

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- Living Wage and Fair Work Practices included in contracts to ensure the Council contracts with responsible suppliers
- Community Benefits designed to maximize opportunities for apprenticeships, employability and training, assisting business start-ups, helping to develop business growth
- “Community Benefits Wishlist” in place to encourage local community to suggest local improvements resulting from Council contracts
- New screening questions on Climate Change and Carbon Footprint in development for inclusion in strategies and tenders

The Procurement Strategy 2019-2022 identifies a number of actions and expected outcomes aligned to our 5 key procurement aims. The Strategy will be renewed in 2023. and reviewed on an annual basis to drive continuous improvement.

SECTION 4 COMMUNITY BENEFITS SUMMARY

- 4.1 Section 18(2) of the Procurement Reform (Scotland) Act 2014 states that it is mandatory for the Annual Procurement Report to include a summary of any community benefit requirements imposed as part of a regulated procurement that were fulfilled during the year covered by the report.
- 4.2 The Council’s sustainable procurement policy covers community benefits and sustainability. By incorporating community benefits clauses and optimising the community benefits process, this will actively encourage suppliers to provide added value and support our internal stakeholders to capture these. This will also support a Community Wealth Building approach. The Council’s commitment to this is demonstrated not only through the policy but also within the Procurement Strategy and Contract Standing Orders.
- 4.3 In 21/22 the East Renfrewshire Council Community Benefits group met quarterly to ensure accountability in the Community Benefits process.
- 4.4 A new and improved process for the identification and capture of Community Benefits is implemented. This includes an innovative and interactive Community “wishlist” which will ensure Community Benefits match the aspirations of local communities.
- 4.5 Community benefits are sought for applicable contracts where both the value (over £50,000) and duration of the contract merit a benefit being pursued. It is at the contract strategy development stage that community benefits are to be considered and reflected into tender documentation. Procurement now also include a question in the Quick Quote process asking for voluntary Community Benefits.
- 4.6 The approach taken by the Council has been beneficial when developing the Glasgow City Deal Community Benefits Policy. The success of the “wishlist” approach has led to the City Deal working group seeking our assistance to forward this approach. The Council has also been working to ensure that Community Benefits are better aligned to strategic and Scottish Government priorities such as the Local Outcome Improvement Plans, Child Poverty Action Plan and Regional Skills Investment Plan and has participated in the review and joint approach to a regional community benefits menu.
- 4.7 Community Benefits from contracts in financial year 2021/22 included 6 new entrant jobs, 3 work experience placements, a range of employability activities including developing Young Workforce support and a combined total of £35,350 donations in time and funds to community projects.
- 4.8 A summary of Community Benefits achieved in 2021/22 are included in **Appendix 2**.

SECTION 5 FAIR WORK AND LIVING WAGE

Fair Work

East Renfrewshire Council is committed to applying the Fair Work First criteria internally and in publicly funded supply chains. Fair Work First is the Scottish Government's policy for driving good quality and fair work in Scotland. Through this approach, East Renfrewshire Council is asking bidders to describe how they are committed to progressing towards adopting these and how they intend to continue embedding the seven Fair Work First criteria:

- appropriate channels for effective voice, such as trade union recognition
- investment in workforce development
- no inappropriate use of zero hours contracts
- action to tackle the gender pay gap and create a more diverse and inclusive workplace
- providing fair pay for workers (for example, payment of the real Living Wage)
- offer flexible and family friendly working practices for all workers from day one of employment
- oppose the use of fire and rehire practices

In order to ensure the highest standards of service quality in this contract we expect suppliers to commit to progressing towards adopting the five Fair Work First criteria in the delivery of contracts as part of a fair and equitable employment and reward package as a route to progressing towards wider fair work practices.

Living Wage

Whilst there are no legal restrictions on requiring payment of the living wage, suppliers are encouraged to pay the living wage to their employees. The fair working practices question that promotes a healthy, happy and motivated workforce is included in all regulated contracts.

The Council follows the lead of the Scottish Government by promoting the payment of the Living Wage to persons involved in fulfilling procurement requirements by considering, where relevant and proportionate, when Fair Working Practices should be addressed in contracting opportunities. The Council will comply with the Statutory Guidance on the Selection of Tenderers and Award of Contracts – Addressing Fair Work Practices, including the Living Wage, in Procurement.

East Renfrewshire Council became an accredited Living Wage employer in November 2020 in a project led by the Procurement Team. The Council's Living Wage commitment means that everyone working at East Renfrewshire receive the Living Wage rate and suppliers contracted to deliver services with the Council will be encouraged to pay the real Living Wage through the procurement process.

SECTION 6 SUPPORTED BUSINESS SUMMARY

- 6.1 The Procurement Reform (Scotland) Act 2014 requires organisations to include a summary of any steps taken to facilitate the involvement of supported businesses in regulated procurements during the year covered by the report.
- 6.2 A "supported business" is an economic operator whose main aim is the social and professional integration of disabled or disadvantaged persons and where at least 30% of the employees of the economic operator are disabled or disadvantaged persons as defined in regulation 21 of the Public Contracts (Scotland) Regulations 2015 (recital 36 of directive 2014/24/EU).
- 6.3 The Council is committed to supporting and improving access to procurement opportunities to supported businesses and will promote their use where it is appropriate. This can be demonstrated through:
- The adoption of a low value ordering process that encourages the use of supported business for non-regulated requirements.
 - The contract strategy development stage considers supported business and third sector organisations as part of the market research stage.
- 6.4 In 2021/22 The Council ordered the Supply and Installation of Kitchens from City Building (Glasgow) LLP (RSBi) who are a supported business with their work in the areas of integrating disabled or disadvantage people socially and professionally.

SECTION 7 FUTURE REGULATED PROCUREMENT SUMMARY

7.1 The following future Regulated Procurements are currently within the pipeline of projects and may be delivered over the next two financial years.

It should be noted that all information is indicative and may be subject to change.

Tender Title / Subject	Estimated Value	Commencement Timescale
Banking Services (Chief Executives)	£210,000	FY22/23
Treasury Services (Chief Executives)	£67,500	FY22/23
Legal Services Framework (Chief Executives)	£80,000	FY22/23
Merchant Services (Chief Executives)	£250,000	FY22/23
Window Cleaning (Education)	£90,000	FY22/23
Aurs Road Realignment & Upgrade (Environment)	£18,000,000	FY22/23
Dams to Darnley Visitor Facility Technical Design (Environment)	£300,000	FY22/23
Maintenance of Solar Panels New Builds (Environment)	TBC	FY22/23
Temporary Bed & Breakfast (Environment)	£250,000	FY22/23
Care & Repair Services (Environment & HSCP)	£328,000	FY22/23
Provision of PPE Work Wear (BOP)	£340,000	FY22/23
Processing of Co-mingled Organic Green and Organic Food Waste. (Environment)	£2,116,000	FY22/23
Post-Consumer Waste Cans, Glass & Plastics (Environment)	£100,000	FY22/23
Disposal of Roadworks Materials (Environment)	£110,000	FY22/23
Provision of Business Gateway Services (Environment)	£60,000	FY22/23
Ash Dieback Diseases Survey (Environment)	£100,000	FY22/23
Gas Quality Control Audit (Environment)	£50,000	FY22/23

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Carer Support Services (HSCP)	£600,000	FY22/23
Call Monitoring & Scheduling Solution (HSCP)	£730,000	FY22/23
Alcohol Brief Intervention (HSCP)	£50,000	FY22/23
Client Management Solution (HSCP)	£2,000,000	FY22/23
Family Wellbeing Service (HSCP)	TBC	FY22/23
Out of Hours Counselling Services (HSCP)	TBC	FY22/23
Functional Family Therapy (HSCP)	£200,000	FY22/23
Safely Home Hospital Discharge Services (HSCP)	£60,000	FY22/23
Youth Counselling (HSCP)	£200,000	FY22/23
Measured Term Contract Hand Held Fire Equipment (Environment)	£120,000	FY22/23
Measured Term Contract Asbestos Surveys (Environment)	£450,000	FY22/23
Door Entry System Repair & Maintenance Services (Environment)	£150,000	FY22/23
Housing Gutter Repairs (Environment)	£100,000	FY22/23
School Ventilation Improvements (Environment)	£2,000,000	FY22/23
Neilston Leisure Centre – Swimming Pool (Phase 2 Neilston Learning Campus) (Environment)	£10,000,000	FY22/23
Crookfur Primary School Extension (Environment)	£2,200,000	FY22/23
Housing Energy Efficiency Measures (Environment)	£2,900,000	FY22/24
Income Management System (BOP)	£200,000	FY22/23
HR Payroll System, Support & Maintenance (BOP)	330,000	FY22/23

Learning & Development License (BOP)	TBC	FY22/23
First Aid (BOP)	TBC	FY22/23
Insurance Services (BOP)	£1,100,000	FY22/23
Cloud Partner (BOP)	TBC	FY22/23
Customer Record Matching Platform (BOP)	£200,000	FY22/23
Flexi & Door Entry Solution (BOP)	£110,000	FY22/23
Tranman Support & Maintenance (BOP)	£120,000	FY22/23
Health & Safety System (BOP)	£60,000	FY22/23
ESRI Mapping (BOP)	£90,000	FY22/23
Fixed Line Telephony (BOP)	TBC	FY22/23
Schools Anti-Virus Solution (BOP)	£80,000	FY22/23
Parents Evening & Room Booking System (BOP)	£80,000	FY22/23
Mobile Device Management (BOP)	£135,000	FY22/23
Helpdesk Application (BOP)	£160,000	FY22/23
Immutability Backup (BOP)	£250,000	FY22/23
Unified Communications Solution (BOP)	£120,000	FY22/23
Server Hardware (BOP)	£140,000	FY22/23
IT Healthcheck & Gap Analysis (BOP)	£59,000	FY22/23
Online Payment Solution for Schools (BOP)	£75,000	FY22/23
Roads & Lighting Asset Management Solution (BOP)	£99,960	FY22/23
Roads Costing & Time Manager Solution (BOP)	£99,900	FY22/23

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Lone Worker Solution (BOP)	£130,300	FY22/23
Microsoft Enterprise Agreement – Schools (BOP)	£564,000	FY22/23
Microsoft Enterprise Agreement – Corporate (BOP)	£1,815,000	FY22/23
Corporate Financial Reporting (BOP)	£96,000	FY22/23
Account Management Services (BOP)	£60,000	FY22/23
Document Management (BOP)	£120,000	FY22/23
Digital Defenses Firewall (BOP)	£100,000	FY22/23
Digital Defenses Corporate AV (BOP)	£136,000	FY22/23
Data Centre 2 (Offsite) (BOP)	£800,000	FY22/23
Digital Defenses AV for Education (BOP)	£76,000	FY22/23
Digital Defenses Web Filtering (BOP)	£108,000	FY22/23
Digital Defenses Mail Filtering & Secure Gateway (BOP)	£460,000	FY22/23
SWAN Connectivity (BOP)	£350,000	FY22/23
SWAN LAN Maintenance (BOP)	£60,000	FY22/23
SWAN Firewall Support & Maintenance (BOP)	£192,000	FY22/23
Public Wifi - Education, Trust, Corporate. (BOP)	£340,000	FY22/23
Corporate Back-Up & Restore (BOP)	£480,000	FY22/23
IP Telephony/SIP Refresh (BOP)	£100,000	FY23/24
Email Gateway Security Software Renewal (BOP)	£210,000	FY23/24
Anti-Virus Software (BOP)	£105,000	FY23/24
Wi-Fi Technology Refresh (BOP)	£100,000	FY23/24

ICT Specialist Support Framework (BOP)	£50,000	FY23/24
Managed Print (BOP)	£1,211,400	FY23/24
Microsoft Office 365 Backup (BOP)	£93,000	FY23/24
CCTV, Support & Maintenance (BOP)	TBC	FY23/24
Sheriff Officer Services (BOP)	£50,000	FY23/24
Corporate Training Calendar (BOP)	£80,000	FY23/24
Occupational Health Services & Counselling Services (BOP)	£136,000	FY23/24
1-2 New Build Schools (Subject to LEEP Bids) (Environment)	TBC	FY23/24
Stage Lighting Inspections (Environment)	£90,000	FY23/24
Fire Alarm Servicing & Maintenance (Environment)	£300,000	FY23/24
Lift Maintenance and Servicing (Environment)	£120,000	FY23/24
Air Conditioning Unit Maintenance and Servicing (Environment)	£200,000	FY23/24
Damp & Rot - Survey , Inspection and remediation (Environment)	£200,000	FY23/24
Swimming Pool Plant Repairs & Servicing - Planned Preventive Maintenance (Environment)	£300,000	FY23/24
Building Management System Controls Maintenance and Servicing (Environment)	£400,000	FY23/24
Hydro Boil & Water Heating Servicing (Environment)	£120,000	FY23/24
Air Handling Servicing & Maintenance, Kitchen Canopy Cleaning (Environment)	£140,000	FY 23/24
Kitchen Replacement Housing (Environment)	£2,000,000	FY23/24

Measured Term Contract Glazing Repair and Replacement (Environment)	£200,000	FY23/24
Measured Term Contract Winter Maintenance & Gritting (Environment)	£1,200,000	FY23/24
Measured Term Contract Electrical Servicing and Maintenance (Environment)	£2,000,000	FY23/24
Measured Term Contract Drainage Inspection and Repair Services (Environment)	£800,000	FY23/24
Legionella Inspections and Monitoring Services (Environment)	£1,680,000	FY23/24
Balgray Connections Design (Environment)	£500,000	FY23/24
Flooding Consultancy (Environment)	£60,000	FY23/24
Coal Tar Testing (Environment)	£600,000	FY23/24
Roads Resurfacing (Environment)	£13,500,000	FY23/24
Painting of Lighting Columns (Environment)	£160,000	FY23/24
Furniture Packing & Removal (Environment)	£100,000	FY23/24
Supply and Delivery of Bottled Water, Water Coolers and Consumables (BOP)	£138,000	FY23/24
Supply, Installation and Maintenance of Traffic Signals (Environment)	£600,000	FY23/24
Arboricultural Services (Environment)	£900,000	FY23/24
Sports Pitch Maintenance Materials & Weed Control (Environment)	£129,000	FY23/24
Neilston Leisure Centre (Pool Phase 2 Neilston learning Campus) (Environment)	£10,000,000	FY 23/24
Small Works Mechanical and Electrical Consultancy Services Framework (Environment)	£250,000	FY 23/24

24

Right to Purchase Post-Consumer Paper, Cardboard and Cartons. (Kerbside) (Environment)	Income TBC	FY23/24
Service to Collect, Recycle or Dispose of Household Waste /Recycling Centre Residual Waste – Barrhead (Environment)	£310,000	FY23/24
Overdose Response Service – Collaborative with East Dunbartonshire, West Dunbartonshire, Inverclyde & Renfrewshire (HSCP)	£300,000	FY23/24
Peer Support Services (HSCP)	£360,000	FY23/24
Peer Navigators (HSCP)	£300,000	FY23/24
Family Services Alcohol & Drugs (HSCP)	£200,000	FY23/24

Appendix 1: Regulated Procurements from Financial Year 2021/2022

Project Title	Project Reference	Type	Contract Start Date	Contract End Date	Contract Value (Not Including Extension)	Supplier Name
Provision of Man Guarding, Fire Alarm Response & Key Holding Services (Environment)	ERC000034	Direct Bid	22/07/2022	21/07/2023	£86,000.00	Profile Security Services
Lone Worker Solution (BOP)	ERC000033	Direct Bid	06/06/2022	05/06/2024	£65,145.60	Soloprotect Ltd
Collection & Recycle Wood, Chipboard & MDF at Barrhead HWRC (Environment)	ERC000031	Mini Competition	10/04/2022	09/04/2024	£50,000	Lowmac Alloys Ltd
Barrhead River Restoration Scheme (Levern Water) (Environment)	ERC000030	Tender	01/05/2022	30/03/2023	£2,432,687.41	Amalgamated Construction Limited T/A Amco Griffen
Collection & Recycle Mixed Scrap Metal at Barrhead HWRC (Environment)	ERC000029	Mini Competition	04/04/2022	03/04/2024	£69,600.00	Dalton Group Ltd T/A Dalton Metal Recycling
Provision of Pest Control Services (Environment)	ERC000024	Direct Bid	01/11/2022	31/10/2026	£280,000.00	Graham Environmental Serv. Ltd
Beat the Street Community Initiative (Environment)	ERC000021	Direct Bid	14/02/2022	13/02/2023	£98,700.00	Intelligent Health
Employability Services (Environment)	ERC000020	Tender	01/08/2022	31/07/2026	£2,860,000.00	Various
Servitor Software and Maintenance Solution (BOP)	ERC000017	Direct Bid	25/04/2022	24/04/2027	£272,038.00	Civica (UK) Limited

Printing, Packaging & Distribution of Garden Waste Permits (Environment)	ERC000013	Tender	31/03/2022	31/03/2024	£60,000.00	Permiserv Limited
Outdoor Residential & Duke of Edinburgh Awards (Education)	ERC000012	Tender	29/05/2022	28/05/2024	£247,200.00	Various
Consultancy Support for Barrhead South Train Station Project (Environment)	ERC000011	Direct Bid	05/01/2022	23/12/2022	£50,758.12	Turner & Townsend Project Management Ltd
Call Monitoring & Scheduling Support & Maintenance (HSCP)	ERC000010	Direct Bid	24/12/2021	23/12/2022	£93,675.00	Access UK Ltd
Consultancy Appointment Planning Application (Environment)	ERC000008	Direct Bid	01/03/2022	28/02/2023	£50,000.00	Capita Property & Infrastructure Ltd
Digital Alarm Units Pendants and Sims (HSCP)	ERC000006	Direct Bid	29/11/2021	28/11/2022	£56,610.00	Tunstall Healthcare (UK) Ltd
Data & Business Intelligence Support (BOP)	ERC000005	Tender	07/03/2022	06/03/2024	£76,000.00	Acuma Solutions Limited
Provision of Energy Efficiency Assessor (Environment)	CE 21 22 044	Tender	01/03/2022	28/02/2023	£50,000.00	Retrofit Associates
Electrical Installation Condition Reports Council Housing Stock (EICR) (Environment)	CE 21 22 031	Tender	06/01/2022	05/01/2024	£73,827.40	Consilium Contracting Services Ltd
Housing Window and Doors Capital Replacement Programme (Environment)	CE 21 22 025	Tender	20/12/2021	19/12/2025	£2,295,837.36	Sidey Ltd

Portable Appliance Testing (Environment)	CE 21 22 017	Tender	15/11/2021	14/11/2023	£127,094.00	Electrosafe Ltd T/A Veriserv
Measured Term Contract Builders Works 2021/2023 (Environment)	CE 21 22 012	Tender	17/10/2021	17/10/2023	£1,000,000.00	City Gate Construction
Peer Navigators Test of Change Services (HSCP)	CE 21 22 004	Tender	22/09/2021	21/09/2022	£75,000.00	Penumbra
Telecare Alarm Receiving Centre Digital Upgrade (BOP)	CE 21 22 003	Tender	01/11/2021	31/10/2026	£390,951.00	Enovation
Carers Centre (HSCP)	DB 21 22 005	Direct Bid	03/08/2021	02/08/2023	£595,414.00	East Renfrewshire Carers Centre
Peer Support Services for Recovery (Mental Health, Alcohol and Drugs) (HSCP)	DB 21 22 006	Direct Bid	01/06/2021	31/05/2024	£243,618.00	Penumbra
Temporary Bed & Breakfast Accommodation (Environment)	DB 21 22 015	Direct Bid	01/09/2021	31/08/2022	£60,000.00	Scotia Hotel & Tartan Lodge
Full Fibre (BOP)	DB 21 22 016	Direct Bid	10/06/2021	31/03/2026	£2,616,444.00	Capita SWAN
Vouchers – Free School Meals (Education)	DB 21 22 018	Direct Bid	28/06/2021	28/06/2023	£234,000.00	Edenred
Cloud Backup Solution for O365 Content (BOP)	DB 21 22 020	Direct Bid	05/07/2021	05/03/2024	£62,584.27	Softcat
Housing Asset Management Solution (BOP)	DB 21 22 021	Direct Bid	08/08/2021	07/08/2023	£71,487.00	Rowanwood
Supply, Delivery and Install of Modular Galvanised Ramps; Low threshold	DB 21 22 034	Direct Bid	04/10/2021	03/10/2023	£200,000.00	William P Whiland & Son Ltd

doors and threshold ramps (Environment)						
Collect, Recycle & Disposal of Household Waste Recycling Centre Residual Waste – Barrhead (Environment)	MC 21 22 045	Mini Competition	01/01/2022	31/12/2022	£310,000.00	Enva Scot Ltd
Street Lighting Installations and Maintenance Services (Environment)	MC 21 22 002	Mini Competition	01/07/2021	30/06/2024	£1,800,000.00	AMEY OW Ltd

Appendix 2

Community Benefit	Wish List Item	Requested by	Delivered by	Status
12 week university placement for Barrhead resident	No	Student	Stantec	Complete
Support for Youth Enterprise Hub at Rouken Glen	Yes	Young Enterprise Scotland	Pro Cast	Complete
Support for Youth Enterprise Hub at Rouken Glen	Yes	Young Enterprise Scotland	Amey	Planned
Staff mentoring support	Yes	Include Me 2 Club	Grant Thornton	Complete
Donation of staff time and resources	Yes	Include Me 2 Club	Valley Group	Planned
Work experience	Yes	Williamwood High School	Faskin Group	Complete
Donation towards Friends of Huntly Park project	Yes	Friends of Huntly Park	Faskin Group	Complete
3 month student placement and volunteer time towards Neilston regeneration project	No	Department	Currie and Brown/ BDP Architects	Complete
Recruitment of trainee installer from East Renfrewshire area	No	Work East Ren	Dynniq	Complete
Recruitment of apprentice plumber from East Renfrewshire area	No	Work East Ren	GKL Plumbing	Complete
Recruitment of labourer	No	Work East Ren	Pro Cast	Complete
Support in kind for social enterprises at Cowan Park Gate Lodge	Yes	Include Me 2 Club	Pro Cast	Ongoing
Donation of 45 trees	No	Eaglesham community	Ayrshire Tree Surgeons	Complete
Donation of Christmas gifts to vulnerable young people	No	HSCP	Valley Group	Complete
Donation of park benches	Yes	Friends of Huntly Park	Faskin Group	Complete
Donation of park bench	No	Community	Wicksteed Leisure	Complete
£250 towards DYW Schools prize	Yes	Schools	Taziker	Complete
Cyber Security Learning for Schools	No	Schools	Quorum Cyber	Complete
Donation of compost	Yes	Incredible Edibles	Enva	Complete

DYW Schools support	Yes	Isobel Mair and Mearns Castle Schools	Allsports Construction	Planned
12 new jobs	No	Work East Ren	Heron Bros	Planned
Employability programme for 10 candidates	No	Education	Heron Bros	Planned
10 school engagement activities	No	Neilston primaries	Heron Bros	Planned
4 wish list activities	Yes	Wish List	Heron Bros	Planned

PROCUREMENT STRATEGY

2019 - 2022

Updated September 2022

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SECTION 1 INTRODUCTION

Section 15 of the Procurement Reform (Scotland) Act 2014 requires any public organisation, which has an estimated total value of regulated procurement spend of £5 million or more (excluding VAT) in a financial year, to prepare and publish a Procurement Strategy.

This Procurement Strategy sets out the vision, objectives and actions which will govern procurement activities for East Renfrewshire Council for the period 2019-2022.

The Council's key procurement objectives reflect both national and local policies and our aim is to build on our procurement model and Category Management approach to deliver strategic procurement outcomes for the Council by focusing improvement on five key procurement aims:

- Improved Leadership and Stakeholder Management
- Compliance with legislative and statutory duties with improved Governance
- Strategic Procurement which identifies opportunities and savings
- Performance Reporting being used to drive performance
- Improved Sustainable Procurement and Community Benefits

This strategy will ensure Procurement supports our Services to deliver efficiently and effectively, adding value and professional expertise whilst ensuring compliance with procurement legislation.

Throughout the period of this strategy we will review and report upon our performance through our Annual Procurement Report.

SECTION 2 PROCUREMENT VISION

Our Vision for Procurement in East Renfrewshire is:

“To grow the strategic influence of procurement across the Council through respected and professional expertise, fostering positive relationships which ultimately deliver innovative, sustainable and compliant practices which provide best and added value for the organisation.”

SECTION 3 STRATEGY RATIONALE AND CONTEXT

East Renfrewshire Council's vision for the future is to be a “modern, ambitious council creating a fairer future with all and our ultimate aim is to make people's lives better”. The Council has 5 Strategic Outcomes where we are working across East Renfrewshire to achieve best Outcomes for:

- Early Years and Vulnerable Young People
- Learning, Life and Work
- Environment and Economy
- Safe, Supportive Communities
- Older People and People with Long-Term Conditions

The Council also has outcomes relating to Customer, Efficiency and People which are captured under the Strategic Outcome “Our Council is forward thinking and high performing”. Procurement has an important role to contribute to the following:

- Customer: Satisfied customers access services that meet their needs
- Efficiency: Our physical, information and financial assets are efficiently managed
- People: We have engaged employees who are motivated to deliver our outcomes

In order to deliver on these Strategic Outcomes, 5 Capabilities have been identified to provide the necessary skills required. These are:

- Prevention
- Empowering Communities
- Data
- Modernisation
- Digital

Procurement can play an important role in supporting services to deliver against the Council’s Strategic Outcomes and provide key skills contributing to the 5 Capabilities as detailed below:

Prevention – we will collaborate with Services across the Council with a focus on preventing poor outcomes for our residents and providing planned rather than reactive services. We will seek to maximise opportunities for collaboration and using an evidence based approach to designing services.

Community Engagement – we will utilise innovative approaches to engage our communities and to prioritise the allocation of resources. We will explore ways in which contractors, commissioned partners and communities can work in partnership with us to deliver outcomes.

Data and Evidence – we will utilise spend data, market analysis and build positive relationships and networks with key stakeholders to ensure an evidence based approach to strategic procurement and identifying efficiencies.

Modernising How We Work - we will focus on modernising our processes to avoid unnecessary approvals, duplication and manual processes. We will ensure Procurement meets the current and future needs of the Council and greater focus will be placed on Contract and Supplier Management to ensure best value is achieved from our contracts throughout their lifecycle.

