

Department of Business Operations and Partnerships

Director: Louise Pringle

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Date: 21 October 2025

When calling please ask for: Lesleyann Burns (Tel: 0141 577 3011)

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

CABINET

A meeting of Cabinet will be held in the Windsor Suite Ballroom, Eastwood House, Eastwood Park, Giffnock on **Thursday 30 October 2025 at 10.00am.**

The agenda of business is as listed below.

Yours faithfully

Louise Pringle

LOUISE PRINGLE

DIRECTOR OF BUSINESS OPERATIONS AND PARTNERSHIPS

AGENDA

1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

Members are requested to give notice of any declarations of interest in respect of items of business on the Agenda.

3. GENERAL FUND CAPITAL PROGRAMME

Report by Head of Finance (Chief Financial Officer) (copy attached, pages 5 - 26)

4. HOUSING CAPITAL PROGRAMME

Joint Report by Head of Finance (Chief Financial Officer) and Director of Environment (copy attached, pages 27 - 34)

5. ANNUAL PROCUREMENT REPORT – 2024/25 PROCUREMENT STRATEGY 2023 – 2026 UPDATE

Report by Chief Procurement Officer (copy attached, pages 35 - 88)

6. DIGITAL TRANSFORMATION STRATEGY 2025-30

Report by Director of Business Operations and Partnerships (copy attached, pages 89 - 100)

7. FREEDOM OF INFORMATION – COUNCIL PERFORMANCE 2024-25

Report by Chief Executive (copy attached, pages 101 - 108)

8. GENERAL FUND CAPITAL PROGRAMME – OVERLEE HOUSE

Report by Director of Environment (copy attached, pages 109 - 110)

9. HOUSING CAPITAL PROGRAMME – COMMERCIAL ROAD

Report by Director of Environment (copy attached, pages 111 - 114)

10. HOUSING SERVICES ANNUAL ASSURANCE STATEMENT & PERFORMANCE REPORT 2024/25 (SCOTTISH SOCIAL HOUSING CHARTER)

Report by Director of Environment (copy attached, pages 115 - 128)

11. HOUSING ALLOCATION LETTINGS POLICY

Report by Director of Environment (copy attached, pages 129 - 178)

12. STRATEGIC HOUSING INVESTMENT PLAN 2026-2031

Report by Director of Environment (copy attached, pages 179 - 190)

13. UPDATE ON NEIGHBOURHOOD TRAFFIC MANAGEMENT ZONES

Report by Director of Environment (copy attached, pages 191 - 196)

PUBLIC ACCESS TO THIS MEETING OF CABINET

There are **two** options available to members of the press and public to view this meeting of Cabinet.

Option 1: View a Recording of Cabinet

Cabinet meetings are also recorded and published on the Council's YouTube channel <https://www.youtube.com/user/eastrenfrewshire> within 24 hours of the meeting.

Option 2: In Person Attendance at Cabinet Meeting

At this Cabinet meeting there will be public access available in two locations within Eastwood House:

- **Windsor Suite Ballroom** (Located on the 1st Floor of Eastwood House) – where the meeting is taking place, there will be limited seating in a small public gallery.
- **Cinema Room** (Located on the Ground Floor of Eastwood House) – where a live broadcast of the meeting will be shown on a large screen.

Spaces in both the Windsor Suite Ballroom and the Cinema Room are limited and will be allocated by booking on a first come, first served basis. **Members of the public who wish to attend must book in advance** by contacting the Democratic Services Team on Tel: 0141 577 3033 or by emailing: bethany.mitchell@eastrenfrewshire.gov.uk

Important Notice for Attendees in the Windsor Suite Ballroom

Due to the layout, anyone entering the small public gallery in the Windsor Suite Ballroom should be aware that they are likely to appear on the livestream and video recording. By attending in person, you are giving consent to be filmed and included in the publicly accessible webcast and archive footage.

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EAST RENFREWSHIRE COUNCILCabinet30 October 2025Report by the Chief Financial OfficerGENERAL FUND CAPITAL PROGRAMME**PURPOSE OF REPORT**

1. The purpose of this report is to monitor both income and expenditure as at 30 September 2025 against the approved General Fund Capital Programme and to recommend adjustments where possible.

RECOMMENDATIONS

2. The Cabinet is asked to recommend that Council:
 - a) note and approve the movements within the programme; and
 - b) note the shortfall of £0.150m and that income and expenditure on the programme will be managed and reported on a regular basis.