Digital – we will harness the potential from the new “Core Systems” and ensure that the full purchase to pay processes throughout the Council are modern, digital and efficient.

The Council’s previous Procurement Strategy 2017/18 was closely aligned with the Council vision and requirements of the Scottish Government. This delivered a number of achievements, including:

- Completion of a Procurement Review which included in-depth interviews with senior stakeholders across the Council to set the direction for the procurement improvement programme.
- Participation on national and regional strategic working groups including those hosted by Scotland Excel, the Scottish Government and City Deal
- Amendments to Contract Standing Orders and Contract Terms and Conditions to support improved procurement practices across the Council

- An annual review of spend and use of Public Contract Scotland portals including PCS-Tender to analyse contract data
- Extensive involvement in specification development for the procurement module within the new finance and procurement system and development of an online central contract register
- Development of the Contract Strategy document to include sustainable considerations and capturing and reporting of Community Benefits through City Deal

SECTION 4 - STRATEGIC AIMS AND OBJECTIVES

The Procurement Strategy 2019-2022 has the following aims

- Improved Leadership and Stakeholder Management
- Compliance with legislative and statutory duties with improved Governance
- Strategic Procurement which identifies opportunities and savings
- Performance Reporting being used to drive performance
- Improved Sustainable Procurement and Community Benefits

The following section details the aims, actions and expected outcomes from this focussed approach:

Improved Leadership and Stakeholder Management
Aim: Through identifying and building relationships with key strategic and tactical stakeholders across the organisation procurement can build an understanding of current and future requirements and add value as part of a category management approach.
Actions <ul style="list-style-type: none"> • Develop and deliver an on-going stakeholder engagement plan for Procurement incorporating key internal strategic and tactical stakeholders • Implement training and development opportunities for Procurement in line with our benchmark against the national Procurement Development Framework • Develop and maintain user friendly, plain English guidance for use by purchasing departments • Deliver a revised Procurement intranet page presenting key information, templates and communication in a user-friendly way • Develop and deliver a focused programme of procurement training across the Council
Impact <ul style="list-style-type: none"> • A full understanding of the procurement requirements of services which will facilitate improved project management and provide an opportunities to focus on demand management and contract and supplier management. • A Procurement team with the skills and capability required to meet the current and future needs of the Council. • Improved communications and flow of information between Procurement and Council Services

Progress Update September 2022

- A category based Stakeholder Engagement Plan has been implemented supporting effective relationships with strategic and tactical stakeholders
- The Procurement team have undergone training on “Managing Effective Stakeholder Relationships”, “Negotiation”, “Contract and Supplier Management” and “Climate Emergency”
- Category Managers successfully completed the SQA Accredited Personal Development Award in Project Management and apply learning to their work.
- Procurement Intranet pages updated with user focused documents and video presentations to highlight the added value provided by Procurement.
- In response to a staff survey focused areas of online procurement training were delivered across the Council including “Contract Standing Orders”, “Introduction to Procurement”, “Quick Quote” and “Managing a Successful Tender Exercise”
- Purchase to Pay newsletter and working group in place to support officers in their role and promote the benefits of early procurement engagement and innovation

Compliance with Legislative and Statutory Duties with Improved Governance

Aim: Compliance with our legislative and statutory procurement duties as well as consideration of areas such as living wage, fair and ethically traded goods and services, community health and wellbeing and animal welfare in procurement of food.

Actions

- Fulfilment of the statutory obligations imposed by the Procurement Reform (Scotland) Act 2014, the Public Contract (Scotland) Regulations 2015 and the Procurement (Scotland) Regulations 2016.
- Ensuring Contract Standing Orders, Council policies and guidance reflect the legislative requirements
- Maintaining procurement template documents in line with legislative changes and best practice
- Introduce Standard Operating Procedures for key processes and systems used by the Procurement team.

Impact

- Procurement processes and documentation in place to meet legislative requirements and reviewed regularly to meet requirements of changing environment
- Compliance with statutory and regulatory requirements and reduction in the risk of legal challenge.
- Consistent and streamlined approach to procurement processes and systems.

September 2022 Update

- The Procurement team have continued to fulfill its obligations in relation to Procurement legislation and follow the Governments procurement guidance in the context of supporting supply chain resilience by working proactively with our suppliers and key partners to closely monitor the impact of Covid-19, Brexit and other global events on economic recovery, market pricing and availability.
- Standard Operating Procedures are in place for all key procurement processes.
- Contract Standing Orders were updated with permanent amendment to the Quick Quote threshold for works, positively reflecting guidance from the Construction Procurement Handbook 2018 and in line with the Procurement Reform Act (Scotland) 2014.
- Contract documentation has been updated to reflect new processes in relation to Fair Work Practices, Living Wage and Prompt Payment in the Supply Chain.

Strategic Procurement which Identifies Opportunities and Savings

Aim: To deliver a category management approach to strategic procurement which supports a commercial focus across the organisation and identifies savings and opportunities throughout the full procurement journey.

Actions

- Develop and implement a workload planning tool to manage capacity and resource requirements of Procurement and use this to monitor and review category alignment for the procurement team.
- Develop a strategy for the future direction of Contract and Supplier Management across the Council.
- Develop a strategy for the future direction of Procurement to meet the future needs of the Council.
- Category Managers increasing their commodity knowledge through building relationships and taking advantage of collaboration and networking opportunities.
- Council representation on key local, regional and national working groups including those hosted by Scotland Excel and Scottish Government.
- Increasing use of spend data analysis, market awareness and benchmarking to design innovative and competitive tenders.
- Use of spend analysis to identify opportunities for savings and efficiencies through procurement.

Impact

- Procurement team will have the capacity to meet the needs and requirements of services through effective workload planning
- An evidence based understanding of the future strategic direction of Procurement and the Councils approach to Contract and Supplier Management.
- Procurement will have the tools, knowledge and skills required to support innovative procurement solutions and provide added value to Services.

September 2022 Update

- Improved Stakeholder Relationships have ensured an improved understanding of the procurement pipeline in order to support the Chief Procurement Officer to manage the capacity of the Service effectively.
- Proposals for the implementation of an improved Contract and Supplier Management process have been presented for consideration to the Corporate Management Team with final amendments underway.
- The Chief Procurement Officer and Category Managers are represented on and have attended a number of internal and external forums.
- Procurement undertake annual refresher training on spend analysis using the Scottish Procurement Information Hub.
- Procurement have undertaken detailed reviews of ICT and Housing Services and lead on projects to identify opportunities for savings and improved practice.
- Consideration of 'lotting' strategies to maximize inclusion of Small and Medium sized Enterprises (SME's), third sector, charity and voluntary organisations within the tender process
- Continual analysis of spend data ensuring informed decisions on how procurement activity within the organisation can be improved.

Performance Reporting Being Used to Drive Performance

Aim: To use an evidenced based approach to provide visibility of key performance information which supports informed decision making around the current and future direction of Procurement.

Actions

- Develop and agree approach to capturing and reporting the value achieved through Procurement in the form of a “Savings Principles” approach focusing on the identification, measuring and reporting of savings and benefits
- Development and Implement an online central contracts register which can be used across the Council
- Preparation of the Annual Procurement Report and strategy update.
- Production of reports and dashboards to support relationships with Services leading to an increased focus on Demand Management
- Monitoring of contract activity including performance, issues and risks
- Collate management information to demonstrate procurement performance

Impact

- A robust process for savings capture and a full organisational awareness of the value provided by Procurement.
- Digital tools in place to support ease of access and interrogation of contract information, spend data and market analysis.
- Increased awareness across Services of spend information and how to use this to inform and understanding of demand management and decision making.

September 2022 Update

- Embedded process in place for the tracking of benefits from procurement activity with a number of savings opportunities presented to the Corporate Management Team for implementation.
- New Online Contracts Register in use by Procurement. Training to be delivered across the Council to ensure all departments access and maximize its use.
- Category Managers as part of business as usual activity analyse spend to create spend information dashboards to support relationships with services.

Improved Sustainable Procurement and Community Benefits

Aim: Focus on sustainable procurement including innovative use of Community Benefits clauses, economic development and consideration of social responsibilities

Actions

- To participate in Scottish Government “Grow Local” project which focusses on supporting local business
- Development of evaluation methods and improved capturing of community benefits in individual contracts.
- Increased use of community benefits clauses and reporting on the benefits realised
- Ensuring that all regulated procurement activity considers relevant social, economic and environmental issues and seeks to maximise opportunities for the benefit of our Council area.
- Improved collaboration across Services to focus on Community Benefits.
- Supporting local business, SMEs and supported businesses through working with Economic Development partners and making processes streamlined, clear and accessible.
- Applying Fair Working Practices to appropriate procurements, encouraging the adoption of the living wage and subsequent monitoring throughout the contract period.
- Promotion of Health and Safety legislation compliance by contractors and sub-contractors.
- Promoting the highest standards of animal welfare and encouraging the procurement of fair, ethical and environmental friendly goods and services.

Impact

- Compliance with all elements of the sustainable procurement duty so that Council contracts deliver benefits not only for the Council but also for local business, SME's, supported businesses, suppliers and their workforce.
- Measurable and demonstrable social, economic and environmental benefits to East Renfrewshire communities from the effect of sustainable procurement activity.
- Improved opportunities for SMEs, Third Sector Bodies or Supported Businesses to take advantage of business opportunities within the Council area.

September 2022 Update

- The Council has signed up to the "Grow Local" project which uses the Scottish Procurement Information Hub to provide data relating to the local supply base
- Procurement are working in partnership with Scotland Excel and Economic Development to adopt a Community Wealth Building approach to progressive procurement
- In partnership with Economic Development we have engaged the local supply base, SME's, third sector, charity and voluntary organisations by running appropriate accessible events in person and online including the annual Supplier Development Programme "Meet the Buyer Event"
- Sustainability procurement policy in place and all aspects of sustainable procurement maximized in appropriate contracts
- Living Wage and Fair Work Practices included in appropriate contracts to ensure the Council contracts with responsible suppliers.
- Community Benefits are designed to maximize opportunities for securing apprenticeships, employability and training, assisting business start-ups, helping to develop business growth as well as implementation of the "Community Benefits Wishlist" to encourage local community to suggest local improvements resulting from Council contracts
- New screening questions on Climate Change and Carbon Footprint in development for inclusion in tenders

SECTION 5 FINANCE

The procurement of goods, works and services in the Council is varied and ranges from low value low risk purchases to high value and complex procurements for the construction of infrastructure and buildings. In 2021/22 the Council spend on procured goods and services by Directorate is detailed in the table below.

Goods and services is defined as receivable goods including but not limited to deliverables, supplies, equipment or commodities and services including assembling, labour, installation, training, inspection, maintenance and repairs. Works is defined as a contract including but not limited to building, construction, fabrication, completion, erection, fitting out, modification, renovation and alteration

Directorate Description	Total Spend 2021/22
HSCP	£44,528,009
Environment	£35,434,845
Capital	£23,480,526
Education	£22,479,368
Business Operations & Partnerships	£7,131,601
Chief Executives	£464,652

It is the role of Procurement to support activities which encourage and provide opportunities for businesses located in the East Renfrewshire Council area and particularly Small to Medium Enterprises (SME's). Work in this area has included the Annual Meet the Buyer and local supplier engagement activities to support bidders to get Tender and Quick Quote ready. Data from the Scottish Procurement Information Hub shows in 2021/22 Council spend was £17m with businesses who are located in East Renfrewshire which is an increase of £1.4m from 2020/21 and £5.5m from 2019/20. Data also shows that 62.6% of East Renfrewshire Council spend was with SME's and local spend has increased from 9.6% in 2019/20, 12% in 2020/21 to 14% in 2021/22. This Strategy will see a continued focus on improvement in this area.

The Council has implemented a number of new "Core Systems" which provide significant benefits to Procurement, with the ability to provide a greater level of interrogation and analysis of spend data. These systems will also allow us to improve our internal processes and reporting as well as allow to work with Services to exploit opportunities for innovative approaches and greater efficiencies in service deliver. Procurement remain extensively involved in the specification of the procurement elements of new systems and it is vital that their full functionality is harnessed to allow more detailed reporting of performance of this Strategy going forward.

SECTION 6 IMPLEMENTATION, MONITORING AND REPORTING

This Procurement Strategy 2019-2022 introduces a new vision for Procurement which is articulated in our 5 procurement aims detailed in Section 4.

Duties under The Procurement Reform (Scotland) Act 2014 require the Council to develop and review the Procurement Strategy annually. In addition to this mandatory Procurement Strategy and to meet regulatory requirements, the Council must now also prepare and publish an Annual Procurement Report disclosing how its procurement activity has complied with its published procurement strategy.

The Procurement Reform Act (Scotland 2014) lists the minimum requirements that an Annual Procurement Report should contain and advises that the report must include:

- A summary of the regulated procurements for the financial year and of the regulated procurements the authority expects to commence in the next two financial years;
- A review of whether procurements have complied with the contracting authority's procurement strategy;
- A summary of any community benefit requirements imposed as part of a regulated procurement and any steps taken to facilitate the involvement of supported businesses in regulated procurement

Procurement will next publish the Council's Annual Report for 2022/23 in October 2023 and this will also include an updated version of the Procurement Strategy.

In addition to these internal procedures for the monitoring, reviewing and reporting on the Procurement Strategy, Procurement has benefited from external assessment through the Procurement and Commercial Improvement Programme (PCIP). The result from the most recent assessment undertaken in December 2018 was an improved score of 66% and a number of areas for improvement identified have been incorporated into the actions and 5 key aims identified in this Strategy. Successful implementation of the Procurement Strategy will put East Renfrewshire Council in a strong position for further improvement in the next round of PCIP assessments.

SECTION 7 PROCEDURES, POLICIES & PROCUREMENT TOOLS

The Council operates against a backdrop of policies and procedures to aid the delivery of Council activity in compliance with legislation and with local and national policies. The Council relies on the following Procedures, Policies and Procurement Tools to support its procurement activities:

Procedures

As a contracting authority, East Renfrewshire Council must make arrangements to ensure the proper conduct of business, including conformance to standards of good governance and accountability with regard to procurement.

To ensure Procurement Strategy key objectives are delivered effectively, there remains a continuing need to recognise the requirement for and execution of an appropriate Council governance framework.

The presence of this framework will enable key objectives to be achieved through a decision making process which ensures appropriate approvals are in place.

In adhering to this governance framework, the Council ensures that its regulated procurements are carried out in compliance with its duty to treat relevant economic operators equally and without discrimination and that these procurements will be undertaken in compliance with its duty to act in a transparent and proportionate manner.

In maintaining this governance framework, the Council will ensure that a continuing focus remains in relation to updating, and appropriately applying the following procedural governance documents;

Contract Standing Orders

The Council's Standing Orders Relating to Contracts set out how contracts for all goods, services and works will be made by the Council.

The purpose of these Standing Orders is to ensure that contracts are appropriate for their purpose, provide the right balance between price and quality, and are procured in an open way that demonstrates probity and compliance with the Council's policies.

The Standing Orders are applied having regard always to equal treatment, non-discrimination, proportionality and transparency. All Council employees must treat tenderers equally and without discrimination and act in a transparent and proportionate manner at all times.

The Standing Orders also set out the Council's obligations in ensuring that the suppliers and service providers it contracts with comply with all statutory requirements in respect of ensuring equal opportunity in employment under the provisions of the Equality Act 2010 and with all current Health and Safety legislation and approved Codes of Practice, as may be applicable to the contract. Promotion of this compliance is in line with the requirements of the Procurement Reform (Scotland Act) 2014.

East Renfrewshire Council Standing Orders Relating to Contracts

<https://intranet.erc.insider/search?q=contract+standing+orders&go=Go&returnarticleid=1&articleaction=newsearch>

Financial Regulations

The Council's Financial Regulations set out the framework for managing the Council's financial affairs. They seek to ensure that the Council conducts its affairs in a way that complies with legislation, accepted accounting procedures and professional good practice.

The Council's Financial Regulations apply to every employee of the Council or anyone acting on its behalf. All employees have a responsibility to provide for the security of assets under their control, and for ensuring that the use of these resources is legal, properly authorised, and provides Best Value.

East Renfrewshire Council Financial Regulations

<http://intranet.erc.insider/CHttpHandler.ashx?id=11444&p=0>

Scheme of Delegation

The Scheme of Delegation is intended to facilitate the effective undertaking of Council business by clearly setting out the nature and extent of the powers delegated to officers by the Council, in order to ensure an efficient running of day to day operations and to allow the Council to carry out its functions and achieve its Strategic Objectives.

The Council's approach to delegation has been influenced by its commitment to facilitate participation in the decision making process and to delegate to Chief Officers. The result is that the Council has reserved very few powers to itself and has agreed extensive delegations to officers.

Policies

The Council has clear Strategic Objectives set out within the Outcome Delivery Plan and a strong focus on monitoring and reporting performance. The Strategic Objectives are supported by each Service through their individual Service and Improvement Plans.

To further ensure that the Council's regulated procurements contribute to the carrying out of its functions and the achievement of its purposes, this Procurement Strategy, in line with its Key Objectives, will be delivered in accordance with the Outcome Delivery Plan, the individual Service and Improvement Plans and a set of national and local policies and strategies. These are embedded within existing procurement processes.

Sustainable Procurement Policy

The Council's approach to sustainable procurement is rooted within the procurement process to promote a commitment to sustainability and achievement of Best Value for the Council. In an ongoing effort to embed sustainability issues in procurement exercises, three strands of sustainability are explored at the contract strategy stage; environmental, social and economic factors along with a consideration on how the Council can facilitate the involvement of SMEs, third sector bodies and supported businesses in procurement exercises, as well as a promotion of innovation in the design and delivery of services. Full details of the Council's approach to Sustainable Procurement are incorporated in our Sustainable Procurement Policy which was approved in 2020.

Community Benefit Requirements – The Council will adhere to all statutory guidance and legislation on the use of Community Benefits, ensuring that all regulated procurements include Community Benefits clauses where relevant. This policy reflects East Renfrewshire Council's approach to sustainable procurement. A new process has been implemented to further enhance the identification and capture of Community Benefits which is supported by a Community "wish list" to identify local priorities. It is applied to all contracts for works, goods or services in which the Council has an interest.

Living Wage

Whilst there are no legal restrictions on requiring payment of the living wage, suppliers are encouraged to pay the living wage to their employees. The fair working practices question that promotes a healthy, happy and motivated workforce is included in all appropriate contracts.

The Council follows the lead of the Scottish Government by promoting the payment of the Living Wage to persons involved in fulfilling procurement requirements by considering, where relevant and proportionate, when Fair Working Practices should be addressed in contracting opportunities. The Council will comply with the Statutory Guidance on the Selection of Tenderers and Award of Contracts – Addressing Fair Work Practices, including the Living Wage, in Procurement.

Led by Procurement, the Council became an accredited Living Wage employer in November 2020.

Fair Work First

East Renfrewshire Council is also committed to applying the seven Fair Work First criteria internally and in publicly funded supply chains. Fair Work First is the Scottish Government's policy for driving good quality and fair work in Scotland. Through this approach, East Renfrewshire Council is asking bidders to describe how they are committed to progressing towards adopting and how they intend to continue embedding the five Fair Work First criteria:

- appropriate channels for effective voice, such as trade union recognition
- investment in workforce development
- no inappropriate use of zero hours contracts
- action to tackle the gender pay gap and create a more diverse and inclusive workplace
- providing fair pay for workers (for example, [payment of the real Living Wage](#))
- offer flexible and family friendly working practices for all workers from day one of employment
- oppose the use of fire and rehire practices

In order to ensure the highest standards of service quality in this contract we expect suppliers to commit to progressing towards adopting the five Fair Work First criteria in the delivery of contracts as part of a fair and equitable employment and reward package as a route to progressing towards wider fair work practices.

Modern Slavery

The Council has adopted the Charter Against Modern Slavery which addresses modern slavery in the supply chain. The Council will focus attention on the key areas of Training and Awareness Raising, Tender Documentation, Ensuring Compliance and Reporting.

Health and Safety

The Council ensures that appropriate health and safety requirements are included in the evaluation for all its procurements, in line with all the relevant legislation. Thus ensuring that successful suppliers are fulfilling their legal obligations.

Consulting and Engaging with Stakeholders

The Council continues to consult and engage with those affected by our procurement activities through the development of contract strategies, in advance of the procurement exercise and through our focus on identifying opportunities for collaborative Contract and Supplier Management. Liaison during both the development and feedback stages of projects, ensuring that all opinion and feedback is considered when resulting agreements are implemented and executed, ensures continuous improvement in the delivery of

services and allows the Council to understand the impact of our procurement activity. The Council is currently assessing options for a corporate approach to Contract and Supplier Management which will ensure the Council receives value expected from contractual relationships, mitigate risks of failure and encourage innovation.

Animal Welfare

The Council recognises the requirement to find practical ways to supply healthy, fresh, seasonal, and sustainably grown food which represents Best Value whilst improving the health, wellbeing and education of communities in our area. Through Procurement's collaboration with our internal stakeholders and with Scotland Excel, the Centre of Procurement Expertise for Scotland's local government sector, we will work to put in place affordable contracts which meet the nutritional requirements for food, for all users of our catering services, whilst promoting the highest standards of animal welfare, in accordance with all statutory guidance and legislation. The Council is committed to including requirements that promote animal welfare in all relevant contracts. The Council will work with Scotland Excel to ensure that the contracts the Council are participating in promote the highest standards of animal welfare.

Fairly and ethically traded good and services

For each regulated procurement exercise, at the contract strategy development stage, consideration will be given to the sourcing of goods and services that are ethically traded. In line with the Council's Strategy and where ethically traded goods and services are available, the Council will work with all relevant stakeholders and take a Best Value approach when applying fair and ethically trading principles in procurement activities.

A number of other policies are relevant to or impact on the Council's procurement activities. These include:

- Gifts, hospitality and other inducements
- Conflicts of interest declaration
- Suppliers charter
- Council Health & Safety Policy
- Glasgow City Region City Deal Procurement Strategy
- Glasgow City Region City Deal Sustainable Procurement Policy

Procurement Tools

Key tools that the Council has embedded into the procurement process, which help contribute to compliance with the mandatory requirements under the Procurement Reform (Scotland) Act 2014, are detailed below.

- [Procurement Journey](#)
- [Public Contracts Scotland](#)
- [Public Contracts Scotland – Tender](#)
- [Information Hub](#)

National policies, legislation, and tools relating to the Scottish Government's reform programme which help drive best practice, deliver savings and improve the procurement capability can be found by clicking the following links (this is not an exhaustive list):

- [Scottish Model of Procurement](#)
- [Changes to European Directives](#)
- [Public Procurement Reform Programme](#)
- [Suppliers CharterEU Procurement Thresholds](#)
- Prioritisation toolkit, sustainability toolkit

- Flexible framework
- Procurement and Commercial Improvement Programme (PCIP)

SECTION 8 STRATEGY OWNERSHIP AND CONTACT DETAILS

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EAST RENFREWSHIRE COUNCILCABINET13 October 2022Report by Director of EnvironmentLICENSING OF SHORT TERM LETS**PURPOSE OF REPORT**

1. The purpose of this report is to advise Cabinet of the introduction of the Civic Government (Scotland) Act 1982 (Licensing of Short-term Lets) Order 2022 and seek homologation of the decisions to approve the Short Term Licensing Policy and associated fees (Appendix 1).

RECOMMENDATIONS

2. It is recommended that Cabinet:-
- a) homologate the decision to:-
 - i. Approve the Short Term Licensing Policy
 - ii. Approve the licence fees required to fund the service; and
 - b) agree that delegated powers be granted to the Director of Environment and Head of Environment (Strategic Services) to determine applications for short term licences.

BACKGROUND

3. The Civic Government (Scotland) Act 1982 (Licensing of Short-term Lets) Order 2022 ("the Order") was approved by Parliament in January 2022 and came into force on 1st March 2022.

4. The definition of a short term let (STL) is contained within appendix 1 of the attached full policy, which defines this as a business agreement to use residential accommodation by a guest but excludes: hotels; hostels and other licensable activities e.g. mobile homes. These are typically (but not solely) advertised on platforms such as AirBnB or Booking.com. There are 4 categories that are covered in the definition:

- Secondary Letting: Host does not normally live there (for example a second home) and makes use of separate premise for that purpose
- Home Letting: Concerns the use of the hosts only or principal home
- Home Sharing: Concerns the use of the room(s) in the hosts only or principal home
- Home Letting & Sharing: A mix of both during the licensing period

5. The objective of the licensing scheme is to regulate a previously unregulated business activity and aims to improve: guest health and safety; property condition; reduce anti-social behaviour within communities and allow local authorities to determine what impact this business activity has in relation to local planning and housing provision.

6. As at 1st October 2022, it is a statutory requirement for all local authorities in Scotland to have established and be ready to accept applications for a short term let licence.

7. All new short-term lets must apply for a licence on or after 1 October 2022. Existing short-term lets will have 6 months (until 1 April 2023) to apply for a licence. The Council must make a determination on the licence application within twelve months. The final deadline for all short term let licences to be approved is 1st July 2024.

8. This licensing scheme closely relates to our statutory obligations to license and set fees for Houses in Multiple Occupation and not the prescribed fees and registration scheme associated with private landlords.

REPORT

9. In preparation Housing Services has been monitoring online platforms for over a year to establish the estimated number of short term let's operating in the East Renfrewshire area. It is estimated that just under 100 properties are in use, the large majority being based in the Eastwood area with an anticipated 70% under the secondary letting category.

10. The Council has a legal duty to provide statements on the following policy areas:

- licence duration and renewal periods;
- use of temporary exemptions; and temporary licences; and
- enforcement and monitoring.

11. These are contained within the proposed policy and offered no substantive challenge during consultation. The full policy can be found in appendix 2 of the attached full policy.

12. The Council has a legal duty to publicise information on our short term lets by way of a public register, provision of information and advice on the Council's website and quarterly reporting to the Scottish Government. This will be made available on our website and allow us to determine service and resource provision following review in 2023/24.

13. We have provided standard checklists for hosts and for neighbours (who wish to object) and these will also feature on our website in an accessible format and for reference.

14. In terms of the procedure for dealing with applications these will be dealt with by the Licencing Committee. However for those licences where there are no matters of concern, these could be dealt with by officers, subject to it being agreed that delegated authority be granted.

15. Due to the timescales for the introduction of the licensing regime it has been necessary for the scheme and associated fees to be approved prior to the consideration of the proposals by Cabinet. In approving the scheme and fees Councillors O'Donnell and Devlin were consulted and homologation of the decision is now sought.

FINANCE AND EFFICIENCY

16. In the implementation of this legislation, no additional funding is being provided by Scottish Government. All costs must be covered through licence and renewal fees.

17. The Scottish **Government's suggested top level fee of £437 would not** cover the costs required to fund this service. For East Renfrewshire Council to cover the full cost of providing this service would require a licence fee of approximately £1316 (current HMO fees are: £877 to £1112).

18. Charging this full fee to short term let landlords would be a risk to the local economy and damage tourism in East Renfrewshire. In benchmarking with other local authorities of similar size and level of estimated short term lets, the fees below have been proposed:

Application Licence

Licence Type	Guest Capacity	Fee	Guest Capacity	Fee
Secondary Letting	Up to 2 bedrooms	£595.00	Per additional bedroom	£50.00
Home Letting	Up to 2 bedrooms	£405.00	Per additional bedroom	£50.00
Home Sharing	Per bedroom	£230.00	Per additional bedroom	£50.00
Home Letting and Sharing	Up to 2 bedrooms	£405.00	Per additional bedroom	£50.00

Renewal Licence

Licence Type	Guest Capacity	Fee	Guest Capacity	Fee
Secondary Letting	Up to 2 bedrooms	£565	Per additional bedroom	£30.00
Home Letting	Up to 2 bedrooms	£385	Per additional bedroom	£30.00
Home Sharing	Per bedroom	£219	Per additional bedroom	£15.00
Home Letting & Home Sharing	Up to 2 bedrooms	£385	Per additional bedroom	£30.00

19. The cost to deliver this service will be absorbed in existing budgets. However this is based on estimated licence numbers and true income and expenditure costs will not be known until 2023/24.

20. The fees above reflect the staff time not only to process applications but to ensure all the mandatory evidence is submitted, checking evidence for compliance, carrying out risk based inspections; dealing with any objections and preparation for referrals to Licensing Committee. It further includes the associated establishment costs including our one off ICT development costs and service delivery costs such as supplies and support services.

CONSULTATION

21. A consultation was published via social media and previous consultee respondents, with 4 responses. Without a current confirmed list of short let's operating in the area, it is challenging to target those impacted by this change. However there are some areas of this legislation which hosts are unclear about.

22. A further consultation is planned Summer 2023 with all licenced short term let hosts to review the current policy but also support hosts to meet these new requirements.

PARTNERSHIP WORKING

23. In preparation of this policy Housing Services have worked closely with colleagues on Planning, Building Control, Economic Development, and Legal Services. This joint working is required to administer the policy

IMPLICATIONS OF THE PROPOSALS

24. There are no implications with these proposals in terms of staffing, legal, property or sustainability.

25. An Equalities Impact Assessment has been undertaken for this policy and no issues identified.

CONCLUSIONS

26. As of 1st October 2022, it is a statutory requirement for all local authorities in Scotland to have established and be ready to accept applications for a short term let licence.

27. With no additional funding; the council requires to charge a fee that covers all the staffing and technological costs of delivering this service.

RECOMMENDATIONS

28. It is recommended that Cabinet:-

- a) homologate the decision to:-
 - i. Approve the Short Term Licensing Policy
 - ii. Approve the licence fees required to fund the service; and
- b) agree that delegated powers be granted to the Director of Environment and Head of Environment (Strategic Services) to determine applications for short term licences.

Director of Environment

Further details can be obtained from Phil Daws Head of Environment (Strategic Services) on 0141 577 3186.

Convener contact details

Councillor Danny Devlin
(Convener for Environment and Housing)

Home: 0141 580 0288
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September 2022

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EAST RENFREWSHIRE COUNCIL

SHORT TERM LET LICENSING POLICY

August 2022



Housing Services



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Section 1 Introduction

1.1. Council Vision

Our vision is to be ‘a modern, ambitious Council, creating a fairer future with all’. We have high aspirations and expectations of ourselves, and our partners, as we continually strive to be better at what we do. This drive comes from our desire to create a more equal and fairer society for our communities, hand in hand with our partners and the people who live here.

1.2. Policy Links to Council’s Single Outcome Agreements

This Short Term Let (STL) Licensing Policy will take effect from the 1st October 2022 and links to 3 priority areas identified in the Council’s Single Outcome Agreement:

1. **Learning, life and work:** East Renfrewshire residents are fit and active and have the skills for learning, life and work.
2. **Economy and environment:** East Renfrewshire is a thriving, attractive and sustainable place for businesses and residents.
3. **Safe, supported communities:** East Renfrewshire residents are safe and supported in their communities and homes.

1.3. Procedures

A detailed set of procedures will guide officers through the processes involved and identify delegated authority.

Section 2 Purpose; Aims and Objectives

2.1. Purpose of Policy

This policy describes how East Renfrewshire Council will manage their licensing scheme, including: types of licence and duration; licence conditions; application process; enforcement and compliance; and setting of fees.

2.2. Aims of Policy

The overall aim of this Policy is to implement a licensing scheme which is:

1. In line with the Scottish Government’s overall policy objectives for the licensing of short-term lets;
2. Customised to the Council’s local policies and the needs and circumstances of East Renfrewshire; and
3. Efficient, effective and proportionate to the issues faced by residents and local communities in East Renfrewshire.

2.3. Objectives of Policy

The aims of this policy will be achieved through the following objectives:

- i. Regulate Short Term Let business activity
- ii. Ensure properties meet the basic safety and property condition standards set out by the licence conditions;
- iii. Reduce anti-social behaviour within local communities
- iv. Maximise economies of scale;
- v. Integrate service delivery with other similar housing and licensing functions;
- vi. Use of online and digital verification, for example, through photo and video evidence instead of a visit;
- vii. Take a proportionate, risk-based approach to checks and verification, for example, when and how often visits to premises are needed;
- viii. Gain understanding of the prevalence of Short Term Let activity in East Renfrewshire;
- ix. Determine what impact this business activity has in relation to local planning and housing provision and align with other council policy and strategies, namely: Local Development Plan and Local Housing Strategy.

Section 3 Definitions and Legal Framework

3.1 The Civic Government (Scotland) Act 1982 (Licensing of Short-term Lets) Order 2022

The Scottish Government have introduced statutory powers under the Civic Government (Scotland) Act 1982 to licence Short Term Let accommodation.

The purpose of Civic Government (Scotland) Act 1982 (Licensing of Short Term Lets) Order 2021 is to ensure that local authorities have appropriate regulatory powers to balance the needs and concerns of their communities with wider economic and tourism interests.

The Licensing Order establishes a licensing scheme to ensure short-term lets are safe; address issues faced by neighbours; to facilitate local authorities in knowing and understanding what is happening in their area as well as to assist with handling complaints effectively.

3.2. What is a Short Term Let?

The definition of a Short Term Let (STL) is prescribed by law (see Appendix 1) but broadly defines this as a business agreement to use residential accommodation by a guest but excludes: hotels; boarding houses and other licensable activities e.g. mobile homes.

3.3. What Accommodation is Excluded?

The 2022 Order provides for certain accommodation to be regarded as “*excluded accommodation*” and therefore there is no need for the owners or operators of these types of accommodation to require a Short Term Let licence. A full list is contained in Appendix 2 of this policy and includes: hotels; nursing homes; hostels; student accommodation, etc.

East Renfrewshire Council recommends that people take their own independent legal advice on whether or not their accommodation would require a STL licence as we cannot provide legal advice on whether or not a premises is excluded from requiring a Short Term Let licence.

3.4. What Tenancies are Excluded?

The 2022 Order also makes provision to exclude certain tenancies. A list of excluded tenancies can be found in Appendix 2 of this policy and include: assured and short assured tenancies; Scottish Secure tenancy, etc.

East Renfrewshire Council recommends that people take their own independent legal advice around whether their agreements with guests constitute an excluded tenancy as we cannot provide legal advice and can only determine exclusion through proof of one the above tenancy agreements.

Section 4 Consultation and Evidence

4.1. Consultation on Short Term Let Policy

East Renfrewshire Council have consulted widely on this policy prior to its implementation on the 1st October 2022. The consultations were carried out by an online survey between July and September 2021; an engagement event with interested hosts in March 2022 and a further online survey in July 2022 on this draft policy

4.2. Short Term Let Activity in Scotland

Nationally it is estimated that there are 31,884 Short Term Lets operating with the biggest impacts being felt in larger city and tourism areas e.g. Edinburgh; Highlands; etc.

4.3. Short Term Let Activity in East Renfrewshire

East Renfrewshire have been monitoring online platforms since June 2021. In May 2022 we recorded 97 STLs being advertised with the majority of activity based in the Eastwood side of the authority (particularly Newton Mearns). Whilst it's difficult to differentiate home letting from secondary lets - we estimate that 70% fall under secondary letting.

Section 5 Planning

5.1. The Town & Country Planning (Short-term Let Control Areas) (Scotland) Amendment Regulations 2022

These were introduced in January 2022 and enables a planning authority to designate all or part of its area as a short-term let control area.

5.2. Control Area Regulations in East Renfrewshire

The Licensing Order is complemented by the Control Area Regulations which makes provision for local authorities to designate control areas. The purpose of control areas is to help manage high concentrations of secondary letting where: it affects the:

- availability of residential housing or the character of a neighbourhood; to restrict or
- prevent short-term lets in places or types of building where it is not appropriate; and
- to help local authorities ensure that homes are used to best effect in their areas.

East Renfrewshire Council does not intend on implementing Control Area Regulations mainly due to the, estimated, low prevalence of Short Term Let activity operating in this local authority area.

This will be kept under review as the application process opens and we can establish overall prevalence.

5.3. Planning Permission

Under provisions within the Licencing Order, a preliminary ground for refusing to consider an application for a Short Term Let is that the use of the proposed premises would constitute a breach of planning controls set out under the Town and Country Planning (Scotland) Act 1997 by virtue of section 123 (1) (a) or (b) of that Act.

Hosts and operators are, therefore, encouraged to engage with the Council's planning department prior to submitting a licence application to confirm whether they require planning permission or a certificate of lawful use of development: www.eastrenfrewshire.gov.uk/planning-permission

Section 6 Licence Types and Policies

6.1. Types of Short Term Let Licence

There are four types of licence for Short Term Let accommodation:

- secondary letting;
- home letting;
- home sharing; or
- home letting and home sharing

Home sharing and home letting concern the use of the Host or Operator's only or principal home, whereas secondary letting makes use of a separate premise.

6.2. Licence Duration

The Council may grant a licence for a period of up to three years, after which it requires to be renewed. Each licence will have a reference number and will confirm the expiry date. The duration applies from the date on which the licence comes into force.

6.3. Licence Renewal

There will be no automatic renewal process and it will be up to hosts/operators to manage and complete their renewal applications prior to their license expiring.

Where an application is made to renew a licence, the licence will continue to have effect until such a time as a decision is made on the renewal. The Council intend to grant a renewal of a licence for a period of up to three years unless there are circumstances which justify a different time period.

6.4. Temporary Exemption Licence

Under the 2022 Order and related Guidance, Councils may grant temporary exemptions to the requirement to have a short-term let licence.

East Renfrewshire Council does not intend to have a policy on temporary exemptions (subject to Scottish Minister orders), whilst we gain a better understanding of the prevalence of business activity and any associated issues, with this new licensing scheme.

This would mean that where a person is using their premises as a STL, at any time throughout the year, a STL licence would be required.

This position will be reviewed in 3 years' time, in line with statutory requirements.

6.5. Temporary Licence

Under the 2022 Order and related Guidance, Councils may decide to grant temporary licences.

It is not East Renfrewshire Council's intention to consider any applications for a temporary licence.

Section 7 Licence Conditions

7.1. Mandatory Licence Conditions

The 2022 Order requires all short-term let licences across Scotland to apply the mandatory licence conditions. A list of the mandatory licence conditions is contained in Appendix 3.

7.2. Maximum Occupancy

It is a mandatory condition that hosts and operators ensure that they do not exceed the maximum number of guests for their premises. This includes making the maximum occupancy clear on adverts, listings, as well as in booking terms and conditions.

Applicants will state in their application how many guests they would like to accommodate. The Council will consider the following criteria when determining maximum occupancy:

- the number requested on the application form

- the maximum number that can be accommodated safely (broken down to the number of adults and the number of children)
- the maximum number that can be accommodated within tolerable noise and nuisance standards for neighbours

The Council may ask applicants to submit a floor plan for their premises as part of their application. This should indicate room sizes, fire escape routes and accommodation intended for guests with mobility impairment; the location of any steps, stairs, elevators or lifts in the premises, as well as the extent and boundary of the building where deemed relevant.

The Council will not include children under the age of 10 years old, when calculating the maximum occupancy.

7.3. Additional Licence Conditions

In addition to the mandatory licence conditions which apply to all short-term lets, licensing authorities may impose additional conditions. These enable the licensing authority to respond to local challenges and concerns relative to specific types of short-term letting.

There are a number of additional conditions which will apply to all Short Term Let properties in East Renfrewshire and are contained within Appendix 4

The Council cannot set conditions which limit the number of nights a premises may be used for secondary letting. The Council has no plans to set limits on home letting or home sharing premises.

The Council will review its list of additional licence conditions on a regular basis and publish these on the website.

Section 8 Application Process

8.1. Important Dates for STL Licence Applicants

The table below summaries the key dates for potential applicants to consider from 1st October 2022:

Date	Hosts Operating a STL <u>before</u> 1 October 2022	<u>Never</u> operated a STL before 1 October 2022
1 st October 2022	<p>You can continue to operate your premises as a STL - must comply with existing laws and regulations;</p> <p>You must apply to the Licensing Authority where your premises is situated for a STL licence; and</p> <p>If your STL Licence application is refused by the Licensing Authority you must stop</p>	<p>If you wish to operate a STL you must apply to the Licensing Authority in which your premises is situated; and</p> <p>Must not operate a STL without a licence being granted by the Licensing Authority where your premises is situated</p>

	using your premises as a STL within 28 days of the decision.	
1st April 2023	Can only operate without a licence if a STL licence application has been submitted to the Licensing Authority where your premises is situated, and it has not been refused; and You must stop operating as a STL if your application is refused by the Licensing Authority, subject to appeal.	Same as above
1st July 2024	All hosts must have a STL Licence	Same as above

8.2. Application Form and Checklist

All applicants, irrespective of the type of STL licence being applied for, must complete the application form available online at [Short Term Lets - East Renfrewshire Council](#) together with the appropriate documentation, evidence, and fee (online payment).

The applicant checklist is contained within Appendix 5 and will be available at the start of East Renfrewshire's application process.

If you would like request an application in an alternative format e.g. paper, braille, different language, please contact the Private Sector Housing Team at: privatesectorhousing@eastrenfrewshire.gov.uk or 0141 577 8362. All evidence will require to be submitted with paper applications and the accompanying fee should be enclosed and made by cheque or postal order (unless making cash payment, in person, at our council offices).

Please refer to the Scottish Government guidance for hosts and operators which can be found here: <https://www.gov.scot/publications/short-term-lets/>

8.2. Notifying Residents and Neighbours

Applicants are responsible for notifying residents and neighbours of their application for a new Short-Term Lets Licence, or their renewal of an existing Short-Term Lets licence.

Applicants are required to display a site Notice clearly at, or near the premises, so that it can be conveniently read by the public, for a period of 21 days, beginning with the date on which the application was submitted to the Council – information can be found in the Scottish Government's Guidance: www.gov.scot/publications/shorttermlets

A Notice must state:

- that an application has been made for a licence
- the main facts of the application
- that objections and representations in relation to the application can be made to the Council, and
- how to make objections or representations.

Applicants are required by law to provide a Certificate of Compliance to the Council as soon as possible after the 21 days has expired, confirming that they have displayed the site Notice and photographic evidence will require to be submitted as part of the application process.

A template site Notice and Certificate of Compliance can be found on the council's website: <https://www.eastrenfrewshire.gov.uk/article/5176/Short-Term-Lets> or by calling 0141 577 8362.

8.3. Application Checks

The Council must refuse an application for a short-term let licence if not satisfied that the applicant is a fit and proper person. The Council will carry out necessary checks to establish whether the applicant is a fit and proper person.

The statutory consultees for this licensing scheme are:

- **Police Scotland** for any information they consider relevant to the authority's consideration of the application, for example, if the applicant has any relevant convictions.
- **Scottish Fire and Rescue Service** as they have independent responsibility for enforcing fire safety legislation in STLs through the Fire (Scotland) Act 2005.

Information relating to the application will also be sent to East Renfrewshire Council's Planning Department and Legal Services (where relevant).

The Council and Scottish Fire and Rescue Service may undertake an assessment of the maximum number of guests that can be accommodated safely.

8.4. Preliminary Refusal of a Licence

Where planning permission is required and not obtained (or refused) prior to application for a Short Term Let, then the Council has the power to reject the application, within 7 days, known as 'preliminary refusal' and no refund of fees will be applicable.

Where a further Short Term Let licence application is submitted within 28 days of the original application and with appropriate planning permission, no further licence fee will be applicable.

Section 9 Objections

9.1. How Can I Make an Objection?

Any member of the public can submit an objection or representation in relation to a Short Term Let licence application – template form contained within Appendix 6 and available on the Council's website.

To enable East Renfrewshire Council, as licensing authority to consider an objection or representation, it must be:

- i. in writing (email is sufficient)
- ii. specify the name and address of the person making it
- iii. specify the STL property address or licence number
- iv. specify the grounds of the objection or the nature of the representation
- v. be signed off by them or on their behalf
- vi. be received by the Council within 28 days of the neighbour notification being displayed or application received by East Renfrewshire Council.

Anonymous, frivolous, or vexatious objections or representations will not be considered.

Late objections or representations may be considered if the Council is satisfied that there is sufficient reason as to why it was not made in the time required.

A copy of the objection or representation will be provided to the applicant and will include your name and address. All personal data will be processed in line with the relevant Privacy Statement – please refer to section 13 of this policy or Council’s website: <https://www.eastrenfrewshire.gov.uk/article/5176/Short-Term-Lets>

9.2. What Grounds Can I Object On?

The objection should be relevant to the statutory grounds that can be taken into consideration when refusing an application. These are set out in the Act:

- i. The applicant or anyone else detailed in the application form is not a fit and proper person to be the holder of a licence;
- ii. The activity would be carried out by a person other than the applicant who, if he had made the application himself, would have been refused;
- iii. The premises is not suitable for the conduct of the activity, having regard to:
 - a. The location, character or condition of the premises
 - b. The nature and extent of the proposed activity;
 - c. The kind of persons likely to be in the premises;
 - d. Possibility of undue public nuisance, public order; or public safety
- iv. Where there is other good reason

Section 10 Determination of Applications

10.1 Suitability of Applicant and Licensee

When an application for a new STL licence is received, a title deed check will be requested from legal services to verify the owner of the property.

An essential part of considering a licence application is establishing whether the applicant, as well as any other person named on the application is a ‘fit and proper’ person. An application must be refused if the local authority considers that the applicant or anyone named on the application is not a fit and proper person to be authorised to operate Short Term Let activity.

The factors which the local authority must have regard to in determining fit and proper are set out in section 85 of the Antisocial Behaviour etc. (Scotland) Act 2004, as

amended. Where an applicant is not an individual, these tests apply to any director, partner or other person involved in the management of the business activity:

1. Any material that shows that the individual has:
 - committed any offence involving fraud, dishonesty, violence, drugs, firearms or sexual offences
 - practised unlawful discrimination in any business activity
 - contravened any provision of the law relating to housing or landlord and tenant relations
2. Any material relating to any action, or failure to act, in relation to anti-social behaviour affecting a house which the person lets or manages.
3. Any material relating to an arrangement for an operator to act for the landlord in relation to the lease or occupancy arrangement.
4. Any other information relevant to the question of whether the person is fit and proper.

Where, after an initial review, there may be sufficient grounds or evidence for refusing the application the following steps will be taken;

- The applicant will be asked to consent to a check by Disclosure Scotland being carried out, with the appropriate fee being met by the Council.
- The applicant will be interviewed and given an opportunity to explain their view of the situation.

The applicant(s) will be given the opportunity to be accompanied at the interview. In appropriate cases, advice and assistance will be offered to the applicant to help them achieve “fit and proper” status and an action plan will subsequently be agreed in writing by both the applicant and the local authority.

The decision on whether someone is fit and proper is a judgement and is not necessarily a clear cut yes or no. An assessment should be made on the risk that the applicant may fail to act properly in relation to future letting activity, and a judgement must be made of to what extent problems from the past are likely to recur.

Ultimately, it is for the local authority, in its capacity as licensing authority, to decide whether the applicant is a fit and proper person to operate a Short Term Let on all the information available.

Equally important is the need to make sure the evidence collated is as sound as possible, since a decision to refuse an application is open to appeal.

10.2 Suitability of the Living Accommodation

One of the key aims of STL licensing is to ensure that the accommodation provided is safe, of good quality, and has sufficient facilities for the number of occupants. The various factors that will be considered by East Renfrewshire Council when coming to a decision on the suitability of the accommodation are summarised below:

- The location, character and type of accommodation
- The condition of the accommodation
- Any amenities the accommodation contains
- The type and number of persons likely to occupy the accommodation

- Whether any rooms have been subdivided
- Whether any rooms have been adapted, resulting in an alteration to the situation of the water and drainage pipes within the accommodation
- The safety and security of persons likely to occupy the accommodation
- The possibility of undue public nuisance; public order or public safety.
- Whether there is a risk of affecting the privacy and security of neighbours.

The Council and Scottish Fire and Rescue Scotland (SFRS) will be taking a risk based approach to inspection of properties. The Council will be seeking online verification and evidence to be submitted as part of the application process, where the risks will be determined and advice will be taken.

No additional fee will be charged for inspections relating to the application and approval process.

Where possible inspections will be carried out jointly with the Fire and Rescue Service To minimise disruption to guests.

Assessment of the suitability of the duty holder's fire risk assessment and the fire safety measures present in the property will be carried out the by the Fire Service in terms of the Fire (Scotland) Act 2005 and subject to the applicant completing the relevant checklist issued by the SFRS.

Appendix 7 summarises the space standards we will measure – please check this before making an application to determine occupancy level requests.

Upon completion of any inspection the Private Rented Housing Officer will compile a report detailing the results. If there are works that require to be undertaken timescales will be outlined in the report. It will be made clear to the applicants(s) that the onus will be on them to complete any necessary requirements within a specified time period.

If the inspection discloses deficiencies in fire safety matters, and the deficiencies are regarded by the Fire Service as constituting a serious threat to safety this will be immediately highlighted to the applicant with a recommendation that any guests be removed from the property immediately until the property is made safe. If the deficiencies are not regarded as constituting a serious threat to safety by the Fire Service the situation will be monitored and enforcement action taken as appropriate. Fire safety measures are the province of the fire authority and there are limitations on the extent of fire safety issues with which the licensing authority can engage.

Scottish Government guidance recommends that standards be applied flexibly, bearing in mind the possibility of achieving the same level of accommodation or safety through different packages of measures. The priority will always be the need to achieve a suitable level of accommodation which is safe and secure without placing a disproportionate burden on the applicants of STL premises.

In some instances it may be beneficial to grant the licence, but consider imposing additional licence conditions or an Enforcement Notice which would enable the accommodation to be upgraded during the period of the licence. This will not be

agreed without prior consultation with legal services, protective services and the fire service (where appropriate).

10.3 Approval

Where all consultees are happy with the application, no objections to the 21 day notice have been received, and there are no outstanding concerns with the suitability of the property or any persons / companies named in the application the matter of granting an STL Licence will be considered by the Housing Services Manager under delegated authority.

10.4 Refusal

Where there are outstanding issues that the applicant is unable, or willing to take reasonable steps to resolve - the Housing Services Manager will submit a report to the Council's Licensing Committee recommending that the application for an STL licence be refused. In drafting this report the Housing Services Manager will liaise with Legal Services, Committee Services and other services as required. The applicant will be advised in writing that this action is being taken and notified of the date of the committee meeting. The applicant will be entitled to attend the meeting and also to be represented if they so wish.

Where the committee rejects the recommendation for refusal of the application then the recommendations of the committee will be actioned. Where the recommendation for refusal is accepted by the committee, the applicant will be notified of this in writing.

10.5 Notification of Decision

Where an application is refused all persons listed on the application form and other relevant services such as: Chief Constable; Scottish Fire and Rescue Scotland; each person who made a valid objection or representation will be notified and the public register updated to reflect the decision. This notice must be served within 7 days.

10.6. Timescales

Under the 1982 Act, the Licensing Authority will have 9 months to determine the STL licence application from the date it is received with all the required documentation.

It should however be noted that for applications received prior to 1 April 2023 where the STL was in existence before 1 October 2022, the Licensing Authority will have 12 months to determine the application

East Renfrewshire Council will aim to approve licence applications within 28 days from all information being provided or completion of any objection, representation or investigations being undertaken up to the statutory timescales outlined above.

10.7 Appeals

Applicants should note that where their STL licence application has been refused by the Licensing Authority they do have a right of appeal under the 1982 Act.

An appeal should be made to the Sheriff Court within 28 days from the date of the refusal. Where an appeal has been lodged the STL licence will continue in effect until such time as the appeal has been determined.

Applicants should note that the Licensing Authority is unable to give any legal advice in relation to appealing a decision and as such it is recommended that they seek independent legal advice on the matter.

Section 11 Enforcement and Monitoring

11.1 Complaints about a Short Term Let

Where it comes to the attention of the local authority that an unlicensed STL is operating in the area, or that a current licence holder is in breach of any licence conditions there are a variety of enforcement actions that may be used. Enforcement decisions will be consistent, balanced, and fair, with due regard to the seriousness of the offence, the consequence of not taking action, the likely effectiveness of the action, and be proportionate to risks to health, safety and welfare.

Where it is felt that it may be appropriate to instigate formal proceedings against a host or owner a case conference may be convened to discuss and agree the most appropriate course of action to be followed in the circumstances. Representatives from housing services, legal services, Environmental Health, Community Safety, Police or Fire Services may be invited to this meeting where appropriate.