BACKGROUND

3. The General Fund Capital Programme for 2025-2035 was approved by Council on 26 February 2025.
4. Movements on the 2025/26 programme were approved by Council on 25 June 2025, including a number of changes resulting from the finalisation of the outturn position for the previous financial year.
5. This report updates project costs and phasings based on progress to date and anticipated to 31 March 2026.
6. The programme is being constantly monitored to ensure any additional cost pressures on key projects can be covered by deferring or reducing other projects to compensate. Where there is general provision for regular capital expenditure (such as on ICT, Roads, or Schools Major Works) officers are expected to prioritise spend on such schemes to remain within the budgeted level. It is recognised that this may mean that fewer such schemes will progress in the year.

CURRENT POSITION

- | | | |
|----|--|-----------------|
| 7. | Total anticipated expenditure (Appendix A) | £70.509m |
| | Total anticipated resources (Appendix B) | <u>£70.359m</u> |
| | Shortfall | <u>£ 0.150m</u> |

INCOME MOVEMENTS

8. The main income movements are as follows: -

- **General Capital Grant**
The income represents the latest information available from the Scottish Government and includes a recently awarded provision of £0.088m to fund bus infrastructure improvements. This funding aims to improve accessibility to bus services, bus infrastructure, integration between bus and other modes of transport; and improve bus journey times and reliability.
- **City Deal Grant**
The City Deal Board has confirmed the provisional grant allocation of £2.553 million. This represents an increase of £1.553 million compared to the previous estimate for the current financial year. It is important to note that the grant income is dependent on the progress of City Deal projects not only by East Renfrewshire Council but also by all participating authorities. This increase does not reflect additional overall grant support for City Deal projects, but rather an accelerated drawdown of existing funding within the current year.
- **Place Based Investment Programme**
As reported to the Cabinet meeting on 14th August 2025, the Scottish Government has awarded the Council £0.385m of funding for this programme, subject to the expenditure being at least committed by 31 March 2026 and works being completed by 30 September 2026. The objective of this funding is to support regeneration and living well in local communities, as shaped by the needs and aspirations of the communities themselves, and ideally aligned with East Renfrewshire's Place to Grow vision. Planned expenditure includes improvements in Clarkston Shopfronts and the creation of a pump track for cycling at Overlee Park. Estimated expenditure in the current year is £0.165m and thus a matching grant income amount has been added to programme.
- **Capital Reserve**
As approved by Council on 10th September 2025, a drawdown of £3.000m to part fund the increased cost of the Levern Valley Accessibility/Aurs Road project has been added to the programme.

EXPENDITURE MOVEMENTS

9. The estimated expenditure has increased by £5.071m above the level reported to Council on 25 June 2025. The main expenditure movements are as follows:

Property, Schools

- **Mearns Castle High School Extension**
The contract acceptance for this project is now complete and a programme of works is being agreed with the successful contractor. However, this process has taken longer than originally anticipated and progress during the current year will be less than previously planned. As a result, expenditure in the current financial year has been reduced by £0.450m.

- **Hillview Primary School Extension**
In light of projected school rolls, a new extension at Hillview Primary School will likely be required to accommodate increased pupil numbers. It is anticipated that the cost of the extension will be covered by developer contributions. An initial provision of £0.025m has been added to the programme to fund initial feasibility costs.

Property, Other

- **Overlee House Extension**
This project has been subject to a retendering exercise and the design works have been updated in light of the revised project requirements. As a result, expenditure in the current year has been reduced by £0.613m. The increase in total cost of £0.036m will be funded by a contribution from revenue. This project is the subject of a separate report to this Cabinet meeting.
- **Thornliebank Depot Electricity Sub Station**
Further investment in vehicles has been suspended pending a review of the Council's Fleet Strategy. The future fleet requirement will likely include a significant increase in the number of electric vehicles, which will influence the sub-station requirement at the depot. As a result, the planned expenditure on the sub-station of £0.400m has been deferred for this year until the requirements are confirmed.

Open Spaces

- **Place Based Investment Programme**
As reported to Cabinet on 14th August 2025 and detailed in paragraph 8 above, a total provision of £0.385m has been added to the programme with expenditure in the current year estimated at £0.165m.
- **Artificial Pitch Improvements**
The Council has delayed works at Woodfarm and Eastwood High Schools until the summer of 2026, due to the contractor being unable to guarantee completion of work by the start of the 2025/26 school term. However, the expenditure reduction has been partially offset by works at St Ninian's High School, to be progressed in conjunction with Giffnock Soccer Club. The net impact in the current year is a reduction of £0.490m.