Anyone may make a complaint to the Council about the way a host or operator is operating their short-term let. Complaints regarding a short-term let should be sent to: privatesectorhousing@eastrenfrewshire.gov.uk for investigation.

Alternatively complaints can be sent by post to:

Private Rented Housing Officer
East Renfrewshire Council
211 Main Street
Barrhead
East Renfrewshire, G78 1SY

The Council will seek to try to resolve a complaint through engagement with the host or operator in the first instance.

The Council will aim to respond to 1st stage complaints within 5 working days and 2nd stage complaints within 20 working days. The Council will keep a record of all complaints made under this Policy.

Some complaints may require enforcement action from the Council, please refer to rest of section 10 of this policy, below.

A complaint against a short-term let licenced property may result in the Council undertaking an inspection visit to assess compliance. The Council reserves the right to charge the host, or operator, for any costs relating to an inspection visit.

The Council may need to direct some complaints to planning authorities, letting agencies, platforms, VisitScotland, Police Scotland or other bodies for further investigation.

11.2 Identifying Unlicensed Short Term Lets

Unlicensed STLs come to the attention of the local authority in a variety of ways, including through complaints from neighbours or guests, referrals from other departments within the local authority, or by direct dealings with the host / agent. All reports of suspected STLs will be taken seriously and appropriately investigated.

An Officer will visit the property and attempt to determine if it is operating as an STL, taking statements from guests and providing appropriate information and advice. They will also visit neighbours, or anyone else who has raised concerns, and take a detailed statement, reassuring them that he will not disclose any information without prior permission. The Officer will not discuss hearsay or give their opinion of the situation and will only pass on accurate information.

Ownership of the property will be verified with Legal Services, and the identified owner(s) will be sent a letter inviting them to attend an interview within 7 working days. At this interview, STL legislation will be explained and it will be made clear that the owners of the property are committing a criminal offence by operating an unlicensed STL and must take immediate steps to rectify the situation by either:

- a. Immediately applying for the grant of a licence, or
- b. Confirming they will cease business activity

Within 7 working days of the interview an action plan will be drawn up detailing the steps that the hosts / owners must take and including timescales for compliance. This action plan must be signed by the host / owner.

If the host / owner of the property is not co-operative, appropriate enforcement action will be taken. Failure to provide information is an offence and liable on summary conviction to a fine. See section 14 of this policy

11.3. Enforcement Notice

The Council has the power to serve Enforcement Notices. Where complaints, visits to premises, or other information confirm that any licence condition has been breached, the Council will require the licence holder to take action to resolve the situation within a reasonable period.

If informal measures do not result in resolution, the Council will serve an Enforcement Notice ("non-compliance" or "improvement" notice). The notices will set out the matters constituting a breach or a likely breach, the action required to rectify or prevent the breach and the date by which the action must be taken.

Enforcement Notices will also be served if a future breach of a licence condition is anticipated, for example, a host or operator is advertising property with a maximum capacity of ten guests, in breach of a licence condition specifying no more than eight. This would be evidenced in a listing or advertisement.

11.4. Variation of a Licence / Material Change of Use

The local authority can vary the terms of the licence at any time, either at their discretion or if the licence holder asks them to do so.

No fee will be charged for a variation, however, there will be cases in which the variation under consideration is so substantial amount (Material Change of Use), in effect, to the issue of a new licence. In such cases, the local authority will request the licence holder submits an application for a new licence accompanied by the appropriate fee. This may apply where any of the following changes are proposed:

- Change of owner / agent;
- Increase in maximum number of residents;
- Significant structural changes to property.

Licence holders are requested to submit a written outline of any proposed changes to either the licenced property or to any person / organisation named on the licence application to the local authority in advance of their implementation. Failure to do so may affect the status of the current licence and will be taken into account when future licence applications are being determined.

Where an owner sells a licenced STL, the existing licence will transfer to the new owner and last for one month from the date of purchase if the new owner submits a licence application before the end of that month, and the licence will continue in force until that application is determined. If the new owner has not made an application the licence will expire on the date that ownership transfers.

Where a sole licence holder dies, the licence will transfer to that person's executor. The licence will expire three months after the date of death, unless, on an application by the executor, the local authority is satisfied that it is reasonable to extend it in order to wind up the licence holders' estate.

11.4. Refusal and Revocation of a Licence

An STL licence can be revoked at any time, if the host / owner or agent are no longer 'fit and proper', the living accommodation is no longer suitable and cannot be made so by varying the licence conditions, or any condition of licence has been breached.

In appropriate cases, advice and assistance will be offered to the licence holder to help them retain their licence and an action plan will subsequently be agreed in writing by both the host / owner and the local authority.

Where a host / owner refuses, or is unable, to take reasonable steps as considered appropriate to retain the licence the Housing Services Manager will submit a report to the local authority's Licensing Committee recommending that the licence be revoked.

In drafting this report the Housing Services Manager will liaise with Legal Services, Committee Services and other services as required.

Notice of a proposed revocation will be served on the licence holder, any person who has made a relevant written representation, the chief officer of the fire and rescue authority, and the chief constable, inviting each of them to make oral representations about the proposal.

This notice must set out the ground on which revocation is proposed, be accompanied by a copy of any relevant written representations, and be given not less than 21 days before the proposed hearing.

11.5 Surrendering a Licence

You can surrender your licence to East Renfrewshire Council at any time, when you no longer want to use your property to provide Short Term Lets.

Refund of any fees will be based on the proportionate elements associated with the enforcement and compliance of the licence.

11.6. Offences

Section 7 of the 1982 Act sets out four offences that currently attract fines on the standard scale

These are summarised in Appendix 8 of this policy or you can refer to the Scottish Governments guidance for Licensing Authorities here for any updates: <https://www.gov.scot/publications/short-term-lets/>

Section 12 Fees

12.1. Legislation

Licensing authorities must determine their own fees and fee structures to recover establishment and running costs specific to their area. This means that the fees charged by licensing authority will vary across Scotland, as is the case for HMO licensing and various other civic government licensing functions undertaken by licensing authorities.

Application, renewal and other chargeable fees will reviewed and increased annually in line with inflation rates, and updates will be published on the council's website: <https://www.eastrenfrewshire.gov.uk/article/5176/Short-Term-Lets>

12.2. Application Fees

Licence Type	Maximum Occupancy	Application Fee	Maximum Occupancy	Application Fee
Secondary Letting	Up to 2 bedrooms	£595	Per additional bedroom	£50 each

Home Letting	Up to 2 bedrooms	£405	Per additional bedroom	£50 each
Home Sharing	One bedroom	£230	Per additional bedroom	£25 each
Home Letting & Home Sharing	Up to 2 bedrooms	£405	Per additional bedroom	£50 each

12.3. Renewal Fees

Licence Type	Maximum Occupancy	Renewal Fee	Maximum Occupancy	Application Fee
Secondary Letting	Up to 2 bedrooms	£565	Per additional bedroom	£30 each
Home Letting	Up to 2 bedrooms	£385	Per additional bedroom	£30 each
Home Sharing	One bedroom	£219	Per additional bedroom	£15 each
Home Letting & Home Sharing	Up to 2 bedrooms	£385	Per additional bedroom	£30 each

12.4. Other Chargeable Fees

Item	Charge
Duplicate Licence	£15.85
Certified Licence	£142.25
Material Change of Circumstance	Refer to application fees
Inspection Visit (non-vexatious)	£147.40

The inspection visit charge will only apply to complaints which suggest a breach or possible breach of licence conditions and will be accompanied by a report within 28 days of the visit. This will not apply to vexatious complaints.

Section 13 Licence numbers

13.1 Provisional Licence Numbers

A unique licence number will be given to existing hosts and operators who apply for a licence before 1 April 2023. This is known as a provisional licence number and will allow existing hosts to continue operating until their application has been determined. Anyone applying after 1 April 2023 cannot operate whilst their application is being determined.

13.2 Licence Numbers

Licence numbers will be issued in a consistent format to assist letting agencies and platforms in being able to use the licence number provided by the host or operator in their listings.

The format of the licence number, alongside information contained in the public register, will allow anybody to identify:

- the Council that issued the licence (and therefore the area to which the licence relates);
- the type of short-term let to which the licence relates (public register); and
- the type of licence issued

13.3 Licence number specification

The licence number will comprise of 8 characters, three of which are alphabetical (capital letters) and 5 of which are numerical digits (D):

For example: **A1A2-DDDDD-A3**

The leading two characters (A1A2) will identify the Council; East Renfrewshire Council will use **ER**. The 5 digits will be issued by each Council.

The final character (A3) will denote the type of "licence" to be issued:

- **T** Temporary licence
- **P** Provisional licence number issued on receipt of a licence application
- **F** First (full) licence
- **R** Renewed licence

For example: **ER -00001 - P**

This number relates to a provisional licence (P). The type of short-term let (e.g. home sharing) will be displayed on the public register.

Only new hosts from the 1st October 2022 will require to have an approved licence before operating their business.

Section 14 Licensing Data

14.1. Introduction

Licensing authorities are required to maintain a public register of short-term let licences, and share the content of the register with Scottish Government on an ongoing regular basis in a format that enables analysis of the information.

By 1 July 2024, Scotland will have accurate up-to-date data on the number of short-term lets operating (based on licence applications), and their exact location (as well as other relevant data).

As data controllers, East Renfrewshire Council are responsible for ensuring compliance with UK General Data Protection Regulations, this includes storage, handling and disposal of all data related to licence applications they receive. The Data Protection Impact Assessment (DPIA) sets out further detail, as data controllers, on:

- data controllers and safeguards;
- data security;
- anonymity and pseudonymity;
- data handling procedures;
- storage and disposal of data; and
- identification methods.

East Renfrewshire Council must not keep personal data for longer than needed. The Council are responsible for storing data and disposing of it when it is no longer needed. Personal information must only be held for as long as it is necessary for the effective administration of the licensing scheme, this will be set at 7 years in line with current HMO obligations carried out by the Council

East Renfrewshire Council may share personal data, for specific purposes, as follows:

- i. Within and between local authorities, Scottish Fire and Rescue Service and Police Scotland as part of the notification process in order to carry out background checks.
- ii. With other licensing authorities, to share the reasons for suspending, varying or revoking a licence with each other. This might be relevant for example if a host/operator is deemed no longer fit and proper to hold a licence in one area and is also licenced by more than one licensing authority.
- iii. Impact assessments contained within: Short-term lets – licensing scheme and planning control areas: consultation analysis - www.gov.scot
- iv. Publication in the public register of licences
- v. Quarterly submissions to Scottish Government, so that data on licences from each local authority can be amalgamated at a national level, and to review against policy objectives. No personal data will be published in Scottish Government reports on short-term letting activity.
- vi. With letting agencies and platforms, or any person involved in advertising or listing of a property of the fact that:
 - unlawful unlicensed premises are being advertised or listed; or
 - a licence has been suspended or revoked (or varied where the
 - variation affects the maximum occupancy of the property). This will
 - allow letting agencies and platforms to remove adverts or listings or
 - require amendment if they are inaccurate.

Further details on data processing can be found in the Scottish Government's DPIA in the 2020 consultation report here: <https://www.gov.scot/publications/short-term-lets/>

14.2. Managing the data

The lawful basis and objectives for collecting, processing and sharing the data (set out in the DPIA) require licensing authorities to:

- a) collect sufficient data for monitoring and enforcement purposes, including setting out requirements for the sharing of relevant information between licensing authorities for hosts and operators with premises in more than one area (**operational data**).
- b) share data, including the number, type and location of short-term lets, with Scottish Government in a consistent format on an ongoing regular basis

(analytical data). The Scottish Government will combine data into a national database for subsequent analysis but will not include personal data in its report. Operational and analytical data is expected to be shared using the same format and data field specifications as in the public register, with any additional fields appended.

- c) publish and maintain a register of short-term let licences and their status (granted, refused, being determined, revoked, lapsed etc.), which can be accessed and searched by members of the public (**public register**). East Renfrewshire Council must publish the register on a quarterly basis.

(c) The Public Register

East Renfrewshire Council must:

- a) make the register available to the public electronically, in a searchable format;
- b) publish or update their register on **at least** a quarterly basis. By 1 October 2023, the Scottish Government expects licensing authorities to provide more frequent or live updates where it is possible to do so.

East Renfrewshire Council can remove data from the register of data in respect of:

- licences that have been revoked for more than 12 months; or
- licences that have been surrendered.

Note that, reasons for revoking a licence may be appropriate to retain for longer than 12 months if it is likely to be relevant in determining any new application for a licence by the host.

(d) Data Sharing with Scottish Government

The data to be shared regularly will include the contents of the public register, in a format that enables analysis of the information. In addition to the data fields that must be included in the public register, the Scottish Government also wishes to collect the following data and expects the Council to ensure these fields are included in their data collections and provided, as part of quarterly returns.

This will ensure consistent data across Scotland and facilitate robust analysis:

- a) Date application determined;
- b) Licence expiry date;
- c) UPRN;
- d) Application outcome (selecting one of the following reasons):
 - i. Applicant(s) not fit and proper;
 - ii. Premises not suitable;
 - iii. Planning permission required and not held;

This information will allow for monitoring of application processing times, average length of time a licence is granted for, and common reasons for applications being refused in order to monitor and evaluate the policy.

The Scottish Government intends to work with licensing authorities over the coming months to finalise the data specification for the data to be shared with Scottish

Government on a regular basis. This is likely to involve use of ProcXed to design and manage data collection from licensing authorities.

East Renfrewshire Council may choose to, but need not, include some or all of the additional fields set out within their public registers.

Section 15 Complaints and Right of Appeal

Complaints regarding the Council's operation of its Short-Term Lets Licensing Policy or Procedures will be investigated in accordance with the Council's formal Complaints Procedure.

Complaints should be sent to the Senior Officer at:
privatesectorhousing@eastrenfrewshire.gov.uk for investigation.

Alternatively complaints can be sent by post to:
Senior Officer (Private Sector Housing Team)
East Renfrewshire Council
211 Main Street
Barrhead
East Renfrewshire, G78 1SY

The Council will aim to respond to 1st stage complaints within 5 working days and 2nd stage complaints within 20 working days. The Council will keep a record of all complaints made under this Policy.

Section 16 Monitoring and Review

16.1. Monitoring

The Senior Officer for the Private Sector Housing team will monitor the Short-Term Lets licensing scheme on a quarterly and annual basis.

16.2 Charter Indicators

The Scottish Housing Regulator monitors the quality and value of the Council's housing services. In line with the Scottish Social Housing Charter, the Council will monitor the success of the Short-Term Lets licensing scheme via Charter Indicators:

Indicator 3 – Percentage of all complaints responded to in full at Stage 1 and the percentage of all complaints responded in full at Stage 2 of the Council's Corporate Complaints Procedure.

We shall also review the number of any objections and refusals when reviewing our policy in 2023/24.

16.3 Review timescale

The Short-Term Lets Policy will be reviewed after the first 12 months of the licensing scheme's implementation. The Council will review the Policy every 3 years thereafter

Section 17 Equality

The Equality Act 2010 Act introduced a new public sector equality duty which requires public authorities, to try and eliminate discrimination, promote equality and good relations across a range of protected characteristics.

Prior to the Council implementing this policy an equality, fairness and rights impact assessment was undertaken. This can be viewed on the councils website: [Short Term Lets - East Renfrewshire Council](#)

Section 18 Appendices

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APPENDIX 1 DEFINITIONS

Definitions can be found in the Scottish Government guidance at:
<https://www.gov.scot/publications/short-term-lets/>

For the purposes of this policy -

1982 Act means the Civic Government (Scotland) Act 1982;

Accommodation includes whole or any part of a premises;

East Renfrewshire Council, “**the Council**” means East Renfrewshire Council, a Local Authority in terms of the Local Government (Scotland) Act 1994 having its headquarters at the Eastwood Park, Rouken Glen Road, Giffnock. G46 6UG;

Guest means a person who occupies accommodation under a Short Term Let;

Home letting means a Short Term Let for the use, while the host is absent, of accommodation which is, or is part of, the host’s only or principal home;

Home sharing means a Short Term Let for the use, while the host is present, of accommodation which is, or is part of, the host’s only or principal home;

Host means a person who is the owner, tenant, or person who otherwise exercises control over occupation and use, of the accommodation which is the subject of a Short Term Let;

Licensing Authority means the licensing authority responsible for the processing of STL licences under the 1982 Act;

Licensing Committee means the East Renfrewshire Council’s licensing and regulatory committee;

Scottish Fire and Rescue Services is a body corporate established under the Police and Fire Reform (Scotland) Act 2012 and having its registered headquarters at Westburn Drive, Cambuslang, G72 7NA;

Short Term Let or STL The Order defines “short-term let” as: “the grant of an agreement in the course of business for the use of residential accommodation (or a part of the accommodation) by a guest, where all of the following criteria are met:

- a) The guest does not occupy the accommodation as the guest’s only or principal home,
- b) The agreement is entered into for commercial consideration,
- c) The guest is not:-
 - (i) an immediate family member of a person granting the agreement,
 - (ii) sharing the accommodation with a person granting the agreement for the principal purpose of facilitating the provision of work or services by the guest to that person or other members of the household, or
 - (iii) sharing the accommodation with a person granting the agreement for the principal purpose of advancing the guest’s education, as part of an arrangement made or approved by a school, college, or further or higher educational institution,
- d) The accommodation is not provided for the principal purpose of facilitating the provision of work or services by the guest to the person who is granting the agreement or to another member of that person’s household, and
- e) The accommodation is not excluded accommodation (as defined in Schedule 1 to the Order and which includes hotels, boarding houses and guest houses)”.

Short-term Let Control Area has the meaning provided in section 26B of the Town and Country Planning (Scotland) Act 1997;

Short Term Let licence or “STL licence” means a licence for a Short Term Let;

Policy means this Short Term Lets policy;

Police Scotland means the police service of Scotland having its headquarters at Tulliallan Castle, Kincardine;

Secondary letting means a Short Term Let for the use of accommodation which is not, or is not part of, a host’s (double check) only or principal home; and

Type of Short Term Let means one of the following purposes: Secondary letting; Home letting; Home sharing; or Home letting and Home sharing.

APPENDIX 2 EXCLUDED ACCOMMODATION AND TENANCIES

Excluded accommodation means accommodation which is, or is part of:

- a) an aparthotel,
- b) premises in respect of which a premises licence within the meaning of section 17 of the Licensing (Scotland) Act 2005 has effect and where the provision of accommodation is an activity listed in the operating plan as defined in section 20(4) of that Act,
- c) a hotel which has planning permission granted for use as a hotel,
- d) a hostel,
- e) residential accommodation where personal care is provided to residents,
- f) a hospital or nursing home,
- g) a residential school, college or training centre,
- h) secure residential accommodation (including a prison, young offenders institution, detention centre, secure training centre, custody centre, short-term holding centre, secure hospital, secure local authority accommodation, or accommodation used as military barracks),
- i) a refuge,
- j) student accommodation,
- k) accommodation which otherwise requires a licence for use for hire for overnight stays (not including an HMO licence granted under section 129 of the Housing (Scotland) Act 2006),
- l) accommodation which is provided by the guest,
- m) accommodation which is capable, without modification, of transporting guests to another location,
- n) a bothy, or
- o) accommodation owned by an employer and provided to an employee in terms of a contract of employment or for the better performance of the employee's duties.

An **“excluded tenancy”** is a tenancy which falls within any of the following definitions:

- a) a protected tenancy (within the meaning of section 1 of the Rent (Scotland) Act 1984);
- b) an assured tenancy (within the meaning of section 12 of the Housing (Scotland) Act 1988);
- c) a short assured tenancy (within the meaning of section 32 of the Housing (Scotland) Act 1988);
- d) a tenancy of a croft (within the meaning of section 3 the Crofters (Scotland) Act 1993);
- e) a tenancy of a holding situated out with the crofting counties (within the meaning of section 61 of the Crofters (Scotland) Act 1993) to which any provisions of the Small Landholders (Scotland) Acts, 1886 to 1931) applies;
- f) a Scottish secure tenancy (within the meaning of section 11 of the Housing (Scotland) Act 2001);
- g) a short Scottish secure tenancy (within the meaning of section 34 of the Housing (Scotland) Act 2001);
- h) a 1991 Act tenancy (within the meaning of section 1(4) of the Agricultural Holdings (Scotland) Act 2003);
- i) a limited duration tenancy (within the meaning of section 93 of the Agricultural Holdings (Scotland) Act 2003);
- j) a modern limited duration tenancy (within the meaning of section 5A of the Agricultural Holdings (Scotland) Act 2003);
- k) a short limited duration tenancy (within the meaning of section 4 of the Agricultural Holdings (Scotland) Act 2003);
- l) a tenancy under a lease under which agricultural land is let for the purpose of its being used only for grazing or mowing during some specified period of the year (as described in section 3 of the Agricultural Holdings (Scotland) Act 2003);
- m) a private residential tenancy (within the meaning of section 1 of the Private (Tenancies) (Scotland) Act 2016); or
- n) a student residential tenancy.

APPENDIX 3 MANDATORY LICENSING CONDITIONS

Agents

1. Only those named as a holder of the licence can carry out the day to day management of the short-term let of the premises.

Type of licence

2. The holder of the licence may only offer the type of short-term let for which the licence has been granted.

Fire safety

3. The holder of the licence must ensure the premises has satisfactory equipment installed for detecting, and for giving warning of:

- a) fire or suspected fire, and
- b) the presence of carbon monoxide in a concentration that is hazardous to health.

4. The holder of the licence must keep records showing that all upholstered furnishings and mattresses within the parts of the premises which are for guest use, or to which the guests are otherwise permitted to have access, comply with the Furniture and Furnishings (Fire Safety) Regulations 1988

Gas safety

5. Where the premises has a gas supply:

- a) the holder of the licence must arrange for an annual gas safety inspection of all gas pipes, flues and appliances in the premises,
- b) if, after an annual inspection, any appliance does not meet the required safety standard, the holder of the licence must not allow a short-term let of the premises until the works necessary to bring the appliance to the required safety standard have been carried out.

Electrical safety

6. Where there are electrical fittings or items within the parts of the premises which are for guest use, or to which the guests are permitted to have access, the holder of the licence must:

- a) ensure that any electrical fittings and items are in:
 - i. a reasonable state of repair, and
 - ii. proper and safe working order,
- b) arrange for an electrical safety inspection to be carried out by a competent person at least every five years or more frequently if directed by the competent person,
- c) ensure that, following an electrical safety inspection, the competent person produces an Electrical Installation Condition Report on any fixed installations,
- d) arrange for a competent person to:
 - i. produce a Portable Appliance Testing Report on moveable appliances to which a guest has access, and
 - ii. date label and sign all moveable appliances which have been inspected.

7. In determining who is competent, the holder of the licence must have regard to guidance issued by the Scottish Ministers under section 19B(4) of the Housing (Scotland) Act 2006(2).

Water safety: private water supplies

8. Where the premises are served by a private water supply, the licence holder must comply with the requirements on the owners of private dwellings set out in the Water Intended for Human Consumption (Private Supplies) (Scotland) Regulations 2017

Water safety: legionella

9. The holder of the licence must assess the risk from exposure to legionella within the premises, whether or not the premises are served by a private water supply.

Safety & repair standards

10.

- a) The holder of the licence must take all reasonable steps to ensure the premises are safe for residential use.

- b) Where the premises are subject to the requirements of Chapter 4 of Part 1 of the Housing (Scotland) Act 2006, the holder of the licence must ensure that the premises meet the repairing standard.

Maximum Occupancy

11. The licence holder must ensure that the number of guests residing on the premises does not exceed the number specified in the licence.

Information to be displayed

12. The holder of the licence must make the following information available within the premises in a place where it is accessible to all guests:

- a) a certified copy of the licence and the licence conditions,
- b) fire, gas and electrical safety information,
- c) details of how to summon the assistance of emergency services,
- d) a copy of the gas safety report,
- e) a copy of the Electrical Installation Condition Report, and
- f) a copy of the Portable Appliance Testing Report.

Planning Permission

13. Where the premises is in a short-term let control area for the purposes of section 26B of the Town and Country Planning (Scotland) Act 1997 ("the 1997 Act"), the holder of the licence must, where the use of the premises for a short-term let requires planning permission under the 1997 Act, ensure that either:

- a) an application has been made for planning permission under the 1997 Act and has not yet been determined, or
- b) planning permission under the 1997 Act is in force.

Listings

14.

1. The holder of the licence must ensure that any listing or advert (whether electronic or otherwise) for the short-term let of the premises includes:
 - a) the licence number, and
 - b) a valid Energy Performance Certificate rating if an Energy Performance Certificate is required for the premises, in accordance with the Energy Performance of Buildings (Scotland) Regulations 2008
2. The holder of the licence must ensure that any listing or advert (whether electronic or otherwise) for the short-term let of the premises is consistent with the terms of the short-term let licence.

Insurance

15. The holder of the licence must ensure that there is in place for the premises:

- a) valid buildings insurance for the duration of the licence, and
- b) valid public liability insurance for the duration of each short-term let agreement.