Roads

- **Levern Valley Accessibility - Aurs Road Project**
As approved by Council on 10th September 2025 both the total cost and expenditure in the current year have been increased by £6.900m. The allocation of expenditure to 31 March 2025 and the projected outturn have been subject to a post audit adjustment of £0.634m, this has no impact on the total project costs.

- **Active Travel Infrastructure Fund**
Funding for this project now forms part of the General Capital Grant provided by the Scottish Government and, the Council has confirmed that expenditure may be carried forward to future financial years. This allows the Council to focus on longer term projects which are potentially more beneficial to residents. Works in the current year will focus on smaller mini projects which can each be completed relatively quickly and, as a consequence, expenditure in the current year has been reduced by £0.505m.
- **Bus Infrastructure**
As outlined in paragraph 8 above, grant funding of £0.088m to improve bus infrastructure and services has been confirmed by the Scottish Government. It is envisaged that this funding will be used for costs such as improved bus stop structures and raising kerbs to allow better access to bus stops. A corresponding expenditure provision has been added to the programme.

Council Wide ICT

- **IT General Provision**
The revised provision reflects progress to date and latest work plans, including the move to the Scottish Wide Area Network (SWAN2). While it is possible that further work schemes could arise, based on current plans expenditure in the current year has been reduced by £0.200m.

COMMENT

10. The projected shortfall of £0.150m represents 0.2% of the resources available and is within manageable limits.
11. The projected expenditure figure of £70.509m significantly exceeds the actual outturn achieved during the previous financial year (£42.614m). There are three specific high value projects within the programme, Eastwood Park Leisure, Barrhead South Railway Station, and Lavern Valley Accessibility/Aurs Road project, with estimated expenditure totalling £40.396m. This represents 57% of the total programme. The actual outturn is dependent on the progress achieved by the contractors.
12. A separate report on the Eastwood Park Leisure project was submitted to Council on 22 October 2025. Any amendments to the project costs approved at that meeting will be reflected in future monitoring reports.
13. Although projected expenditure has increased significantly since the previous monitoring report, this has been offset by higher grant income and a drawdown from the capital reserve during the current year. As a result, the required level of borrowing remains unchanged and is consistent with the position reported to Council on 25 June 2025.

PARTNERSHIP WORKING

14. This report has been prepared following consultation with appropriate staff from various departments within the Council, including Property and Technical Services and Information Technology.

RECOMMENDATIONS

15. The Cabinet is asked to recommend that Council:
- a) note and approve the movements within the 2025/26 programme; and
 - b) note the shortfall of £0.150m and that income and expenditure on the programme will be managed and reported on a regular basis.

Further information is available from Paul Parsons, Corporate Finance Manager, tele. 0141 577 3073, email paul.parsons@eastrenfrewshire.gov.uk

Kirsty Stanners
Head of Finance
KS/PP
20 October, 2025

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EAST RENFREWSHIRE COUNCIL

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GENERAL FUND CAPITAL PROGRAMMEPROGRESS REPORT2025/2026

	ANNUAL COSTS £'000			TOTAL COST £'000		
	CURRENT YEAR APPROVED AT 25.06.25	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.25	SPENT PRIOR TO 31.03.25	PREVIOUS TOTAL COST	REVISED TOTAL COST
Property - Schools	9,020	8,538	3,119	48,714	64,607	64,862
Property - Culture & Leisure	15,619	15,592	1,322	7,389	59,626	59,599
Property - Other	21,657	20,625	4,889	16,523	45,731	45,748
Open Spaces	2,432	2,107	281	5,670	9,132	9,517
Roads	10,990	18,117	4,898	17,467	30,535	37,576
Corporate Wide - ICT	5,317	5,172	1,908	6,659	12,909	13,384
Fleet	403	358	308	10	413	413
TOTAL	65,438	70,509	16,725	102,432	222,953	231,099