Payment of fees

16. The holder of the licence must pay any fees due to the licensing authority in respect of the licence on demand.

False or misleading information

17. The holder of the licence must not provide any false or misleading information to the licensing authority.

Interpretation

18. In this schedule:

"Electrical Installation Condition Report" means a report containing the following information:

- a) the date on which the inspection was carried out,
- b) the address of the premises inspected,
- c) the name, address and relevant qualifications of the person who carried out the inspection,
- d) a description, and the location, of each installation, fixture, fitting and appliance inspected,
- e) any defect identified,
- f) any action taken to remedy a defect,

“Energy Performance Certificate” means a certificate which complies with regulation 6 of the Energy Performance of Buildings (Scotland) Regulations 2008, “gas safety report” means a report containing the following information:

- a) the date on which the appliance or flue was checked,
- b) the address of the premises at which the appliance or flue is installed,
- c) a description of and the location of each appliance or flue checked,
- d) any safety defect identified,
- e) any remedial action taken,
- f) confirmation that the check undertaken complies with the requirements of an examination of:
 - i. the effectiveness of any flue,
 - ii. the supply of combustion air,
 - iii. subject to head (iv), its operating pressure or heat input or, where necessary, both,
 - iv. if it is not reasonably practicable to examine its operating pressure or heat input (or, where necessary, both), its combustion performance,
 - v. its operation so as to ensure its safe functioning,
 - vi. the name and signature of the individual carrying out the check, and
 - vii. the registration number with which that individual, or that individual’s employer, is registered with a body approved by the Health and Safety Executive for the purposes of regulation 3(3) of the Gas Safety (Installation and Use) Regulations

APPENDIX 4 ADDITIONAL LICENCE CONDITIONS

East Renfrewshire Council are considering adding these specific conditions to all STL licences:

Provision of Hot Tubs or Spa Pools

1. The licence holder must declare if they provide the use of a hot tub/spa pool (or similar) for guests and assess the provision for legionella.
2. The licence holder must take reasonable steps to:
 - *provide a separate legionella risk assessment is carried out for this facility and provide evidence to East Renfrewshire Council as part of their application.*
 - *follow the guidance laid out in HSG 282 - The control of legionella and other infectious agents in spa-pool systems: <https://www.hse.gov.uk/pubns/priced/hsg282.pdf>*
 - *carry out relevant and routine testing and monitoring as set out by HSE guidance*
 - *ensure that provision is included within EICR reports*
 - *the provision of information on safe use / risks are provided to guests*

Wood Burning Stoves (Indoor and Outdoor)

1. The licence holder must declare the provision of any wood burning stoves (or similar) for both indoor and outdoor use for guest use for fire, smoke and carbon monoxide safety and nuisance measures.
2. The licence holder must take reasonable steps to:
 - *check what local regulations are in place for the type of stove (or similar) and the type of fuel to be burned.*
 - *check the stove and fuel comply with the regulations.*
 - *check that there is no smoke nuisance caused by the activities*
 - *ensure fuels are stored safely*
 - *provide information on safe use / risks to guests.*
 - *Ensure that for smoke control areas reference should be made to DEFRA exempt appliances and authorised fuels in Scotland.*

Information on exempt appliances and authorised fuels in your area can be found here <https://smokecontrol.defra.gov.uk/search.php>

East Renfrewshire Council may also consider the following conditions:

1. Material Changes

The licence holder shall notify the Council immediately of any material change of circumstances affecting the licensed premises or the licence holder (or any agent appointed by them to manage part or all of the licensed activity), including details of any criminal convictions incurred by such persons since the granting or renewal of the licence

2. Reporting of Certain Incidents

The licence holder shall notify the Council, as soon as is reasonably practicable, of the details of any incident affecting, or within, the licensed premises which (a) has resulted in structural damage to, or structural collapse within, the premises, or (b) which has involved a gas leak, fire, or explosion necessitating the call-out of the Emergency Services.

3. Anti-Social Behaviour

The licence holder must take reasonable steps to manage the premises in such a way as to seek to prevent and deal effectively with any antisocial behaviour by guests to anyone else in the short-term let and in the locality of the short-term let.

The licence holder must take reasonable steps to:

- i. ensure that no disturbance or nuisance arises within or from the premises, for example by explaining the house rules to the guests;
- ii. deal effectively with any disturbance or nuisance arising within or from the premises, as soon as reasonably practicable after the licence holder is made aware of it; and

- iii. ensure any vehicles belonging to guests are parked lawfully, for example explaining where any designated parking spaces are to be found and highlighting any local rules.
- iv. The licence holder shall notify the Council, as soon as is reasonably practicable, of the details of any incident of anti-social behaviour affecting or emanating from the premises which has necessitated police involvement.

4. Privacy and Security

The licence holder must manage the premises in such a way as to respect and protect the privacy and security of neighbours.

The licence holder must ensure:

- i. guests know and understand any particular rules applying to shared areas and entrances;
- ii. guests understand that shared doors should be properly and securely closed after use; and
- iii. the provision of access codes or keys to guests cannot be used by guests to gain access to shared areas after they have finally departed.

5. Noise

The licence holder must ensure that the bedrooms, living room and hallway in the premises have a suitable floor covering in order to minimise impact and airborne noise affecting any properties below. (i.e. carpet or vinyl floor covering with quality underlay)

(Condition may be applied following investigation of concerns regarding noise and would be applied to properties located at 1st floor and/or above where a residential property is located below.)

The licence holder must take reasonable steps to ensure that guests do not first arrive or finally depart from the property between the hours of 11 pm to 7 am. The licence holder must advise guests of this as part of their booking terms and conditions. (Note: "reasonable steps" allows for exceptions, such as significantly delayed transport.)

(Condition would only be applied to those properties located at 1st floor and/or above where a residential property is located below, in close proximity to a neighbouring property or whether there is a shared entrance/communal areas.)

The licence holder must take reasonable steps to ensure that guests do not use the hot tub after 2200hrs

(Condition may be applied following investigation of concerns regarding noise associated with hot tubs and where a hot tub is positioned in close proximity or overlooked by neighbouring property.)

The licence holder must take reasonable step to ensure that guests do not play amplified music within the garden or external areas after [23:00 hours] where it would impact neighbouring residents.

(Condition may be applied following investigation of concerns regarding noise associated with playing music in outdoor areas.)

6. Littering & Waste Disposal

The licence holder shall ensure that adequate facilities, to the satisfaction of the Council, are provided for the storage, recycling and disposal of all waste and shall ensure that all common areas of the premises and all common external areas within the curtilage of the premises are kept in a clean, tidy, and well-maintained condition to the satisfaction of the Council.

The licence holder shall be responsible for advising residents of the refuse collection day and for making arrangements for the presentation of wheeled bins for collection at the appropriate time and day.

The licence holder should:

- i. clearly label bins as belonging to the premises

- ii. ensure guests are made aware of how to correctly use the bins provided for the premises
- iii. provide bins/sacks
- iv. ensure that guests manage their waste properly, including when they depart
- v. ensure guests are made aware as to what items should not be disposed of by flushing down the toilet

7. Preventing damage to property

The licence holder must not affix a key box, or other device to facilitate guest entry to the property, to any public or jointly owned private infrastructure without prior written permission of the relevant authority or owner(s). The licence holder must be able to produce the permission to the licensing authority on request

8. Prohibition of LPG room-heaters and storage of inflammable liquids etc.

The licence holder shall not permit the use or storage on the premises of LPG room-heaters or, unless in an external store designed and approved for such storage, the storage of any liquefied petroleum gas (LPG) or any highly inflammable liquid, gas, or substance. This condition shall not apply to small amounts of liquids or gas sold in small non-refillable retail packs (e.g. lighter fuel or cosmetic appliance cartridges) kept by guests for their own use. Nor shall it apply to the external storage of LPG in cylinders or tanks which are provided by the licence holder for the provision of gas for cooking or for water or space heating or other domestic use, provided the storage complies fully with LPGA Codes of Practice and Building Regulation Technical Standards and that any installation connected to such cylinders or tanks complies with The Gas Safety (Installation and Use) Regulations 1998 or any amendment thereto

9. Requirement to produce on demand any policy, certificate etc.

The licence holder shall require to produce on demand to any authorised person any policy, certificate, document, record, certificate of inspection or safety, licence or plan required by or issued in terms pursuant to any condition of this licence.

APPENDIX 5 APPLICANT CHECKLIST**Application checklist**

This list helps you check you have the relevant information to submit an application for a licence. Getting your application right first time will help you to get a decision more quickly.

Your licensing authority will set out the detail and format of any documentation that must accompany your application.

Preliminary	
I am providing or intend to provide short-term lets	
I know the date by which I need to apply for a licence	
I know whether I can continue operating whilst my application is processed	
I know which type of licence I want to apply for: <ul style="list-style-type: none"> • home letting • home sharing • home sharing and home letting; or • secondary letting. 	
I have identified my licensing authority based on the address of my premises. You can find out which local authority your property is located in by entering the postcode at the following webpage: Find your local council - GOV.UK (www.gov.uk)	
I have checked whether my licensing authority considers applications for temporary exemptions and, if so, whether I should apply for one.	
I have checked whether my licensing authority considers applications for temporary licences and, if so, whether I should apply for one.	

Applicants (see chapter 2)

I have identified the owners and those involved with the day-to-day management of my premises.	
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I have the permission of the owners of the premises (or their representative) in writing to use it for this purpose.	
To the best of my knowledge, I and the other people I will name on my application are fit and proper persons.	
I have contact details for the people and organisations I will name on my application form.	

Mandatory conditions (see chapter 2)		
Responsibility for the property	Agents – I have identified those involved with the day-to-day management of my premises and know that I cannot change them without the licensing authority’s approval.	
General safety and standards	General safety – I have taken all reasonable steps to ensure the property is safe for residential use.	
	Occupancy - I know how many guests I want to accommodate and I consider that I can do this safely. I have checked what the licensing authority will need to see regarding floor plans.	
	Repairing standard – I have worked out whether my premises is a dwelling-house and whether the repairing standard applies to me. [If relevant] My premises meets the repairing standard.	
	[If relevant] EPC – my premises has a valid EPC certificate issued within the last 10 years.	
Fire safety	Fire safety: premises – I have installed satisfactory equipment to detect and warn against fire or suspected fire, and carbon monoxide.	
	Fire safety: furniture and furnishings - my furniture and furnishings / furniture and furnishing guests have access to comply with fire safety regulations and I have records that demonstrate compliance.	
Gas safety	Gas safety – I have an up to date Gas Safety Certificate (dated within the last 12 months).	
Mandatory conditions (continued)		

Electrical safety	Electrical safety – I have made sure my electrical fittings and items are in good working order;	
	arranged for an electrical safety inspection to be carried out by a competent person;	
	obtained an Electrical Installation Condition Report on any fixed installations; and	
	obtained a Portable Appliance Testing Report on moveable appliances to which my guests have access and labelled inspected items.	
Water safety	Water supply – I have established that my premises are supplied with water by Scottish Water or I have established that my premises has a private water supply and I comply with the relevant regulations.	
	I have completed a legionella risk assessment for the premises	
	I have completed a separate legionella risk assessment for a hot tub / spa pool	
Other	Information for guests – I have prepared information for guests and know where I will put it for them on the premises.	
	Planning permission – I have established whether I need to submit evidence that I have planning permission (or a certificate of lawful use of development) or have made an application.	
	Listings: licence number – I have made plans to display my licence number on adverts and listings.	
	<i>[If relevant]</i> Listings: EPC rating – I have made plans to display my EPC rating on adverts and listings.	
	Buildings insurance – I have checked that there is valid buildings insurance in place for the premises.	
	Public liability insurance - I have checked that there is valid public liability insurance in place whilst my premises is let as a short-term let.	

Additional conditions

I have checked whether my licensing authority has any **additional licence conditions** and I can comply with the ones that are likely to apply to me.

Other matters to consider	
Food safety - I understand the food hygiene and safety rules that apply to me.	
<p>Alcohol Licensing – [if relevant] I understand the requirements if I wish to sell alcohol on my premises and have a valid licence with East Renfrewshire Council.</p> <p>Further information is available here: https://www.eastrenfrewshire.gov.uk/premises-licence</p>	
I comply with legal requirements that relate to fire safety set out in the Fire (Scotland) Act 2005.	
I have checked the title deeds of my premises.	
I will declare my income from my short-term let activity for tax purposes.	
I have checked with my lender that I am allowed to use my premises for this purpose.	
I am complying with other legal requirements that affect me, my business or my premises.	
I have considered engaging with my neighbours	
Fees	
I know the fee that I will be charged and I am ready to pay it with my application.	

APPENDIX 6 SHORT TERM LET LICENSING OBJECTION FORM

East Renfrewshire Council – Short Term Let Licensing	
Objection / Representation Form	
<p>This form should be received by the Council within 28 days from when the notice of application was displayed and submitted to:</p> <p>Email: privatesectorhousing@eastrenfrewshirecouncil.gov.uk Address: Private Sector Housing Team, 211 Main Street, Barrhead, East Renfrewshire, G78 1SY</p>	
Name of Person Making an Objection / Representation	
Address of Person Making an Objection / Representation	
Address or Licence Number of Short Term Let Property	
<u>Please Specify the Grounds for Objection:</u>	
<u>Please Specify the Nature of the Representation:</u>	
Signature:	
Print Name:	
Date:	

APPENDIX 7 SHORT TERM LET LICENSING SPACE STANDARDS

The space standard and occupancy of each room within the house will be based on the use made of the room.

Floor space will only be counted where there is a ceiling height of at least 1.5m.

The minimum width of a bedroom should be 2.25m.

1. Standards for bedrooms where there is a common living room and kitchen available and the common living room and kitchen comply fully with the STL Standards:

- Single room (1 adult) 6.5 square metres
- Double room (2 adults) 10.5 square metres
- Triple room (3 adults) 16.5 square metres
- Over 3 adults 16.5 square metres + 4.5 per person over 3
- Family room 10.5 square metres + 4.5 per child (2 adults + children under 10)

2. Standards for bedrooms where there is no communal living area available but a common kitchen which fully complies with the STL standards is available:

- 1 adult 10 square metres
- 2 adults 15 square metres
- 3 adults 19.5 square metres
- Over 3 adults 19.5 square metres + 6 per person
- Family room 15 square metres + 7 per child (2 adults + children under 10)

3. Standard for bedroom with cooker

- 1 adult 13 square metres
- 2 adults 19 square metres
- In normal circumstances children would not be accommodated in bedrooms with cookers. If, exceptionally, they are, appropriate measures must be taken to ensure their safety.

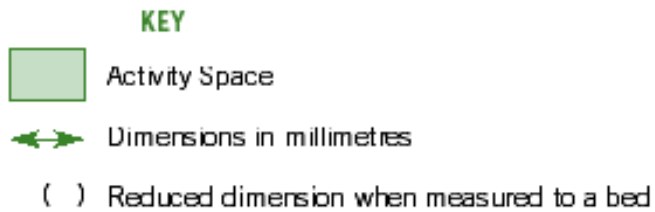
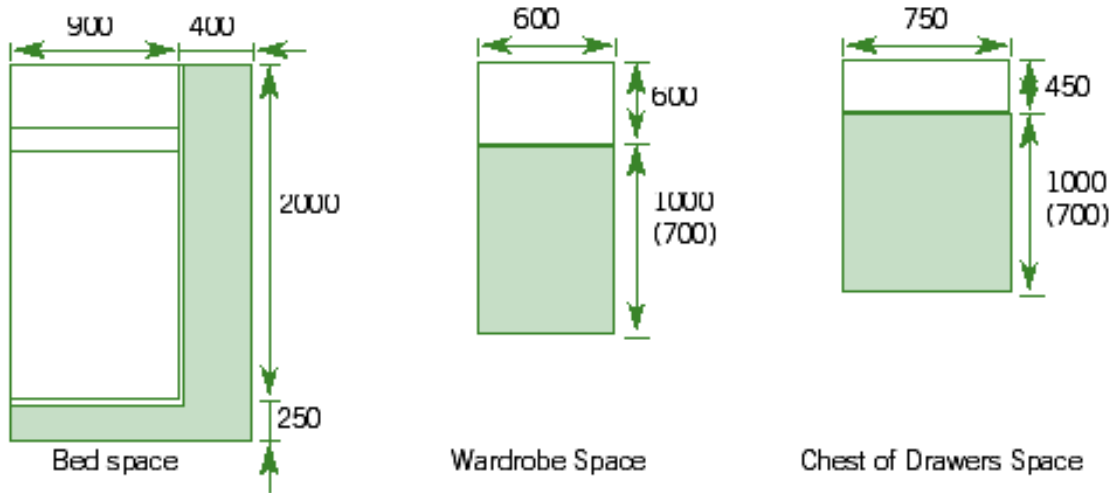
4. Standards for communal living room, excluding any area used as a kitchen

- 3-5 persons 8 square metres + 1.5 per person thereafter

5. Standards for communal living room

- 3-6 persons 11 square metres
- 7-10 persons 16.5 square metres
- 11-15 persons 19.5 square metres

Activity Spaces for bedrooms



Notes:

1. An activity space is measured at floor level.
2. The shaded area of an activity space may overlap only the shaded area of another activity space.

APPENDIX 8 SUMMARY OF OFFENCES UNDER 1982 ACT

Level on the scale maximum fine	Fine
1	£200
2	£500
3	£1,000
4	£2,500
5	£5,000

Operating without a licence

It is an offence, without reasonable excuse, to carry on an activity for which a licence is required without having such a licence. Depending on the activity, different punishments apply. The default is a fine not exceeding level 4 on the standard scale.

The Scottish Government intends to increase the maximum fine to £50,000 through provision in a suitable Bill early in this session (2021-26) of the Scottish Parliament.

Failing to comply with a licence condition

It is an offence to fail to comply with a licence condition, though it is a defence to have used all due diligence to prevent the offence. The default is a fine not exceeding level 3 on the standard scale.

The Scottish Government intends to increase the maximum fine to £10,000 through provision in a suitable Bill early in this session (2021-26) of the Scottish Parliament.

The maximum occupancy condition limits the number of guests in the premises. Breaching this condition might lead to significantly more revenue. The fine for failing to comply with the licence condition must outweigh the profit made from such a breach.

Note that some mandatory conditions are also enforceable through other legislation. Hosts and operators must include an EPC rating in their listing where they are required to have a valid EPC certificate for the premises under building standards legislation. A host or operator who fails to hold a valid EPC certificate, where required to have one under building standards legislation, can be fined as follows as a minimum:

£500 for failing to hold a valid EPC certificate; and
£500 for failing to display a rating on any property listing.

Failing to notify a change etc.

It is an offence for a licence holder, without reasonable excuse, to:

- a) fail to notify the licensing authority of a material change of circumstances (level 3 on the standard scale),
- b) make or cause or permit to be made any material change in the premises (level 3 on the standard scale),
- c) fail to deliver the licence to the licensing authority (level 1 on the standard scale).

Making a false statement

It is an offence to make a false statement in an application (level 4 on the standard scale).

The Scottish Government intends to increase the maximum fine to £10,000 through provision in a suitable Bill early in this session (2021-26) of the Scottish Parliament.

Licensing authorities should be aware that some hosts or operators may make a false declaration about where they live, in order to apply for a home sharing or home letting licence, rather than a secondary letting licence. The host or operator may be attempting to obtain a licence with a lower fee and to avoid planning controls.

EAST RENFREWSHIRE COUNCILCABINET13 October 2022Report by Director of EnvironmentSTRATEGIC HOUSING INVESTMENT PLAN 2023 – 2028**PURPOSE OF REPORT**

1. The purpose of the report is to seek approval for the proposed Strategic Housing Investment Plan 2023/24–2027/28 and for its submission to Scottish Government.

RECOMMENDATIONS

2. The Cabinet is asked to approve the East Renfrewshire Strategic Housing Investment Plan 2023–2028 for submission to Scottish Government by 28th October 2022.

BACKGROUND

3. The Scottish Government requires local authorities to supplement their Local Housing Strategy (LHS) with a Strategic Housing Investment Plan (SHIP) setting out in detail the Council's affordable housing investment priorities, and detailed programme, for the coming 5 years. The SHIP will detail what houses will be built, what location and, if available, who the proposed landlord will be. The profile of the SHIP programme should reflect the outcomes set out in the LHS to meet identified need for affordable homes in the local area. This detail is underpinned by estimated requirements produced from regional and local Housing Need and Demand Assessments (HNDA).

4. SHIPs must be produced and approved by local authorities annually. The existing SHIP programme will be rolled forward and added to, taking into account up to date resource planning assumptions and subsidy levels as set out by the Scottish Government. The proposed SHIP must gain local authority committee approval prior submission to the Scottish Government.

5. The Scottish Government committed to investing over £3.6 billion through its Affordable Housing Supply Programme (AHSP) support affordable housing delivery over this parliamentary term (2021-26). However, the Scottish Government has also recently extended this commitment to 110,000 affordable homes across Scotland by 2032, of which at least 70% of this will be homes for social rent. This recognises how integral housing is to wider commitments to tackling poverty and inequality, creating and supporting jobs, meeting energy efficiency and decarbonisation aims and creating connected, cohesive communities.

6. Whilst this funding is an increase on the previous programme it should be noted that Scottish Government funding for new build will be conditional on a number of requirements being met including fire suppression systems, additional indoor space for work or study, improved connectivity and access to outside space, higher energy efficiency standards and the use of modern construction methods.

7. Members should note that affordable housing development can include homes for social rent, mid-market rent and also low cost home ownership. The SHIP programme sets out those developments with a requirements for subsidy to deliver affordable homes, generally provided by the Council and other social landlords. Other affordable housing may be developed locally without subsidy as a contribution towards affordable from private housing developers, but is not included in the SHIP Programme.

Resource Planning Assumptions

8. The AHSP funding is allocated to each local authority through Resource Planning Assumptions (RPA) which indicates the number of new affordable homes that could be delivered in East Renfrewshire through the SHIP. The Scottish Government will assess each SHIP to determine the RPA for future years.

9. The current RPA's available for East Renfrewshire are set out below. £37.497m was allocated to East Renfrewshire via the AHSP for the parliamentary term 2021/26. Updated RPA's are not yet available in 2022 and so estimates have been applied to the later years of the SHIP programme to help plan ahead. The assumption has been made of sustained levels of funding given the national targets for delivery of affordable homes already set out, and a working figure of £36.585m is available for this SHIP programme at present:

Year	2021-22	2022-23 (Current Year)	2023-24	2024-25	2025-26	2026-27 <i>*estimate</i>	2027-28 <i>*estimate</i>	Total 2023/28
£m	£8.406m	£7.246m	£7.225m	£7.250m	£7.370m	£7.370m	£7.370m	£36.585m

10. A review of benchmark subsidy levels available to Councils and other social landlords for delivery of affordable housing in 2021 proposed that Councils will attract the average benchmark subsidy of £71,500 per unit, with Housing Association's a benchmark subsidy of £78,000 per unit. Additional quality measures provide scope to attract grant of a further maximum of £17,000 per unit covering enhanced standards e.g. additional space for work/study, carbon reduction and energy efficiency standards. Minimum subsidies of £53,500 for mid-market rent and £50,000 for Rental Off the Shelf (ROTs) have also been assumed.

11. Whilst this increase in subsidies is welcome, it should be noted that increasing costs of development and trade labour shortages continue to push up delivery costs per unit at this time, challenging the financial viability of projects.

12. In addition to Resource Planning Assumptions (RPA) funds received via the affordable housing programme, the council can also subsidise the building of affordable homes through monies raised via commuted sums (e.g. provided by private developers in lieu of on-site homes) and second home Council tax discounts. 161 affordable homes have been delivered to date with support from this funding pot.

13. In 2021/22, the SHIP programme for East Renfrewshire saw 39 new Council homes, and 40 new RSL homes for rent. A further 13 homes for sale at entry level prices were provided outwith the SHIP programme. However whilst construction did stall as a result of the pandemic, SHIP sites under construction in East Renfrewshire will have delivered a further 94 new properties by end March 2023.

REPORT

14. The SHIP 2023/24 to 2027/28 programme tables are attached as Appendix 1 to this report. The proposed SHIP programme uses the following approach to prioritising projects, and this will be applied as further sites come forward for consideration over the programme:

- Prioritising available funding to the delivery of social rented homes to meet very high demand from low income and vulnerable households, and meet our statutory obligations to homeless households;
- Where slippage in use of funding occurs due to sites progressing, the acquisition of homes will be used to increase social rented supply;
- The agreed and emerging proposals for sites meet a range of needs, including smaller and family sized homes, and those suitable for the elderly and disabled;
- Developments with the greatest certainty over timing and deliverability;
- A provision for delivery of mid-market rent homes to meet the needs of local people in the middle (i.e. cannot afford to buy on the market; and are lower in priority for available social housing); and
- Projects which support the regeneration of town centres and local living, with 20 minute neighbourhoods in mind.

15. The proposed SHIP could deliver affordable homes from 2023/24 to 2027/28 as follows:

- 447 units of new affordable housing primarily focused on new provision and social housing. Other affordable homes for sale are also expected, but will largely be delivered out with the SHIP through developer contributions (and without subsidy). The total figure of homes to be delivered is determined through planning discussion with individual developers.
- A provisional target of 10% of the new units programmed are expected to be accessible (e.g. for wheelchair users, older people, etc) or adaptable to meet changing needs. The emerging LHS currently being consulted upon will use the outcomes of recent research into the Local Need for Wheelchair Housing to confirm targets for numbers of fully wheelchair suitable housing in the future SHIP programme. Targets for Wheelchair suitable housing delivered through the private sector will be developed through the emerging Local Development Plan 3.
- Through work to develop the new LHS, research is being commissioned to identify the detailed need, market and location for mid-market rent homes locally. This will allow us to identify with partners who may be best placed to deliver this type of housing through the SHIP. More developed proposals will emerge shortly, but the preference is for this type of product to be developed via the Council or other social landlords.
- The SHIP also includes options to purchase housing from the open market. However this option will only be utilised where slippage in the new build programme occurs, or to target particular types of properties in short supply. As part of our broader Affordable Housing Strategy, we are also exploring the potential to bring long-term empty homes in the private sector back into use where these will meet identified need.

16. The proposed programme supports the delivery of the Community Planning Partnership's priorities outlined in the Local Outcome Improvement Plan. It also reflects the strategic housing priorities detailed in the Local Housing Strategy 2017-2022, as well as the emerging LHS for the 5 years ahead. Housing Services will present this draft LHS for approval later in 2022/23.

17. Following submission of our SHIP programme, the Scottish Government will use the details to prepare a Strategic Local Programme Agreement (SLPA), setting out the agreed programme of housing projects to be funded in East Renfrewshire through the AHSP over the next 3 years. The SLPA is expected to be received in early 2023/24 and will be brought to Cabinet for consideration.

18. To help meet the need and demand for affordable housing, the SHIP requires to be weighted to building in the Eastwood area where the greatest unmet need for affordable housing lies. However, there is significant demand also in Levern Valley as well as a changing profile of demand being driven in part by new housebuilding and investment in the area. Given land availability, potential developments in both areas will be considered for the SHIP, and reviewed according to the priorities outlined above.

19. Members should be aware that the SHIP Programme is reliant on landowners and private sector developers bringing forward sites for development, presenting an element of risk in delivery timescales which may result in uncommitted resources being redistributed by the Scottish Government. However, the partnership approach taken in the Barrhead South, North and Maidenhill development masterplan areas includes planned phasing of sites and firmer agreement on the affordable housing element to be delivered, improving certainty for these projects in the SHIP.