EAST RENFREWSHIRE COUNCIL

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GENERAL FUND CAPITAL PROGRAMME**PROGRESS REPORT****2025/2026**

Property - Schools

		ANNUAL COSTS £'000				TOTAL COST £'000		
COST CODE	PROJECT NAME	CURRENT YEAR APPROVED AT 25.06.25	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.25	COMMENT	<i>SPENT PRIOR TO 31.03.25</i>	<i>PREVIOUS TOTAL COST</i>	<i>REVISED TOTAL COST</i>
Grouped	Schools Major Maintenance	900	900	625	See Annex 1	0	900	900
800050031	Maidenhill Primary School	0	30		Complete	14,192	14,192	14,222
800050057	Neilston Learning Campus	1,306	1,306	137	Complete - payments outstanding	26,858	29,164	29,164
800050058	MCHS Sports Facility	8	8		Complete - payments outstanding	2,133	2,141	2,141
800050065	Improving Learning	200	200	10	Work to be programmed	139	1,481	1,481
	Isobel Mair External Classrooms	6	6	1	Complete - payments outstanding	916	922	922
	Free School Meals Expansion	700	600	8	Work to be programmed	0	2,481	2,481
	St John's PS - Early Learning & Childcare Places	27	27	1	Work complete - payments outstanding	1,947	1,974	1,974
	Gaelic Medium PS	10	10	1	Works complete - payments outstanding	770	780	780
800050076	Maidenhill Primary School Extension	2,397	2,410	2,266	Complete - payments outstanding	1,037	3,484	3,484
	Mearns Castle High School Extension	1,900	1,450	56	Phase 2 on site	583	5,123	5,123
	Crookfur PS Games Area	7	7	1	Complete - payments outstanding	108	115	115
	Eastwood HS Dining Area	699	699		Work in progress	31	740	740
	Changing Places Toilet: St Joseph's Primary School	110	110	1	Work programmed	0	110	110
	Eastwood High School - Modular Classrooms (Part Funded by Developer Contributions)	750	750	12	Work programmed - increase in total cost funded by revenue contribution to capital (CFCR)	0	1,000	1,200

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GENERAL FUND CAPITAL PROGRAMMEPROGRESS REPORT2025/2026

Property - Schools

		ANNUAL COSTS £'000				TOTAL COST £'000		
COST CODE	PROJECT NAME	CURRENT YEAR APPROVED AT 25.06.25	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.25	COMMENT	SPENT PRIOR TO 31.03.25	PREVIOUS TOTAL COST	REVISED TOTAL COST
8000 50084	Hillview Primary School Extension - initial feasibility	0	25	0	Initial feasibility costs - to be fully funded by developer contributions	0	0	25
		9,020	8,538	3,119		48,714	64,607	64,862

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GENERAL FUND CAPITAL PROGRAMMEPROGRESS REPORT2025/2026

Property - Culture & Leisure

		ANNUAL COSTS £'000				TOTAL COST £'000		
COST CODE	PROJECT NAME	CURRENT YEAR APPROVED AT 25.06.25	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.25	COMMENT	SPENT PRIOR TO 31.03.25	PREVIOUS TOTAL COST	REVISED TOTAL COST
800200019	Eastwood Park Leisure	15,300	15,300	1,252	Work in progress	5,382	56,600	56,600
800200020	ERCLT General Building Improvement Fund	195	195	65	Work in progress	736	1,631	1,631
800050049	Eastwood HS Sports Centre Changing Rooms/Disabled Facilities	27	0	0	Complete	1,062	1,089	1,062
805600002	Theatre Equipment	52	52	5	Work to be programmed	0	52	52
	Barrhead Foundry	45	45		Complete - payments outstanding	209	254	254
		15,619	15,592	1,322		7,389	59,626	59,599