FINANCE AND EFFICIENCY

20. In addition to RPA funds received via the AHSP, East Renfrewshire's Affordable Housing 'Pot', i.e. commuted sums and Council tax discounts, has also been committed to support the SHIP programme. The current funding level proposed equates to around £1.935m with potential for additional contributions to be added over the period of the affordable housing programme, as these are received.

CONSULTATION

21. Consultation on the draft SHIP programme each year is carried out with a range of stakeholders, including local social landlords and Health and Social Care Partnership (HSCP).

22. The recommendations from the consultation were used to inform this iteration of the SHIP and advance the partnership working with our partners.

PARTNERSHIP WORKING

23. On sites where the delivery partner (Council or Housing Association) has still to be confirmed, we invite expressions of interest and discussions are held to identify the most suitable partner to take these forward in relation to locale, scale and the size and type of housing required in that area.

24. We will use the emerging action plan from our Wheelchair and Accessible Housing research, as well as our contribution towards the Health and Social Care Strategic Plan, to agree with our partners the detailed mix of housing required on identified development sites.

IMPLICATIONS OF THE PROPOSALS

25. The equality and sustainability implications associated with the SHIP programme are addressed in the relevant Equality Impact and Strategic Environmental Assessment reports undertaken for the LHS and Local Development Plan.

CONCLUSIONS

26. The proposed SHIP details how the council intends the funding allocation from Scottish Government to be spent on delivering affordable housing across East Renfrewshire. Demand for new social rented housing, especially new council housing, continues to outstrip supply available. To address this the council increased its initial building programme to 370 new homes. Through the emerging LHS we will consider options for increasing the SHIP programme further, in conjunction with our local partners.

27. Identifying additional sites for development is an on ongoing challenge, and we continue to work proactively to consider potential sites for development in the short term. At a strategic level, the LHS priorities are expected to influence development of Local Development Plan 3 to ensure sufficient land is available for housing development, and that a suitable mix of housing is provided to meet the needs of our residents.

RECOMMENDATIONS

28. The Cabinet is asked to approve the East Renfrewshire Strategic Housing Investment Plan 2023-2028 for submission to Scottish Government by 28th October 2022.

Director of Environment

Further details can be obtained from Phil Daws, Head of Environment (Strategic Services), 0141 577 3186.

Convener contact details

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September 2022

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Appendix 1 – Cabinet 13.10.22 (East Renfrewshire SHIP Programme (Draft) 2023-28)



PROJECT	DEVELOPER	UNITS TENURE						Estimated SG Grant
		Social Rent	2023/24	2024/25	2025/26	2026/27	2027/28	
Commercial Road, Barrhead	East Renfrewshire Council	49	0.499	2.867	0.789	0.000	0.000	4.155
Barrhead Road, Newton Mearns	East Renfrewshire Council	18	0.064	1.358	0.176	0.000	0.000	1.598
Maidenhill Area A1 (CALA)	East Renfrewshire Council	48	0.000	4.070	0.000	0.000	0.000	4.070
Maidenhill Area A2 (CALA)	East Renfrewshire Council	34	0.000	2.883	0.000	0.000	0.000	2.883
Maidenhill Area A3 (CALA)	East Renfrewshire Council	18	0.000	0.000	1.526	0.000	0.000	1.526
Maidenhill- Malletsheugh Inn- Robertson Homes	East Renfrewshire Council	14	0.175	0.854	0.000	0.000	0.000	1.029
Walton Street, Barrhead	Barrhead HA	32	0.500	2.060	0.000	0.000	0.000	2.560
Netherton Farm - Dundarnock	Barrhead HA	25	1.400	0.000	0.000	0.000	0.000	1.400
Chappelhill - Chappelfield Farm	Barrhead HA	25	0.000	0.000	0.000	0.350	1.225	1.575
Mid market rent programme	Barrhead HA/ East Renfrewshire Council	30	0.535	0.535	0.535	0.000	0.000	1.605
ROtS programme	Barrhead HA	15	0.375	0.375	0.000	0.000	0.000	0.750
Town Centre Regeneration Project	Barrhead HA/ East Renfrewshire Council	48	0.000	0.730	3.420	0.410	0.000	4.560
Kirkton Road, Neilston - Dawn Homes	Link HA	24	1.668	0.300	0.000	0.000	0.000	1.968
Armside Court	Hanover HA	12	0.312	0.312	0.312	0.000	0.000	0.936
Barrland Court	Hanover HA	19	0.482	0.500	0.500	0.000	0.000	1.482
Barrhead North Masterplan, Shanks Park, Crudens	TBC	36	0.000	0.000	0.000	0.250	2.342	2.592
Total		447	6.010	16.844	7.258	1.010	3.567	34.689

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EAST RENFREWSHIRE COUNCILCABINET13 October 2022Report by Director of EnvironmentHOUSING SERVICES ANNUAL PERFORMANCE REPORT & ASSURANCE STATEMENT
2021/22 (SCOTTISH SOCIAL HOUSING CHARTER)**PURPOSE OF REPORT**

1. The purpose of this report is to seek approval for the Annual Assurance Statement (AAS) 2022.

RECOMMENDATIONS

2. It is recommended that the Cabinet:
- a) Note our performance report against Scottish Social Housing Charter (SSHC) indicators and measures and how the Housing Service compares against 2020-21 and the average for the housing sector. This is listed in appendix 1;
 - b) Note the Action Plan (Appendix 2) to further strengthen our compliance against the Regulatory Framework and SSHC; and
 - c) Approve the AAS 2022 (appendix 3), which has been prepared taking into account the outcomes of Housing Services self- evaluation of our performance, compliance with the Regulatory Framework, SSHC, as detailed at Appendix 1.

BACKGROUND

3. The Scottish Social Housing Charter (SSHC) requires each landlord to provide the SHR with details of performance against 37 performance indicators and information for 32 contextual indicators by 31st May each year. This is known as the Annual Return on the Charter (ARC). This detail has been submitted to Cabinet each year since its introduction in 2013/14.

4. The Scottish Housing Regulator (SHR) will undertake the following based on the ARC submission. They will produce:

- a summary Landlord Report for every social landlord in Scotland and they publish this on their website. East Renfrewshire's performance information from 2021/22 can be viewed at:
<https://www.housingregulator.gov.scot/landlord-performance/landlords/east-renfrewshire-council>
- an Engagement Plan for each landlord, which outlines the areas of scrutiny they will focus on, based on the prior year's reported performance.

5. The SHR's Regulatory Framework also requires all social landlords to produce an AAS confirming compliance with the Regulatory Framework, SSHC standards and with statutory obligations, and on approval by committee/board, to submit this to SHR for consideration annually by 31st October.

6. The AAS:

- requires a self-evaluation to be undertaken by each landlord looking at performance and the quality of services provided.
- should be accompanied by an appropriate action plan, where any areas of non-compliance with standards are identified.

7. A self-assessment of our performance and quality of services has been undertaken and there is a good level of compliance against the Regulatory Framework. An action plan (Appendix 2) has been developed to further strengthen our compliance against the Framework going forward, also to attend to areas for improvement in our performance against the SSHC.

8. Where any failures in compliance with legal or safety standards have been identified, these will also have been notified directly to the SHR and any other relevant bodies.

9. The SHR will use the information from the ARC as well as the Annual Assurance Statement to inform the Engagement Plan for the following year, and to determine the key areas of risk identified in the Local Scrutiny Plan for each Local Authority.

REPORT

10. The performance report against the SSHC (Appendix 1) demonstrates that Housing Services is performing well in key areas in comparison to last year and the average for the housing sector in Scotland. The highlights in our performance are set out below.

11. Social landlords across Scotland also continue to face a number of challenges in recovering performance affected by the pandemic, and in light of current economic challenges. The areas we have identified for improvement are also set out below, and reflected in our Action Plan (Appendix 2).

Areas of Good Performance

Repairs

12. Our repairs service is delivered through the Housing Maintenance Team supported by external contractors for specialist works. The performance is excellent illustrated in our response timescales for emergency repairs in particular at 2.66 hours. In addition, the performance of non-emergency repairs at 8.35 days is also excellent as 2021/22 began with a four month backlog of works as the result of COVID 19 restrictions. The quality of repair work is clearly evident through a top quartile performance for jobs completed right first time (98.97%).

Maintenance

13. There has been progress in our maintenance and improvement of our tenants' homes, with good recovery of our capital works programme halted during the pandemic. We are also meeting the Scottish Government's requirements for gas safety (with 100% of checks completed on time) and have a good standard of performance EESSH1 (Energy Efficiency

Standards for Social Housing 1), with 98.3% of stock meeting the standard.

Empty Homes

14. Last year's AAS commitment to improving our approach to repairing and letting empty homes, has reduced the rent lost from 1.8% to 1.4% of rent due (in line with the Scottish average), and we continue a drive for ongoing reduction. Though days to relet appear high in 2021/22, this has been as a result of bringing a number of very long term empty homes back into use and increasing the homes available to meet significant waiting list demand.

Areas for Improvement

Programme of EICR Renewals

15. The Housing Service is undertaking a targeted programme of electrical surveys to increase compliance with Electrical Installation Condition Reports (EICRs) which are now required 5-yearly, previously every 10 years. The challenge in switchover timescale and programming internal surveys through the pandemic, has meant a significant volume of our properties do not have EICR's within timescale – currently just over 50%. A noticeable drop in compliance is noted for other landlords with Scottish Housing Quality Standard (SHQS) due to this issue. We have a challenging target of 600+ surveys per year 2022-2024 to bring surveys up to date.

Rent Arrears

16. Through COVID there was a significant increase in arrears of rent for current tenants, and although this has slowed and stabilised in 2021/22. East Renfrewshire Council arrears levels are higher than the national average due to significant key staff absences. However new post holders are now in place.

17. Implementation of a fresh Arrears Recovery Strategy, for both current and former tenancy arrears, is being underpinned by our service redesign which is now set in place. This will focus on engaging and supporting tenants more intensively to meet their rent payments and reduce arrears.

Customers & Engagement

18. In common with other landlords who have carried out a large scale Tenants Satisfaction Survey since 2020, satisfaction levels have dropped significantly.

19. Landlords are required to undertake large scale surveys at least once every three years but can supplement this data. The data submitted by landlords in May 2022 used data from surveys undertaken as far back as 2018. Analysis of this data has shown that satisfaction levels have dropped across the country for landlords who have undertaken surveys in 2021 & 2022. Housing Services completed a large scale survey ~~was undertaken~~ in summer 2021 whilst the service was still facing significant restrictions as a result of the pandemic. A further smaller survey was undertaken early 2022 to supplement the data and has shown customer satisfaction improving as service levels returned.

20. The impact of the pandemic, i.e. more time at home and reductions in "Business as usual" service provision through the pandemic have undoubtedly affected satisfaction. However we are not complacent. Our service redesign vision places our customers at the centre of what we do, including improving communication, clarifying the standards they should expect and providing modern routes to participate and influence service improvements. We are refreshing our Customer Engagement plan to deliver on this vision, in partnership with our customers.

21. The AAS 2022 (appendix 3) will be published to our tenants, as well as submitted to the SHR by 31 October 2022 detailing our compliance with the Regulator Framework and performance against the SSHC. The draft AAS outlines there is good compliance and performance, although we have identified the following areas for increased focus and improvement:

- EICR Renewals
- Income Maximisation through Rent Arrears Recovery
- Customer Engagement and Communication

22. For 2022/23 the focus of the SHR Engagement Plan for East Renfrewshire is in relation to services for People who are Homeless, and this engagement will take place with all Councils where it features due to its risk and profile nationally.

23. Housing Services continue the redesign of homeless service provision in East Renfrewshire and a drive to ensure a corporate approach to the prevention of homelessness. Cabinet approval was given on 24 September 2020, for a service design approach to permit service users to inform how services are provided, as well as staff and partners delivering connected services. The results of our service user engagement, facilitated by Homeless Network Scotland, are being assessed will be discussed with partners. The commitments will be reflected in our forthcoming Local Housing Strategy.

FINANCE AND EFFICIENCY

24. Housing Services must demonstrate annually that the service it provides meets the need of its customers and provides value for money. Ongoing monitoring of the HRA Business Plan will continue to inform any alterations to our business plan to ensure we can invest in new and existing homes, whilst keeping rents as affordable as possible.

25. East Renfrewshire Council rents although higher than the Scottish Council Average in 2021/22, are lower than the average for all social landlords and considerably lower than other social or private landlords in the East Renfrewshire area. Our rent setting consultation process will commence in November 2022, with a view to agreeing an increase which will see rents remain affordable but will support vital investment in existing and new homes for tenants. The impact of a freeze on rent increases for 2021/22 and moratorium on evictions nationally for all rented homes until March 2023, and the impact of cost of living rises over winter, will be evaluated as part of this process.

26. The improvements identified in relation to the AAS will also contribute towards improving the efficiency of the service and reinforce that tenants' rents are both collected effectively and spent wisely.

CONSULTATION

27. In line with the national publication of Charter results, East Renfrewshire Council is required to publish an annual performance report to tenants each year by October. The detail of our performance and assurance improvement plan will be distributed to each tenant through our Annual Housing Report as well as making the full report available online and on request to other customers.

28. The details of the AAS and action plan will also be considered by our Registered Tenants Forum as part of their performance scrutiny and made available more widely with the Annual Housing Report 2022.

PARTNERSHIP WORKING

29. Many of the services provided by East Renfrewshire Council's Housing Services are provided in partnership with internal and external bodies. Services continue to work together to demonstrate that the outcomes of the Charter are met. The outputs from these partnerships form a key part of our evaluation of service performance and quality. Key partners include:

- East Renfrewshire's Health & Social Care Partnership
- Other RSL's operating locally

IMPLICATIONS OF THE PROPOSALS

30. There are no implications associated with this report in terms of staffing, finance, property, legal, IT, equalities and sustainability.

CONCLUSIONS

31. Over the past 2.5 years Housing Services have been implementing a service redesign to improve services for customers. The progress of this has been significantly delayed due to the impact of COVID and the subsequent recovery work. The redesign includes the implementation of a new IT system which will permit customers to access their housing applications, rent accounts and repair information. In addition roles and process are being reviewed. These changes will permit Housing Services to deliver an efficient but most importantly customer focused service.

32. East Renfrewshire's AAS addresses the areas required for improvement in our housing services. The key areas of priority are listed in section 12 of the report and they include rent arrears recovery and customer engagement.

RECOMMENDATIONS

33. It is recommended that the Cabinet:
- a) Note our performance report against Scottish Social Housing Charter (SSHC) indicators and measures and how the Housing Service compares against 2020-21 and the average for the housing sector. This is listed in appendix 1;
 - b) Note the Action Plan (Appendix 2) to further strengthen our compliance against the Regulatory Framework and SSHC; and
 - c) Approve the AAS 2022 (appendix 3), which has been prepared taking into account the outcomes of Housing Services self- evaluation of our performance, compliance with the Regulatory Framework, SSHC, as detailed at Appendix 1.

Director of Environment

Further details can be obtained from Phil Daws Head of Environment (Strategic Services) on 0141 577 3186.

Convener contact details

Councillor Danny Devlin
(Convener for Environment and Housing)

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September 2022

Appendix 1
Scottish Social Housing Charter
Housing Services Annual Performance Review 2021-22

This report provides East Renfrewshire Council Housing Services' performance in key areas of our work and services in 2021-22.

This performance report will assess our achievement against set indicators and measures in the Scottish Social Housing Charter (SSHC) and inform our Annual Assurance Statement 2022. We will also compare our performance in previous years and against the average of all local authorities in Scotland, and with all Scottish social landlords. This will highlight where we are performing well and areas in need of improvement through a traffic light system:



= Performance is good and is above the average of other local authorities or the sector in Scotland;



= Performance is improving or in line with or the benchmarking averages of other local authorities or the sector in Scotland.



= Performance needs improved and is below the average of local authorities or the sector in Scotland.

Service Delivery (Customer)

Estates & Tenancies

Indicator	ERC Housing 2021-22	ERC Housing 2020-21	Local Authority Average 2021-22	Housing Sector 2021-22	Position
% of new tenants housed who were still in their tenancy 12 months later	89.36%	94.14%	90.99%	90.75%	
Average time to complete medical adaptations	23.51 days	18.56 days	53.60 days	54.35 days	
% of anti-social behaviour cases resolved	96.49%	95.4%	93.25%	94.67%	

Our performance in dealing with anti-social behaviour and estates issues remains high. There has been a small number of tenancies which have not sustained for those housed through the waiting list, and we are reviewing the contact with and support offered to tenants in the community and before they begin a tenancy. Our refreshed Neighbourhood Housing Officer team will allow us to work more closely with tenants in our estates to live there successfully.



Our performance in completing vital medical adaptations for our tenants remains high also, ensuring people can live as independently as possible at home.

Property Services, Assets and Capital Programme

East Renfrewshire Council Housing Services own 3033 homes including 244 sheltered homes and a number of temporary and supported properties. We built 39 new homes in 2021/22 through our Council House Build Programme.

The energy efficiency of our homes is very good against current EESSH1 standards, but with significant investment required to meet the national programme of increasing standards in coming years. This is a challenge faced by landlords across the sector.

Performance in ensuring gas safety certificates are renewed each year is 100%, with other landlords still trying to recover this because of no access during the pandemic. We had very few fails in 2020/21 and worked exceptionally hard to keep track and then resolve those fails quickly.

Indicator	ERC Housing 2021-22	ERC Housing 2020-21	Local Authority Average 2021-22	Housing Sector 2021-22	Position
% of tenants' homes meeting EESSH1**	98.3%	93.2%	84.59%	87.56%	
No of properties that failed to have a gas safety check by anniversary date	0	25	78	488	

* - Scottish Housing Quality Standard – National property standards set for all social landlords in Scotland

** - Energy Efficiency Standards in Social Housing 1– Energy standards set for all social landlords in Scotland




The condition of our homes against SHQS (Scottish Housing Quality Standard) has been consistently good at 91.42% in 2020/21. Our focus for improvement is on updating our Electrical Installation Condition Reports (EICR's), the cycle for which has moved from 10 to 5 yearly, with a programme of 600+ surveys to be carried out over the next two years. A reduction in our compliance with SHQS on this element solely means about 89% properties meet the 10 year safety check but with the changes, about 48.5% are compliant.

There has been a reduction in compliance for many other landlords on this element. At the time the change was introduced, there was constraint on manpower to accelerate these checks; an external contractor has now been procured to provide this service. Between now and March 2023, about 600 properties will be tested and from there on, a programme will be rolled out to meet statutory compliance.

Housing Repairs

Our repairs service is delivered through the Housing Maintenance Team supported by external contractors for specialist works. The performance is excellent illustrated in our response timescales for emergency repairs in particular at 2.66 hours. The quality of repair work is clearly evident through a top quartile performance for jobs completed right first time (98.97%).

Our improvement focus is on communicating more clearly with customers on what to expect for certain types of repairs, in terms of inspections and timescales for completion. And to increase satisfaction with the repairs service.

Indicator	ERC Housing 2021-22	ERC Housing 2020-21	Local Authority Average 2021-22	Housing Sector 2021- 22	Position
Average time to complete emergency repairs	2.66 Hours	2.4 hours	4.77 hours	4.16 hours	
Average time to complete non-emergency repairs	8.35 days	6.2 days	9.87 days	8.87 days	
% of day to day repairs completed 'Right First Time'.	98.97%	99.5%	78.79%	88.27%	


Rents, Empty Homes and Value for Money

East Renfrewshire Council rents although higher than the Scottish Council Average in 2021/22, are lower than the average for all social landlords and considerably lower than other social or private landlords in the East Renfrewshire area. Through rent setting consultation we will seek an increase which will see rents remain affordable but will support vital investment in existing and new homes for tenants.

Rents

Average Weekly Rent	ERC Housing 2021-22	Local Authority Average 2021-22	Housing Sector Average 2021-22
All Properties	£83.20	£79.71	£85.36
1 Apartment	£70.23	£65.90	£75.95
2 Apartment (One bedroom)	£74.39	£74.24	£81.32
3 Apartment (Two bedroom)	£85.04	£79.37	£84.18
4 apartment (Three bedroom)	£96.07	£85.37	£91.48
5 Apartment (Four bedroom)	£97.64	£92.11	£100.74




Value for Money

Indicator	ERC Housing 2021-22	ERC Housing 2020-21	Local Authority Average 2021-22	Housing Sector 2021-22	Position
Gross rent arrears as % of total rent due	9.95%	9.51%	8.67%	6.34%	

Gross rent arrears takes into account arrears owed by current and former tenants combined. Through COVID there was a significant increase in arrears of rent for current tenants, and although this has slowed and stabilised in 2021/22.

Implementation of a fresh Arrears Recovery Strategy, for both current and former tenancy arrears, is being underpinned by our service redesign which is now set in place. This will focus on engaging and supporting tenants more intensively to meet their rent payments and reduce arrears.

Housing Options & Access to Housing

Indicator	ERC Housing 2021-22	ERC Housing 2020-21	Local Authority Average 2021-22	Housing Sector 2021-22	Position
Average length of time to re-let properties.	99.59 days*	72.7 days	59.42 days	51.57 days	
% of rent due lost through empty homes	1.41%	1.8%	1.63%	1.43%	
% of tenancy offers refused	51.17%	40.64%	40.11%	32.93%	

**A number of long term empty homes were brought back into use, so while raising the average days to relet to an exceptional level in 2021/22, this figure is already reduced YTD and is expected to fall significantly in 2022/23.*

We had a turnover of 8.78% of properties and we made 312 lets in the year to our tenants and applicants who are homeless or were waiting on a home through our Choice Based Letting system. A further 33 households were housed through nomination to other local social landlords.

However, we face significant waiting list demand at around 4,700 applicants, with 1600 of these joining the list in 21.22. Homeless approaches remain consistently high at around 380 applications per year. 45% of our lets were to households facing homelessness.

Although we are building new homes, additional pressure to move large numbers through temporary accommodation and to support refugee resettlement means adds to demand hugely outstripping supply.

Despite a choice based letting process in place, refusal levels remain high. This is due to the lack of suitable accommodation resulting in offers of accommodation for homeless households who have not successfully bid for a property within a three month period. As well as continuing to turnaround empty homes more quickly, we have reviewed CBL and lettings over the last 3 years and will propose revisions to our allocations policy and processes to reduce tenancy offers refused or withdrawn.

Customer Engagement & Satisfaction

In common with other landlords who have carried out a large scale Tenants Satisfaction Survey since mid-2021, satisfaction levels have dropped significantly. The impact of the pandemic, i.e. more time at home and reductions in “Business as usual” service provision through the pandemic have undoubtedly affected satisfaction. Analysis of national data has shown that across the country satisfaction levels have dropped consistently since 2019.

We have continued surveying our tenants through 2021/22 and as outlined levels of satisfaction are moving back upwards, as we have recovered our frontline service delivery (see results below). However we are not complacent. A further survey will be undertaken in early 2023 to ensure the service remains responsive to customer needs.

Our service redesign vision places our customers at the centre of what we do, including improving communication, clarifying the standards they should expect and providing modern routes to participate and influence service improvements. We are refreshing our Customer Engagement plan to deliver on this vision, in partnership with our customers.

Indicator	Satisfied 2020/21 (ARC)	Tenants Satisfaction Survey (East Ren) 2021 (large scale)	ERC Service Surveys 2022	Satisfied 2021/22 (ARC) – combined results
% Satisfied with landlord contribution to management of neighbourhood	88.47%	65.68%	77%	68.47%
% Satisfaction with keeping informed about services & decisions	88.15%	74.22%	81%	75.76%
% Satisfied rent is good value for money	87.04%	66.84%	81%	70.15%
% Satisfied with repairs service	86.43%	72.64%	66%	70.29%
% Satisfied with quality of home	86.48%	67.07%	83%	70.99%
% Satisfied with opportunities to participate in decision-making	91.11%	64.93%	70%	66.18%
% Overall Satisfaction with Landlord	84.81%	68.22%	85%	72.24%

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Appendix 2

Assurance Statement 2022 – Improvement Plan

Compliance Issue	Service Area	What we need to address	When will we do it?	Who is responsible?
Statutory Obligations	Electrical Installation Condition Reports (EICRs)	<p>Programme of EICR Renewals</p> <p>Address the need to renew EICR's for each home every 5 years -previously every 10 years – with a targeted programme of “catch up” electrical surveys which maximises compliance.</p>	<p>600 minimum per year</p> <p>2022 + 2023</p>	Senior Housing Manager
Meeting Charter Standards	Rent Collection and Arrears Management	<p>Arrears Recovery Strategy</p> <p>Implementation of a fresh Arrears Recovery Strategy centred on building capacity in local neighbourhoods to achieve improved rent collection, closer engagement with and support to tenants.</p>	March 2023	Senior Housing Manager
Meeting Charter Standards	Customers and Engagement	<p>Customer Engagement and Communication Plan</p> <p>Development of a refreshed plan for working and communicating with our customers, centred on improving satisfaction, and an agreed vision of opportunities to influence service design and standards.</p>	March 2023	Senior Housing Manager

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**East Renfrewshire Council
(Housing Services)**

Annual Assurance Report 2022



East Renfrewshire Council gives assurance that:

- ✓ We comply with the regulatory requirements set out in section 3 of the Scottish Housing Regulator's Regulatory Framework document.
- ✓ We achieve all the standards and outcomes in the Social Housing Charter for tenants and other customers who use our service.
- ✓ We comply with our legal obligations as a landlord, specifically in relation to housing, homeless, equality and human rights and tenant safety, with the exception of:

Electrical Installation Condition Reports (EICRs)

With recent changes to the timeframe for renewal of EICR's for each property from every 10 years to every 5 years; the number of certificates then expiring; and with constraint on manpower to accelerate these checks, we are not fully compliant at October 2022.

Through our self-assessment to inform our Assurance Statement we know we need to improve in the following areas to strengthen our compliance with the Scottish Social Housing Charter:

❖ **Income Maximisation**

We have faced a sharp rise in current tenant arrears in recent years, but with slowing of this trend in 2021/22. We are progressing an arrears recovery strategy, providing closer engagement with tenants through increased capacity and smaller neighbourhood patches with the aim to maximise rent collection and support tenants struggling financially.

❖ **Customers and Engagement**

We are refreshing our approach to working with customers, agreeing improvements in how we communicate with them about the services on offer and the standards of service they should expect. Additionally the opportunities they have to influence planned service improvements and design to increase customer satisfaction.

The Assurance Statement was approved at the Cabinet meeting on 13 October 2022 and I sign this statement on their behalf.

Signed: (Convenor): Councillor Danny Devlin



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EAST RENFREWSHIRE COUNCILCABINET13 October 2022Report by Director of EnvironmentLOCAL DISCRETIONARY FUND BUSINESS SUPPORT INTERVENTIONS**PURPOSE OF REPORT**

1. The purpose of this report is to provide Cabinet with proposals for the use of funding allocated to Councils from the Scottish Government to increase their response to local economic pressures.

RECOMMENDATIONS

2. The Cabinet is asked to:
- a) Note the allocation of funding from the Scottish Government to East Renfrewshire Council; and
 - b) Agree to the use of Local Discretionary Funding as set out in the proposed interventions in paragraph 7.

BACKGROUND AND REPORT

3. As part of the Scottish Government's ongoing response to the COVID pandemic an additional allocation of £1.25M has been awarded to East Renfrewshire Council for the Local Discretionary Fund to support local businesses. The first tranche of grant funding from the Local Discretionary Fund was £539,846 and was awarded December 2020. This resulted in 133 businesses being supported through a one off payment of £4,000.

4. In order to appropriately spend the £1.25 million, the Economic Development team have been involved in a number of ongoing consultations with the local business network since early summer 2022 to identify and design a number of proposals that would benefit the long-term economic growth of the area and that also fits with local, regional and national objectives, such as support to the green economy, tourism and increased footfall in our town centres.

5. Up until the end of March 2024, this proposed programme will support and complement current and future provision such as the Local Authority Covid Economic Recovery (LACER) Fund and the UK Shared Prosperity Fund – (Support to Local Business intervention element).

Purpose of the Fund

6. Unlike previous Covid funds, which have been targeted towards specific groups or sectors, this fund empowers local authorities to direct additional financial support to specific groups or sectors based on the distinct characteristics within the business community where they consider this to be necessary or justified. This recognises the insight that Councils have on their own business community and their knowledge of where funding would be most effectively deployed.

Proposals**East Renfrewshire Business Assistance**

7. It is proposed that the £1.25M be deployed in a strategic manner and as quickly as possible to help businesses grow over a 3-4 year period as follows:

Growth Grant Funds (£1,000 to £10,000 with 50% match funding required)

Funding towards new equipment, tooling, property, exhibitions, new products or processes, as well as marketing activities, innovation, research and IT hardware purchases.

Businesses supported **14+**
Total allocated: **£85,000**

Special Growth Grant (up to £50,000 with 50% match funding required)

Businesses should have a turnover in excess of £500,000 and a workforce of at least 10 employees to qualify for this grant and based on the growth grant criteria

Businesses supported **14+**
Total allocated: **£650,000**

East Renfrewshire Tourism Grant (up to £5,000 with 50% match funding required)

This is a collaborative tourism business approach to encourage up to around six local businesses to work together to develop projects such as trails, marketing, websites and phone apps that encourage more visitors into East Renfrewshire.

Businesses supported **6+**
Total allocated: **£10,000**

Get to Zero - Grants (Up to £10,000)

Funding for sustainable technologies such as solar, thermal, air and ground source systems as well as low energy lighting, insulation and more energy efficient equipment

Businesses supported **18+**
Total allocated: **£182,828**

Get to Zero - Green Jobs Training (Up to £1,000)

Funding for non-statutory training that upskills the workforce in green technologies and energy efficiency systems.

Businesses supported **10+**
Total allocated: **£10,000**

Micro Grant Funds (Up to £500 grant award)

Small businesses (under £85,000 turnover) can apply for one grant per year to assist in small business growth or diversification through a piece of equipment, E-commerce activity, training, health and wellbeing of the workforce or ideas testing

Businesses supported **130**
Total allocated: **£60,000**

Support for Local Events

Support to East Renfrewshire Chamber of Commerce, Business Improvement Districts and other partners for local community and business events that encourage economic activity and encourage increased footfall within our town centres and within their surrounding areas.

Businesses supported **7**
Total allocated: **£30,000**

Marketing Costs

Promotion of the various grant schemes to local businesses to encourage maximum take up.

Total allocated: £10,000

8. The programme outlined above would support over 287 local businesses with specific growth activity that would allow them to trade into a positive future through improved job retention, job creation opportunities and increased turnover. Funds would also support other partners' activities to bring economic value and benefit to the local economy.

Benefits:

- Targeted and bespoke support to businesses who have the potential to grow, including new starts. Success will be measured by increased turnover, more jobs created and survivability
- Will benefit wider economic activity across East Renfrewshire in terms of growth and employment generating opportunities
- Will make a positive contribution towards GVA
- Would be able to support all sectors within East Renfrewshire

Committed Funds

9. A number of activities have been completed between October 2021 and March 2022 as part of the first tranche of the Local Discretionary Fund programme. This includes payments to fund PPE / Adaptations grants and a limited amount of payments to cover individual business closures due to COVID outbreaks.

10. In order to administer these funds and assist businesses through the grants process extra staffing will be required to support these proposals as well as develop a coherent support network for East Renfrewshire businesses. There are two staff posts required immediately for a 2 year period to assist the Economic Development team in the delivery of a wide range of business growth activities including the processing of grants. These can be funded through the Local Discretionary Fund allocation.

Staffing Costs 2 years

Grade 8 post = £71,123.65 incl. 30% employer costs

Grade 6 post = £64,007 incl. 30% employer costs

Total staffing costs plus IT equipment totals £136,130.65.

FINANCE AND EFFICIENCY

11. There are no financial implications arising directly from this report. All activity will be funded through the Scottish Government Local Discretionary Fund allocation of £1.25 million.

12. The Council must comply with the conditions of the grant, as set out in Scottish Government's Offer of Grant.

CONSULTATION AND PARTNERSHIP WORKING

13. Consultation has taken place with a range of key stakeholders within the local business community including the Council's Economic Development team, Business Gateway East Renfrewshire Council, East Renfrewshire Chamber of Commerce and the 3 Business Improvement Districts.

IMPLICATIONS OF THE PROPOSALS

14. There are no equalities, IT or staffing implications associated with this report. There are no state aid implications associated with the proposals.

CONCLUSIONS

15. The use of the Local Discretionary Fund as outlined in paragraph 7 will allow the £1.25M to be deployed in a strategic manner to help businesses grow up until March 2024.

RECOMMENDATIONS

16. The Cabinet is asked to:

- a) Note the allocation of funding from the Scottish Government to East Renfrewshire Council;
- b) Agree to the use of Local Discretionary Funding as set out in the interventions in paragraph 7.

Director of Environment

Further Information can be obtained from: Michael McKernan, Economic Development Manager michael.mckernan@eastrenfrewshire.gov.uk

Convener contact details

Councillor Danny Devlin
(Convener for Environment and Housing)

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September 2022

EAST RENFREWSHIRE COUNCILCABINET13 October 2022Report by Director of EnvironmentPLACE BASED INVESTMENT PROGRAMME 2022/23**PURPOSE OF REPORT**

1. The purpose of this report is to inform members of the Placed Based Investment Programme (PBIP) award from the Scottish Government and seek approval for schemes in 2022/23.

RECOMMENDATIONS

2. It is recommended that the Cabinet:
- a) Approve the projects outlined in appendix 1 for 2022/23;
 - b) Delegate to the Director of Environment to make adjustments to the proposals depending upon the detailed costs of projects becoming available;
 - c) Note the progress of those projects funded in 2021/22 in appendix 2; and
 - d) Note that further reports will be submitted to the Cabinet in due course seeking approval for projects in future years.

BACKGROUND

3. The Scottish Government announced in their Programme for Government in February 2021 that they proposed to implement a Place Based Investment Programme over the 5-year period of the next parliament.

4. The aim of the PBIP is to ensure that all place based investments are shaped by the needs and aspirations of local communities and accelerate Scottish Government ambitions for place, 20-minute neighbourhoods, town centre action, community led regeneration and community wealth building.

5. The Scottish Government confirmed the details of the allocation of the funds to each local authority in May 2021. The funds were allocated on a weighted formula based on the number of towns and population in a local authority area and deprivation indices.

6. East Renfrewshire Council was awarded £635,000 of capital grant funding for the financial year 2021/22. Based on a pro-rata calculation for subsequent years the Council will receive capital grants funding of £551,100 for this financial year 2022/2023 and £384,100 in each of the remaining 3 years of the programme. This represents a total funding programme for East Renfrewshire Council in the region of £2.34m over the 5-year period.

REPORT

7. The confirmation of a 5-year programme is a welcome development. It allows a more structured and better planned approach to consultation and the development and delivery of projects when compared to previous annual one off allocations for town centre funding.

8. The funding is now linked to the improvement of places including neighbourhoods rather than being simply focused on town centres.

9. The Scottish Government guidance issued with the grant offer is not prescriptive and makes it clear that it is up to each local authority to decide how to award funding in its own area. However, the guidance sets out the high-level expectations of the Scottish Government.

Objectives

10. The high level main objectives of the Place Based Investment Programme are:

- to link and align place based initiatives and establish a coherent local framework to implement the Place Principle;
- to support place policy ambitions such as town centre revitalisation, community led regeneration, 20 minute neighbourhoods and Community Wealth Building;
- to ensure that all place based investments are shaped by the needs and aspirations of local communities; and
- to accelerate ambitions for net zero, wellbeing and inclusive economic development, tackling inequality and disadvantage, community involvement and ownership.

11. With regard to the grant of £551,100 for the financial year 2022/23 it is a Scottish Government requirement that any works contracts should be signed by 31 March 2023 at the latest.

12. The Scottish Government envisage that this new fund and its provision over a number of years will provide the long term structure to challenge, coordinate and target efforts for regeneration of towns and neighbourhoods. It is designed to make sure that all investments understand the place in which they are made, how their contribution will help deliver the changes needed, and how local communities shape their future.

13. The Council's Economic Development team issued a call for proposals in March 2022 to various stakeholders including community councils, local community groups, the third sector and relevant Council Departments.

14. The Economic Development team worked with partners to identify suitable projects. In prioritising the proposals, particular consideration was given to:

- The deliverability of the project within the tight timescale and have contracts signed by 31 March 2023 at the latest;
- The geographical spread of grant across the Council area; and
- The economic benefits and outcomes of each project.

15. Using the criteria set out above priority was given to a number of initiatives ranging in scale and content some of which would ensure "quick wins" and some that may take longer to realise economic impact.

16. Appendix 1 of this report lists those projects that we are seeking approval for and that will be funded from the 2022/23 grant allocation. Proposals include capital spend associated with Cowan Park Bandstand, Busby Play Park and Barrhead Waterworks, Glasgow Road. There are also two projects that due to timings and logistical reasons have been placed on the reserve list. It is expected that these two projects from Young Enterprise Scotland and East Renfrewshire Council, will be funded from the UK Shared Prosperity Fund programme in 2023.

17. Early discussions with the applicants for each of these projects gives officers a strong indication that the projects are sufficiently progressed and that the projects can be delivered, and the funds spent and/or committed within the required timescales.

18. It should be noted that, as with the town centre programme, project costs are at an indicative budget stage and it will be necessary to again give the Director of Environment delegation to act quickly and transfer funds where necessary amongst projects, whilst remaining within the total funding envelope of £551,100. This is especially necessary given the volatility of the current markets.

19. Given the tight timescales associated with this programme in terms of when the grant is awarded by the Scottish Government and the length of time it takes to develop projects, carry out feasibility studies, community engagement, options appraisal with outline costs, detailed design and competitive tendering, it was expected that many community-led type projects were unable to meet these deadlines for this particular year.

20. However, as this is a 5-year programme there is still opportunity for all our communities to apply for funding in future years. The Economic Development team have established a project pipeline approach for future funding opportunities and continue to work with community groups to develop their ideas into eligible “shovel ready” projects.

21. It is proposed that a bidding process as outlined above will continue to be used for the allocation of funding for future years. The details and outcome of each annual bidding process will be reported to Cabinet for approval in advance of each year’s programme.

FINANCE AND EFFICIENCY

22. There are no financial implications arising directly from this report. Project implementation will be funded through the PBIP.

23. The Council must comply with the conditions of the grant, as set out in Scottish Government guidelines.

CONSULTATION AND PARTNERSHIP WORKING

24. Consultation has taken place with a range of key stakeholders within the community.

IMPLICATIONS OF THE PROPOSALS

25. There are no equalities, IT or staffing implications associated with this report.

CONCLUSIONS

26. The PBIP programme provides an excellent opportunity to deliver further investment to key areas of East Renfrewshire and has been a catalyst for community and stakeholder engagement which will help provide direction for future investment and collaborative working.

27. Appendix 1 provides a list of those projects which are considered best placed to deliver the most benefit to a spread of areas in accordance with the guidance accompanying the Scottish Government grant offer.

RECOMMENDATIONS

28. It is recommended that the Cabinet:

- a) Approve the projects outlined in appendix 1 for 2022/23;
- b) Delegate to the Director of Environment to make adjustments to the proposals depending upon the detailed costs of projects becoming available;
- c) Note the progress of those projects funded in 2021/22 in appendix 2; and
- d) Note that further reports will be submitted to the Cabinet in due course seeking approval for projects in future years.

Director of Environment

Further information can be obtained from: Michael McKernan, Economic Development Manager, michael.mckernan@eastrenfrewshire.gov.uk

Convener contact details

Councillor Danny Devlin
(Convener for Environment and Housing)

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September 2022

TOTAL BUDGET 2022/23 - £551,100

APPENDIX 1

Address/Project	Proposal	Cost £	Proposed by
Placed Based Green Hall	Replace and renew existing stage lighting with LED units at Clarkston Halls; upgrade cabling and sound systems to minimise energy consumption and create Green Arts opportunity, increased opportunity for place based arts initiatives in the heart of the community in Clarkston	£77,000	East Renfrewshire Culture & Leisure
Cowan Park Bandstand	The Bandstand structure in the Cowan Park is currently fenced off for health and safety as it's in a poor state of repair. The proposed works involve the refurbishment of this structure in order to bring it back to its former glory which would allow the local community to once again utilise this popular asset.	£100,000	East Renfrewshire Council – Environment Department
Town Centre Litter Bin Modernisation	Replacing smaller bins on Neilston, Thornliebank and Barrhead Main streets with larger bins. Implementing a more effective and efficient litter collection system. This will reduce how often the bins are emptied so reduces the carbon impact and work towards the councils net zero goals. 30 large bins at £500 each approx.	£15,000	East Renfrewshire Council – Environment Department
Busby Play Park	Busby Glen Park has been closed for 2 years due to ongoing Scottish Water work. Due to safety concerns the whole park has been shut and has therefore become overgrown and neglected. This funding is to provide new play equipment; a zip slide and all-inclusive roundabout. This will compliment separate ERC and Scottish Water investment to toddler equipment and greenspace in the park. This combined investment will ensure that the recreation area can once again be enjoyed by Busby residents and visitors.	£30,000	Busby Community Council
Town Centre Digital signs	Installing digital community notice boards in Barrhead, Giffnock, Clarkston, Busby and Eaglesham. This allows ERC to promote and raise awareness on a number of projects and matters concerning the community and beyond. This will benefit communities as messages will be visible to those living, working and visiting the towns. Currently there's no efficient method of displaying advertising in the community. We use advertising on bus shelters, but this represents a significant cost and is temporary, so these digital signs will provide the Council with a permanent and effective communication tool.	£61,219	East Renfrewshire Council – Communications team
The Avenue Shopping Centre	Funding is for new signage at The Avenue Shopping Centre to increase visibility of the range of retailers within. A range of different signs will be implemented including digital signs to ensure messaging is kept up to date and relevant to encourage customers to keep visiting and increase footfall. Further funding is to support the 'Mearns Workshop' concept to encourage small pop-up businesses to test out a presence in a physical environment with the hope that they make a success of it and long term deals are agreed. The workshop will also be used by public and third sector partners	£139,000	The Avenue Shopping Centre

	to promote their services and engage with local residents and businesses.		
ERA Outdoors - Barrhead Waterworks	This project is to develop and enhance a space at the Barrhead Waterworks, Glasgow Road for community benefit. Funding will allow creation of a fenced area to erect a "Polycrub" high quality, durable polytunnel which would act as a fruit and vegetable growing area and a meeting space for young people with additional support needs and their families and local groups. The space would also have a composting toilet with disabled access which would be inclusive for people with complex needs, solar electricity generation and associated storage cabins and meeting space.	£70,480	East Renfrewshire ASN Parents Action Group
Dunterlie Park Development Phase 1 (DPDP1)	Funding is sought from the PBIP to undertake Phase 1 of the development which is focussed on making Dunterlie Park fully accessible and safe for all with a more sustainable footprint. All works are focussed on upgrading and improving the public areas at the park and include access improvements to stand side of the ground, replace retaining walls which support the slabbing, refurbishment of the four level area to make safe and installing level, concrete surfacing and toilet refurbishment.	£58,401	Arthurlie Juniors Football Club
Total		£551,100	

RESERVE LIST PROJECTS

Address/Project	Proposal	Cost £	Proposed by
Young Enterprise Scotland, Rouken Glen Park	Funding is being sought to demolish the existing prefabricated 'Eastwood' classroom to build a purpose-built reception, classroom and shower room space. This would complement works being undertaken at present. Project will be funded via UKSPF in 2023.	£67,680	Young Enterprise Scotland
Upgrade of Carlibar Bridge, Barrhead	Funding is to refurbish the Historic iron bridge on Church Street Set within Barrhead Town Centre. The restored bridge will be a centre piece of the wider restoration works, reflecting local history and industrial heritage. It will also be a highly practical piece of infrastructure, providing the most direct walking link between town centre and train station. Project will be funded via UKSPF in 2023.	£63,000	East Renfrewshire Council – Environment Department
Total		£130,680	

PROGRESS OF PROJECTS FUNDED IN 2021/22

APPENDIX 2

Address/Project	Proposal	Cost £	Progress
Shop Front Improvements, Neilston	The Shopfront Improvement Scheme will improve the appearance of the ground floor frontages of commercial premises within the village of Neilston. This is an exciting opportunity to really improve the kerb appeal and prosperity of the shops on Neilston's Main Street. The scheme will complement the future capital investment including the new learning & wellbeing centres.	£280,000	The programme has funded 21 shop fronts. Works will be complete by end of September 2022.
Dunterlie Employability Hub, Barrhead	The hub is located in Dunterlie Resource Centre within the most economically disadvantaged neighbourhood in East Renfrewshire. It will provide support to build confidence and employability skills for people from Dunterlie and the surrounding area who want to be able to access employment opportunities and training.	£26,632	Project is now complete and scheduled to open at the end of August 2022.
Dunterlie Environmental Improvements - Car park	Resurfacing and lining car park at Dunterlie Resource Centre. Capital improvements in the MUGA and Employability Suite will increase footfall to the centre	£23,221	Project is now complete.
Westbourne Centre, Barrhead	The refurbishment and modernisation of the common areas within the Westbourne Business Centre, which provides essential office accommodation to both start up and established businesses in the town centre. Improved offering will attract local new start/growth businesses to the centre.	£152,500	Project is now complete.
Festive Lighting, Neilston	Tree lighting at Eastwood Toll and Kirkstyle Lane, Neilston. This project will enhance the distinctiveness and vibrancy of the town and neighbourhood centres during the dark months.	£20,000	Project is now complete

Young Enterprise Scotland, Rouken Glen Park	This project will develop a dedicated and highly supportive business start-up space for young people in East Renfrewshire. Located at the YE Scotland Rouken Glen Park Training Centre, Square Go will create a new business start-up space in East Renfrewshire with a highly approachable and encouraging ethos to provide young people with a place to develop business ideas, harness creativity and collaborate with like-minded people.	£121,000	Project is scheduled for completion at the end of September 2022.
Dunterlie MUGA Barrhead	Feasibility and design work to support a proposal to regenerate the Dunterlie Multi-use Games Area. The games facility in Dunterlie has been unusable for a number of years and is a blight on the community.	£11,647	The work required to upgrade the facility could not be accommodated within this round of the PBIP due to the escalating cost of materials and current market conditions. However, the project will be developed for alternative funding sources.
Total		£635,000	

EAST RENFREWSHIRE COUNCILCABINET13 October 2022Report by Director of Business Operations & PartnershipsCOVID RESERVE – PROPOSALS**PURPOSE OF REPORT**

1. The purpose of this report is to seek Cabinet approval for the allocation of £1.7m of non-recurring COVID recovery reserves to help mitigate the impact of the pandemic, with a focus on community recovery and provision of direct support to some of our most vulnerable residents across a difficult winter period.

RECOMMENDATIONS

2. It is recommended that Cabinet:
- a) Note the one-off availability of COVID recovery reserves, resulting from Scottish Government funding, to support pandemic recovery and renewal.
 - b) Approve the strategic approach to support recovery under the following key areas:
 - i. Direct support for the most vulnerable this winter
 - ii. Support for advisory services
 - iii. Support for communities, including capacity building for long-term recovery
 - iv. Initiatives to reduce the impact of fuel poverty
 - v. Support to improve mental health and wellbeing.
 - c) Approve the funding proposals, totalling £1.7m, summarised at paragraph 14 and detailed in Annex 2 and note that, should further funds become available, there may be potential to allocate funding to some of the reserve list proposals (see Annex 3).
 - d) Delegate to the Director of Business Operations & Partnerships, in consultation with the Leader of the Council to exercise flexibility in the terms of these proposals, to ensure most effective use of funding within the spirit of COVID recovery, capacity building and provision of support to the most vulnerable local people.
 - e) Note that a final report outlining actual spend and updating on delivery and impact will come back to a future Cabinet meeting.

BACKGROUND

Funding

3. In response to COVID-19, the Scottish Government released various streams of temporary funding to local authorities to react to the emerging needs and challenges faced by residents, businesses and service provision.

4. The funding landscape has been complex, with numerous funds each with varying criterion and central reporting requirements. Elected members have been kept informed of these funds through regular reports to Council since 2020 and in specific, more detailed reports such as for Humanitarian funding and the Local Authority Covid Economic Recovery (LACER) fund, most recently in August 2022.

5. 'Humanitarian Funding' is an umbrella term which refers to the funding streams intended to support residents to overcome financial crisis and support financial wellbeing. This funding has been used over the last two years to tackle food insecurity; help with rising fuel costs; provide financial advice and support; and provide a range of direct payments to individuals experiencing financial hardship. Update reports have been considered by Cabinet most recently in November 2021.

6. The Flexible Local Authority Covid Economic Recovery Fund (LACER) is intended to support local economic recovery and the cost-of-living impacts on low-income households. In [August 2022 Cabinet](#) agreed £1.469m of LACER proposals including supporting local businesses to recover from the impact of the pandemic; rebuilding consumer confidence and stimulating economic activity; and supporting low-income households to become more economically active, taking a 'cash-first' approach.

7. There is a separate report on today's agenda which refers to further economic supports totalling £1.25m aimed at benefitting the long-term economic growth of the areas including supporting the green economy, tourism and increased footfall in our town centres (see [agenda item 7: Local Discretionary Fund Business Support Interventions](#)). This fund complements LACER and the support to local business intervention element of the [UK Shared Prosperity Fund](#).

8. The HSCP have been allocated Covid Recovery funding direct from the Scottish Government and intend to use some of that funding for a range of complementary projects. The Scottish Government also provided specific funding for education recovery.

REPORT

Funding – COVID Reserve

9. The Scottish Government also provided councils with a general Covid grant. This funding has to be used for dealing with the impact of Covid and Covid recovery but there are no specific rules around its use. These are non-recurring funds and must be used to support COVID response, recovery or renewal. At the start of 2022/23, there was £10.5m left in this unrestricted COVID reserve. We have now committed £4.8m of that funding over this year and next, mainly for the internal costs of loss of income and additional staffing costs. This leaves £5.7m uncommitted at this point. This report proposes that a further £1.7m of this reserve is

now committed, leaving the remainder available for any COVID costs over winter 2022/23 and for all of 2023/24. The Scottish Government have been clear that there will be no further funding. With another COVID wave expected in the autumn, pressures on staffing levels could increase in late 2022/23 and additional funding may be required to keep services running. Income is still expected to be affected in 2023/24.

10. At this point, Accountancy recommend that we do not commit more than £1.7m for interventions to support residents, leaving £4m for Council pressures. However, as we get further into the winter period, we should be in a clearer position regarding pressures and it may be possible to release some of the retained £4m for intervention to support residents.

11. Proposals discussed to date with partner agencies and Council services seek to balance provision of immediate support to mitigate financial hardship this winter, with capacity-building for longer term recovery. These proposals total to more than £1.7M. The envelope for funding will be kept under review and, should further resources become available from the COVID reserve, or any alternative relevant source (even via Partner agencies), the list of proposals can be reviewed and the next set of priorities progressed.

Proposals

12. Annex 1 contains further detail on the research, impact and context of today's proposals. Using findings from the [humanitarian research](#), funding proposals have had to meet a number of criteria. They must demonstrate that they will alleviate or mitigate one of the 'four harms' of the pandemic; target the key groups identified in the research; provide one of the recommended interventions or activities to alleviate the impact of the pandemic; and be able to demonstrate outcomes and impact.