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GENERAL FUND CAPITAL PROGRAMMEPROGRESS REPORT2025/2026

Property - Other

ANNUAL COSTS £'000						TOTAL COST £'000		
COST CODE	PROJECT NAME	CURRENT YEAR APPROVED AT 25.06.25	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.25	COMMENT	SPENT PRIOR TO 31.03.25	PREVIOUS TOTAL COST	REVISED TOTAL COST
	1. City Deal							
Grouped	Barrhead South Access - Railway Station	13,870	13,870	3,338	Work in progress	3,208	18,331	18,331
804000009	Country Park Visitor Facilities and Infrastructure	600	600		At design stage - enabling works and design only, main works to follow completion of the Aurs Road project.	392	2,800	2,800
804000006	Greenlaw Business Incubator	39	39	3	Work in progress	5,504	5,543	5,543
	2. Environment Other Projects							
800420016	Overlee House Extension	793	180		Work programmed - increase funded by revenue contribution to capital	92	927	963
800420032	Purchase of Additional Housing Units (Homelessness)	1,175	1,175	597	Work in progress	825	2,000	2,000
	3. Council Wide Property							
Grouped	Retentions - All Services	50	50		Work in progress	0	50	50
Grouped	Property Maintenance	2,000	1,925	526	See Annex 2	2,983	5,636	5,561
800420013	Eastwood Park Campus Improvements	40	40	2	Work in progress	338	522	522
800404017	Office Accommodation Barrhead	95	95	4	Complete - payments outstanding	2,157	2,252	2,252
800420020	Capelrig House Upgrade	367	367	145	Complete - payments outstanding	833	1,200	1,200

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GENERAL FUND CAPITAL PROGRAMMEPROGRESS REPORT2025/2026

Property - Other

ANNUAL COSTS £'000						TOTAL COST £'000		
COST CODE	PROJECT NAME	CURRENT YEAR APPROVED AT 25.06.25	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.25	COMMENT	SPENT PRIOR TO 31.03.25	PREVIOUS TOTAL COST	REVISED TOTAL COST
	Thornliebank Depot Electricity Sub Station	400	0		Work to be programmed	0	400	400
800404025	Eastwood Refurbishment	2,000	2,000	271	Work in progress	169	5,820	5,820
	Response Centre Refurbishment	228	284	4	Work in progress - increase funded by revenue contribution to capital (CFCR)	22	250	306
		21,657	20,625	4,889		16,523	45,731	45,748

EAST RENFREWSHIRE COUNCIL
GENERAL FUND CAPITAL PROGRAMME

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PROGRESS REPORT

2025/2026

Open Spaces

		ANNUAL COSTS £'000				TOTAL COST £'000		
COST CODE	PROJECT NAME	CURRENT YEAR APPROVED AT 25.06.25	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.25	COMMENT	<i>SPENT PRIOR TO 31.03.25</i>	<i>PREVIOUS TOTAL COST</i>	<i>REVISED TOTAL COST</i>
	1. Regeneration							
802000008	Country Park - Tourism Infrastructure And Economic Activity Projects	50	50	3	Work to be programmed - funded by developer contributions	113	297	297
802000015	White Cart Tributaries Environmental Improvements	100	100	70	Work in progress	3,144	3,895	3,895
802000032	Regeneration Projects - Provisional Sums	255	255		Work programmed	0	255	255
	Place Based Investment Programme 2025/26		165		Report to Cabinet 14 August 2025	0	0	385
	2. Environment - Other Projects							
Grouped	Town Centre & Neighbourhood Regeneration	65	65	2	Work to be programmed - main works dependent on Local Area/Action Plans 2025/26	0	65	65
802200007	Parks, Cemeteries & Pitch Improvements	197	197	78	Work in progress	1,462	1,659	1,659
802200020	Renewal of Playparks	525	525	28	Work in progress	610	1,135	1,135
802200021	Nature Restoration	119	119	15	Work in progress	86	205	205
802200032	Artificial Pitch Replacements	635	145	4	Complete - payments outstanding	0	865	865
802200015	Braidbar Quarries	20	20		Work to be programmed	0	20	20

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Open Spaces

		ANNUAL COSTS £'000				TOTAL COST £'000		
COST CODE	PROJECT NAME	CURRENT YEAR APPROVED AT 25.06.25	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.25	COMMENT	SPENT PRIOR TO 31.03.25	PREVIOUS TOTAL COST	REVISED TOTAL COST
Grouped	UK Shared Prosperity Fund	267	267	20	Work to be programmed	0	267	267
	Cathcart Cemetery Wall	80	80	59	Complete - payments outstanding	255	350	350
	Kingston Playing Fields Active Open Space	119	119	2	Work to be programmed	0	119	119
		2,432	2,107	281		5,670	9,132	9,517