13. Today's proposals build further on the commitments already made by Cabinet in [August 2022](#) through allocation of £1.469m of LACER funding. Humanitarian LACER commitments included:

- £169,600 of support for social housing tenants
- £65,000 of winter clothing support
- £511,291 to allow distribution of £100 Shop Local Gift Cards to over 4500 households in receipt of Council Tax Reduction
- £260,000 to allow professionals (e.g. SWF, MART, CAB and schools) to make discretionary hardship payments
- £49,850 towards Dunterlie and Thornliebank foodshares

14. Building on commitments already made, the £1.7m currently available for use in the COVID reserve allows us to bring forward further proposals for immediate support to local communities. These are set out in detail at Annex 2 and are summarised below:

Summary of Proposals	Detail	2022/23	2023/24
Winter Direct Support	This fund provides direct support this winter to the most vulnerable in our area. It includes: direct cash payments to families to support with winter costs, reaching over 2,000 children in East Renfrewshire; discretionary payments for carers; vouchers for Christmas meals for c.200 families identified by Social Work; and support to Third Sector organisations helping with food and school uniform provision.	£546,000	£0
Advice and Support Services	This will build staffing capacity across advice services to support increasing demands for benefits and money advice.	£40,000	£80,000
Support for Communities	This fund will focus on frontline support and building capacity of community groups; a public information campaign; augmenting local community approaches to 'warm spaces'; analysing and mapping needs of communities; and grant-making participatory budgeting.	£324,363	£447,363
Reducing Fuel Poverty	This will provide additional advisory capacity and practical interventions to respond to the fuel poverty crisis for our most vulnerable residents.	£50,000	£84,500
Mental Health and Wellbeing Support	This will build capacity to respond to vulnerable groups, particularly children and young people and victims of domestic violence. It will also provide wellbeing support for Council staff to cope with pressures in their own lives and work, following a successful model in the HSCP.	£67,500	£60,000
	Total by Year	£1,027,86	£671,86
	Overall Total to be progressed immediately	£1,699,726	

15. Additionally, there are a number of proposals, which meet the criteria, but where there is insufficient funding available at this time. These deferred proposals are outlined at Annex 3. The deferred proposals total to a further £227,363 for 2022/23 and £993,363 for 2023/24. Together with the £1.7m outlined above, the overall proposals to date total to £2.92m. Should further funding become available through any alternative source, we will return to these deferred proposals, with a particular focus initially on increasing discretionary hardship provision and direct support to local residents.

16. In addition, the proposals for grant-making participatory budgeting in our most deprived communities, will allow local groups the chance to bid for small grants in order to support their own recovery and renewal. This community capacity building will be vital to ensure that communities are well-placed for the long-term when temporary funding is no longer available.

17. In recognition of the additional pressures that the cost-of-living crisis will put on Social Work Section 22 payments for children in need, the HSCP is also contributing a further £60,000 to cope with potential overspend. It is proposed that the spend will be a reactionary response to the cost-of-living increase but also impact overall on the child poverty action plan.

18. HSCP is also funding a further post (£46,000) to provide additional capacity in its multi-disciplinary adult services team to respond to growing demands.

FINANCE AND EFFICIENCY

19. The COVID reserve is made up of funding issued by the Scottish Government as detailed above and expenditure from it must meet the conditions for use. No further COVID funding is expected from Government and so the Council must manage its COVID response, recovery and renewal activities within these finite resources.

20. It has not been possible to fund all the proposals put forward by services/partners at this time. The envelope for funding will be kept under review and it is possible that further funding streams may be identified either by the Council (e.g. through the COVID reserve) or via partners. In that event, the list of proposals would be reviewed again and the next set of priorities progressed.

21. Given the fluid nature of this environment, it is proposed that delegation be granted to the Director of Business Operations and Partnerships, in consultation with the Leader of the Council, to manage the funds with a degree of flexibility, within the spirit of the proposals and to best meet the needs of local people in East Renfrewshire. A further report will be brought back to Cabinet in due course outlining the use of the funds and the outcomes and impact.

CONSULTATION & PARTNERSHIP WORKING

22. The humanitarian response to COVID in East Renfrewshire has continued through a small partnership working group where ongoing needs have been assessed. This partnership working has included Voluntary Action East Renfrewshire (VAER) and East Renfrewshire Citizens Advice Bureau (ERCAB); and wider stakeholder groups such as the Social Security Working Group, Local Child Poverty Action Group and Local Employability Partnership. A cost-of-living working group has been convened with cross-departmental officer and partner organisations to continue to map and track need going forward.

23. VAER hosted collaborative events with a range of local agencies, on 20/21st September to discuss the cost-of-living crisis and to identify areas of unmet need and start to map local supports available. The findings of these sessions have been used to inform these proposals and will be used to further shape delivery of proposals such as the 'warm spaces' initiative.

24. Voluntary Action East Renfrewshire are collating a partnership [list of community supports](#) that are available or local residents can call the VAER Community Hub on 0141 876 9555 for further details. Groups are also encouraged to add their own information to this list.

25. A cross-party Member Officer Working Group has also met to discuss these proposals and will continue to discuss the cost-of-living crisis in coming months. An Information and

Consultation Session on the cost-of-living crisis, hosted by MART and East Renfrewshire Citizens Advice Bureau, will take place pre-Council on 26 October.

26. A Greater Glasgow and Clyde group is being convened to share details of actions being taken to support local communities in the region, building on the GCR poverty research outlined earlier in this report.

27. The Scottish Government has also recently launched a [Cost of Living campaign](#) aimed at supporting people across Scotland. This includes a new national website, which connects back to local councils, a marketing campaign which will run on various media channels and signposting advice and support. Libraries have been selected as a key distribution point for paper-based information. 150,000 public information leaflets will shortly be distributed across the public library network to cover library buildings and mobiles. East Renfrewshire Council also has its own [cost of living webpage](#) .

IMPLICATIONS OF THE PROPOSALS

28. There are no specific implications of this report in terms of staffing, property, legal, ICT, equalities or sustainability. Any proposals funded will be required to consider these implications for each individual project or initiative.

CONCLUSION

29. Funding of these proposals will provide much needed support to our most vulnerable residents who have been adversely impacted by COVID-19. The [Humanitarian Research](#) (referred to in Annex 1) has been used to inform criteria ensuring support is targeted at those most impacted by the pandemic and interventions are based on recommended areas for recovery. Proposals build on the £1.469m already allocated through LACER in August; the £1.25m of economic growth proposals separately on today's agenda (item 7); and allocates a further, immediate £.1.7m of support including direct support for the most vulnerable this winter; support for advisory services; support for communities, including capacity building for long-term recovery; initiatives to reduce the impact of fuel poverty; and support to improve mental health and wellbeing. Together these represent a package of support totalling over £4.4m that the Council has been able to direct to the East Renfrewshire area.

30. There are a range of pressures on local people and communities, particularly driven by the pandemic and cost-of living crisis. These are complex multi-faceted issues, which will require a co-ordinated, long-term partnership approach. The proposals outlined build on the experiences of strong, outcome-focused partnership delivery over the last 2 years. We will continue to work together to find ways to make a difference for the people of East Renfrewshire and support them through what will be a challenging period ahead.

RECOMMENDATIONS

31. It is recommended that Cabinet:

- a) Note the one-off availability of COVID recovery reserves, resulting from Scottish Government funding, to support pandemic recovery and renewal.

- b) Approve the strategic approach to support recovery under the following key areas:
- i. Direct support for the most vulnerable this winter
 - ii. Support for advisory services
 - iii. Support for communities, including capacity building for long-term recovery
 - iv. Initiatives to reduce the impact of fuel poverty
 - v. Support to improve mental health and wellbeing.
- c) Approve the funding proposals, totalling £1.7m, summarised at paragraph 14 and detailed in Annex 2 and note that, should further funds become available, there may be potential to allocate funding to some of the reserve list proposals (see Annex 3).
- d) Delegate to the Director of Business Operations & Partnerships, in consultation with the Leader of the Council to exercise flexibility in the terms of these proposals, to ensure most effective use of funding within the spirit of COVID recovery, capacity building and provision of support to the most vulnerable local people.
- e) Note that a final report outlining actual spend and updating on delivery and impact will come back to a future Cabinet meeting.

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BACKGROUND PAPERS

- Local Discretionary Fund Business Support Interventions, Cabinet 13 October 2022
- Improving Outcomes Through Pupil Equity Fund, Education Committee 6 October 2022
- Flexible Local Authority COVID Economic Recovery Fund, Cabinet 18 Aug/7 April 2022
- UK Shared Prosperity Fund 2022-23, Cabinet 18 August 2022
- Strategic Planning, Council 3 March 2022 (includes detail of COVID-19 Impact study)
- COVID-19 Humanitarian Support Community Funding, Cabinet 25 November 2021
- COVID-19 Humanitarian Support Funding 2021/22, Cabinet 3 June 2021

Research, Impact & Context

1. In 2021, East Renfrewshire Council commissioned a [Humanitarian Research study](#) to consider how the pandemic had impacted businesses and communities, and how public agencies, their partners and communities could support recovery. The study included a particular focus on the lived experience of people and communities, how this has varied across key socio-economic groups, and the extent to which the pandemic may have added to existing inequalities.

2. The findings from the study were structured around the 'Four Harms':



3. The direct and indirect health impacts of the pandemic continue to be addressed by Greater Glasgow and Clyde NHS and East Renfrewshire HSCP including responding to the backlog of patients waiting to be seen for non-Covid related health conditions.

4. There are an estimated 2,500 to 4,500 people in East Renfrewshire who are affected by long-COVID, which may impact their ability to work.

5. The societal and economic harms caused by the pandemic also continue to be felt by residents across East Renfrewshire and many will be exacerbated by the cost-of-living crisis. The research noted key priority groups who should be prioritised for recovery support including children and young people; older people; those with disabilities and long-term conditions; carers; single households; young families; those with language barriers and those experiencing domestic violence.

6. Wellbeing and quality of life impacts were felt by many and in particular older people, people with disabilities/limiting long-term illness, parents of young children and those with Additional Support Needs (ASN), women and lower income households

7. There was an increase in the complexity of domestic violence cases, particularly among more vulnerable groups. The research also predicts there will be long-term impacts of loss of social connectedness and active living, with a loss of confidence and increase in anxiety and worry for many, though mainly older adults and those with long-term conditions.

8. For children and young people, a number struggled with home schooling, particularly those with Additional Support Needs (ASN) and from income-deprived households. The impact of the COVID-19 pandemic represents a significant challenge to improving the equity of education outcomes and this is reflected in recent attainment data. Established improving trends in attainment data have been interrupted from 2020 onwards following the COVID-19 pandemic. National comparison data for 2021/22 is not yet available, however a number of national research reports have evaluated the likely impact of the pandemic on children and young people. Scottish Government's report '[Scotland's Wellbeing: The Impact of COVID-19](#)' highlights the likelihood of:

- Negative impact on educational attainment for all age cohorts
- An increase in the poverty-related attainment gap due to differential experiences during the pandemic
- Negative effects on resilience, confidence, wellbeing and happiness of children and young people due to family pressures and uncertainty.

9. Children and young people's mental health suffered, along with their parents', the result of this being that resilience continues to be low and risk-taking behaviour has increased. Schools are reporting that mental health and wellbeing issues are impacting on attendance. Police, community safety and youth work staff are seeing young people's alcohol use and weapons-carrying increase, including in areas not traditionally associated with these types of risky behaviours. While other cohorts of young people are reporting mental health issues and less resilience.

10. A report to [Education Committee on 6 October 2022](#) highlighted the impact of the Pupil Equity Fund (PEF) on improving outcomes for children and young people. Head teachers used PEF funding in a variety of different ways to support learners in 2021-22. Almost all interventions were focused on mitigating the impact of the pandemic on disadvantaged learners. All schools reported a number of challenges in implementing planned interventions during 2021-22, most notably the ongoing disruption to staffing caused by COVID-19 and high levels of pupil absence. Current attainment data indicates the ongoing impact of frequent disruption to children's education since session 2019-2020, for example the cumulative impact of disruption during P2, P3 and continuing into P4 has contributed to lower percentages of pupils in P4 attaining expected Curriculum for Excellence levels in literacy and numeracy in 2021-22.

11. The Education Department refreshed its guidance to schools on using PEF to tackle the poverty related attainment gap in May 2022.

12. Additionally, many community organisations that provide support to children and young people, older people, carers and our most vulnerable residents were unable to operate during the pandemic and many are struggling to become fully operational again.

13. In terms of the economic impact the research showed that out of work benefits remain substantially above pre-COVID, mostly for under 35s.

14. For businesses, footfall in town centres remains lower than pre-pandemic and it was predicted that economic recovery may be slower than is expected nationally, reflective of the local make-up of our economy which has several sectors vulnerable to weaker recovery (e.g. hospitality, construction, professional services) and the number of micro/sole traders.

15. The research expected to see a significant rise in referrals to money advice and welfare services, and this has been borne out with an exponential increase in referrals to the Money Advice and Rights Team.

16. The research noted key themes for response and recovery including ongoing practical and financial support; a focus on inequalities; bridging the attainment gap for children with Additional Support Needs (ASN) and those from deprived areas; targeted mental health supports and delivering lower-level community activity and supports to improve wellbeing.

Wider Factors

17. In addition to the impact of the pandemic, other global factors are influencing an ongoing cost-of-living crisis. Weak earnings and income growth; in-work poverty and fragile work, combined with the increasing cost of fuel and goods, particularly food, have seen household finances squeezed. There are several contributing factors including post-lockdown surge in demand for fuel; a lack of supply of fuel due to lack of renewable generation; poor crop yields; a reduction in food production; Brexit; and the war in Ukraine.

18. UK wage growth in the last year has not been sufficient to keep pace with inflation, with economy-wide regular pay growth only 4.3% in the period between March and May 2022 compared to the same period in 2021.

19. The latest Bank of England forecast has inflation peaking at 13.1% in the fourth quarter of 2022, inflation is expected to remain high for the next two years. The Bank expects that inflation will not reach its 2% target until the third quarter of 2024. Supermarket inflation has increased by 10%, which is the highest rate in 13 years, with the average food bill increasing by £380 annually.

20. The [Resolution Foundation](#) has estimated that levels of Absolute Child Poverty could rise by 5% points in 2022/23. Glasgow City Region (GCR) has applied this projection to the latest estimates of Child Poverty (after housing costs) from 2020/21 showing that the number of children in poverty in East Renfrewshire could increase by 950. Despite having one of the lowest rates of child poverty in Scotland, there is a significant gap in standards of living amongst our poorest and wealthiest families, children who could be sitting next to one another in school, making the contrast all the more apparent.

21. [CPAG](#) estimates that by January 2023 over half of households in the UK (15 million) will be in fuel poverty which means spending over 10 per cent of net income on fuel. Again, GCR analysis indicates that for East Renfrewshire there could be 19,000 additional households in fuel poverty by January 2023.

22. It is evident from increasing benefit claims and people seeking debt advice and assistance that the situation has already reached crisis point for many, and it is anticipated that things will only worsen as we approach autumn and winter.

23. Both the Scottish Government for devolved matters and the UK Government on reserved matters have made announcements aimed at mitigating the impact of the cost of living crisis.

24. The recent [Programme for Government](#) has laid out a number of interventions to mitigate the cost-of-living crisis including increasing the Child Payment to £25 per week from November 2022 to all children under 16; a rent freeze and doubling the Fuel Insecurity Fund to £20 million. This, alongside the UK Government's recent announcement that it is capping

the unit cost of energy at a price equivalent to an average household paying £2,500 per annum will provide some relief but with the social and economic impacts of the pandemic still being felt by communities, a more local and targeted approach is required.

25. The Scottish Government has also recently launched a [Cost of Living campaign](#) aimed at supporting people across Scotland. This includes a new national website, which connects back to local councils, a marketing campaign which will run on various media channels and signposting advice and support. Libraries have been selected as a key distribution point for paper-based information. 150,000 public information leaflets will shortly be distributed across the public library network to cover library buildings and mobiles.

26. East Renfrewshire Council also has its own [cost of living webpage](#) and Voluntary Action East Renfrewshire are collating a partnership [list of community supports](#) that are available or local residents can call the VAER Community Hub on 0141 876 9555 for further details. Groups are also encouraged to add their own information to this list.

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Annex 2 - DETAILED COVID RECOVERY / COST OF LIVING PROPOSALS

Winter Direct Support			
Activity	2022/23	2023/24	Further detail on project
Top-up the government funded Family Bridging Payments in December (c.1605 children) & run a further (non-SG funded) payment in March 2023.	£321,000		Each payment cycle can impact c.1605 children in P1-S6 who receive Free School Meals as a result of low income. Aims to provide extra support to most vulnerable families by providing them with choice and dignity in their spending.
Provide a Winter Support payment for Clothing Grant recipients who are not eligible for the Family Bridging Payment above	£60,000		There are approximately 600 pupils on Clothing Grants but not Free School Meals. This direct payment would perhaps allow purchase of winter clothing and gives recipients choice and dignity in their spending.
Top-up Scottish Welfare Fund (SWF) to fund payment of low-priority Community Care Grants .	£100,000		This project would assist up to 600 residents in setting up their home/improving current living conditions. A further £200,000 would be required to continue this provision into 2023/2024 if funds become available
Discretionary financial support payments for Carers , administered via East Renfrewshire Carers Centre.	£25,000		Provide a safety net/relief fund for carers who are struggling to pay fuel bills and other costs during winter months
Provide vouchers to vulnerable families , identified by Social Work, to purchase Christmas dinners	£10,000		This can relieve the financial pressures of Christmas for approx 200 families identified by Social Work. (N.B. there will be a separate Christmas gift appeal where staff, schools and local residents will have the opportunity to contribute to gifts for a much wider group of children living in low income households).
Donation to ' Back to School Bank ' in order to cope with increases in demand for school uniforms.	£5,000		Humanitarian COVID funding already given in 2022/23. This is a further requirement to meet rising demand and assist with winter provision. This is likely to assist c.50 children who do not meet criteria for Clothing Grants but where families are struggling with low income and in-work poverty.
Donation to support the East Renfrewshire Food Dignity Network to respond to additional emerging need.	£25,000		Allows network of food groups to meet emerging need in local communities. This is additional funding to that already provided to Thornliebank and Dunterlie Food Shares through Humanitarian COVID and LACER funds in 2022/23.
Total	£546,000	£0	

Advice and Support Services			
Activity	2022/23	2023/24	Further detail on project

Funding for one additional benefit advisor for East Renfrewshire Citizens Advice Bureau (CAB)	£40,000	£40,000	780 residents/ clients a year would be supported, potentially allowing for additional Client Financial Gains of £455,520. This post will also help alleviate the burden on MART, as both service can assist each other through peak demands
Funding for one additional money advice and rights advisor in CAB		£40,000	Funded by LACER in 22/23. A new money adviser would allow for an additional 10 new debt clients per week to be seen face to face.
Total	£40,000	£80,000	

Support for Communities			
Activity	2022/23	2023/24	Further detail on project
Funding towards learning recovery in schools	£103,863	£103,863	Resources for 1 x Literacy Teacher (£34,621) and 1 x Numeracy Teacher (£34,621) and 1x 'Readiness to Learn' teacher (34,261). To improve outcomes for pupils in all secondary schools and primary schools who have been impacted by Covid-19 focusing recovery, learning loss and equity through early intervention for Literacy and Numeracy, specifically reading, writing, talking and listening, numeracy and mathematics.
Cost-of-Living public information campaign	£22,000		Includes targetted leaflet drop with details including support available, advisory services, Credit Unions and signposting to Voluntary Action East Renfrewshire's Community Directory.
Funding for distribution of small grants to organisations, to enhance their community activity/advice/drop-in provision as part of a ' Warm Spaces ' initiative.	£100,000	TBD	Will work closely with Third Sector to develop this initiative, which will build on existing activities and advice services across a range of sites throughout East Renfrewshire and identify gaps in provision. Outcomes will include less isolation and loneliness and improved mental health of vulnerable local people.
Participatory Budgeting Capacity Building and delivery of grant-making PB	£12,500	£187,500	This will fund a community capacity building post and deliver £150,000 of PB grant-making activity across 5 council wards, based on the most deprived localities.
Strategic Support to Third Sector		£50,000	Funded by Humanitarian COVID funding in 22/23. This will provide Voluntary Action East Renfrewshire (VAER) with additional funding to support local groups to work together, access peer and professional support and advice. This is important for building a more sustainable pathway for provision when recovery funding has ended.
Pandemic Recovery: Strategic and Partnership Coordination	£11,000	£56,000	This will ensure strategic coordination of Council and wider community and partnership pandemic recovery, and access future funding opportunities.

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Data Analysis to help identify vulnerable households that are not accessing support	£50,000		This will combine national and local data to give us insight and intelligence on households who may not be accessing the support they need. This will enable us to target future communication and support.
Continue detached street work and diversionary activities into 23/24	£13,000	£50,000	This will continue current provision which was due to end in December 2022. It will help to reduce and prevent anti-social and risky behaviours around weapons, fire raising, alcohol, drugs and sexual activity by continuing the expanded youth work programme of detached street work at evening and weekends across East Renfrewshire.
Support for community recovery and renewal at Dunterlie Resource Centre via Corra Foundation	£12,000		Support to maintain delivery of resource centre activity to meet community demand.
Total	£324,363	£447,363	

Reducing Fuel Poverty			
Activity	2022/23	2023/24	Further detail on project
Extend Fuel Poverty Officer post to 23/24		£44,500	Funded by Humanitarian COVID/LACER in 22/23. This extends the Fuel Poverty post for 23/24. It works closely with CAB to maximise impact and co-ordinates with the work of Home Energy Scotland (HES). The aim is to offer immediate, impactful support to help clear debt from the energy meter and help to sustain payments.
Fund one Energy Advisor in CAB		£40,000	Funded by LACER/COVID funding in 22/23. Energy Advisor could target in-depth support to 15 clients per week.
Emergency & low-cost rapid response to fuel poverty	£50,000		Initial suggestion that Care & Repair service may be able to identify immediate supports which would reduce energy consumption in client homes (e.g. draught excluders, curtain linings etc), but this funding will be informed via Cost-of-Living working groups and close links to Fuel Poverty advisor and Home Energy Scotland.
Total	£50,000	£84,500	

Mental Health and Wellbeing Support			
Activity	2022/23	2023/24	Further detail on project
Mental Health & Well-being Programmes for young people	£12,500		Jointly provided by Community Learning & Development and Education. 40 young people supported through 10 week Mental Health and Wellbeing programme. Also 20 young people undertaking a 6 week Bereavement Support Programme. Funding also sought for 23/24 but on deferred list for later decision.
Funding for this financial year for two CEDAR (domestic violence) recovery programme posts	£35,000		Two posts could support up to 90 referrals of any women, child or young person suffering domestic abuse and help them to rebuild relationships and improve life chances, education, employment, health and wellbeing. This is a therapeutic programme which requires a tandem approach for mother and child. Funding also sought for 23/24 but on deferred list for later decision.
Funding for one Financial and Mental Wellbeing HR Officer	£20,000	£60,000	Could support 5000 employees through the upskilling of managers and targeted mental health support and provide practical financial wellbeing support through the signposting and engagement with experts both within and outside of the council.
Total	£67,500	£60,000	

Summary of Proposals	2022/23	2023/24
Winter Direct Support	£546,000	£0
Advice and Support Services	£40,000	£80,000
Support for Communities	£324,363	£447,363
Reducing Fuel Poverty	£50,000	£84,500

Mental Health and Wellbeing Support	£67,500	£60,000
Total by Year	£1,027,863	£671,863
Total	£1,699,726	

Annex 3) DEFERRED PROPOSALS - PENDING AVAILABILITY OF FURTHER FUNDING

Reconsider if further funds become available			
Activity	2022/23	2023/24	Further detail on project
Top-up Scottish Welfare Fund (SWF) to fund payment of low-priority Community Care Grants across 23/24.		£200,000	This project would assist c.700 residents in setting up their home/improving current living conditions.
Provide one-off discretionary financial hardship payments , administered by advice services		£120,000	Funded by LACER in 22/23. Gives potential to make an additional 200 SWF payments and 300 Discretionary hardship payments in a year via the Money Advice & Rights Team (MART). (N.B. number of payments may be more if value of individual payments is lower).
Discretionary emergency fuel poverty payments , administered via advice services		£50,000	Funded by LACER in 22/23. Continues discretionary fund into 23/24. Assumes minimum of c.200 payments.
Fund Parental Employability Support Fund post into 23/24		£35,000	22/23 funded by Scottish Govt. Possible further funding may become available for 23/24. Based in MART. Supports 200 hundred clients a year, generating £75,000 income for residents and assisting residents to feel more confident about moving into work.
Funding to continue two CEDAR (domestic violence) recovery programme posts		£35,000	Continued funding for two posts to support up to 90 referrals of any women, child or young person suffering domestic abuse and help them to rebuild relationships and improve life chances, education, employment, health and wellbeing.
Mental Health & Well-being Programmes for young people across 23/24		£12,500	Jointly provided by Community Learning & Development and Education. 40 young people supported through 10 week Mental Health and Wellbeing programme. Also 20 young people undertaking a 6 week Bereavement Support Programme.
Funding for two posts for the Healthier Minds Hub (HSCP)	£18,500	£55,500	Funded separately in 22/23. Support an estimated 700 referrals per year to improve emotional wellbeing and hopefully prevent escalation into further services such as CAHMs or hospitalisation
Funding towards learning recovery in schools (additional posts to those approved above)	£103,863	£103,863	Resources for <u>a further</u> 1 x Literacy Teacher (£34,621) and 1 x Numeracy Teacher (£34,621) and 1x 'Readiness to Learn' teacher (34,261). To improve outcomes for pupils in all secondary schools and primary schools who have been impacted by Covid-19 focusing recovery, learning loss and equity through early intervention for Literacy and Numeracy, specifically reading, writing, talking and listening, numeracy and mathematics.

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Fund three Physical Activity & Health Advisor posts in ERCLT		£104,000	To increase the capacity of the ERCLT service to support 550 more clients per year to increase social support and confidence.
Additional Inclusive Support & ASN Short Breaks/Respite (HSCP)	£75,000	£225,000	Enable 2 Inclusive Opportunities Workers (temp. 12 month) to support families and young people struggling to find support and/or on edge of becoming accommodated. 300 Families will receive respite and support to give a break from caring duties.
Funding for Youth Participatory Budgeting in 23/24		£32,500	This can allow circa 15-20 youth groups to access funding and lead on their own recovery from the pandemic.
Support to Auchenback Resource Centre	£20,000		Auchenback Resource Centre have made a very recent approach for support due to loss of income as a result of COVID. Further work will be required to work with the ARC Board on their financial accounts and user numbers in order to determine scope of the request.
Further support for ' Back to School Bank '		£10,000	Further support for local uniform bank to support increases in demand from those experiencing in-work poverty,
Donation to Superkids (ASN charity) to replace end of funds from Children in Need.	£10,000	£10,000	Supports delivery of Sessional Staff hours for Additional Support Needs group on 2-nights a week
Total	£227,363	£993,363	

Total of projects deferred pending further funding becoming available	£227,363	£993,363
Overall Total including deferred	£2,920,452	

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