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GENERAL FUND CAPITAL PROGRAMMEPROGRESS REPORT2025/26

Roads

		ANNUAL COSTS £'000				TOTAL COST £'000		
COST CODE	PROJECT NAME	CURRENT YEAR APPROVED AT 25.06.25	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.25	COMMENT	SPENT PRIOR TO 31.03.25	PREVIOUS TOTAL COST	REVISED TOTAL COST
	1. City Deal							
804000001	Levern Valley Accessibility - Aurs Road Project	3,692	11,226	2,629	Work in progress (expenditure allocation to 31.03.25 and current year adjusted by £634k post audit)	16,169	21,939	28,839
	2. ERC Roads							
803000012	Bridges Refurbishment & Pointing Work	53	53		Work in progress	0	53	53
803000015	Principal Inspection Group 1-6	21	21	9	Work in progress	0	21	21
803000025	Traffic Calming Studies/Road Safety	109	109	40	Work in progress	0	109	109
803000267	A77 Ayr Road Reconstruction	36	36		Complete - payments outstanding	214	250	250
	Kirkton Road Neilston	97	97	52	Complete - payments outstanding	0	97	97
	Springhill Road Barrhead	67	72		Work programmed	0	67	72
	Arhturlie Street Barrhead	30	30	27	Complete - payments outstanding	0	30	30
	A736 Kelburn Street Barrhead	75	83	4	Complete - payments outstanding	0	75	83
	Burnfield Road Giffnock	126	115	2	Complete - payments outstanding	0	126	115
	Eaglesham Road/Mearns Road Newton Mearns	103	61	61	Complete	0	103	61
	Craigton Road Newton Mearns	134	134	0	Work programmed	0	134	134
	Allans Corner Barrhead	53	63	1	Work programmed	0	53	63
	Merryvale Avenue Giffnock	114	125		Work programmed	0	114	125
	Millhall Road Eaglesham	158	0		Project deferred	0	158	0

EAST RENFREWSHIRE COUNCIL

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GENERAL FUND CAPITAL PROGRAMMEPROGRESS REPORT2025/26

Roads

		ANNUAL COSTS £'000				TOTAL COST £'000		
COST CODE	PROJECT NAME	CURRENT YEAR APPROVED AT 25.06.25	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.25	COMMENT	SPENT PRIOR TO 31.03.25	PREVIOUS TOTAL COST	REVISED TOTAL COST
	Crookfur Road Newton Mearns	44	44		Complete - payments outstanding	0	44	44
803000265	A736 Main Street Barrhead	175	130	130	Complete - payments outstanding	0	175	130
	Provisional Sums - Roads	23	245	0	Work to be programmed	0	23	245
Grouped	Roads Capital Works	3,500	3,500	1,548	Work in progress	0	3,500	3,500
	Street Lighting Column Replacement & Lumenaries	860	860	266	Work in progress	0	860	860
803000328	A77 Active Corridor	34	34		Complete - payments outstanding	916	950	950
8030 00024	Active Travel Infrastructure Fund (formerly Cycling, Walking and Safer Streets)	1,263	758	76	Work in progress - increase in total cost funded by developer contributions	125	1,388	1,431
new 8030 00400	Traffic Signals - School Routes	197	197	54	Work in progress	43	240	240
8030 00380	People and Places	26	36		Work to be programmed	0	26	36
	Bus Infrastructure Funding	0	88	0	Work to be programmed - funded by general capital grant	0	0	88
		10,990	18,117	4,898		17,467	30,535	37,576

EAST RENFREWSHIRE COUNCIL

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GENERAL FUND CAPITAL PROGRAMMEPROGRESS REPORT2025/2026

Council Wide - ICT

		ANNUAL COSTS £'000				TOTAL COST £'000		
COST CODE	PROJECT NAME	CURRENT YEAR APPROVED AT 25.06.25	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.25	COMMENT	SPENT PRIOR TO 31.03.25	PREVIOUS TOTAL COST	REVISED TOTAL COST
805000002	ICT Infrastructure Projects	500	500	350	Work in progress	0	500	500
805000025	IT General Provision	2,100	1,900	206	Work in progress	0	2,330	2,330
805000003	Education Network	250	250	0	Work in progress	0	250	250
805000022	The Digital Workplace	51	10	0	Work in progress	413	464	464
805000001	Core Corporate Finance, Payroll & HR	127	127	1	Work in progress	3,556	3,750	3,750
800050004	Education - Computer Equipment	839	839	764	Work programmed	0	839	839
805600001	ERCLT People's Network	20	20	8	Work to be programmed	0	20	20
805500004	Social Work Case Management System	17	17	17	Work in progress	93	110	110
805300003	Education and Property CCTV	530	626	385	Work in progress, revised total costs corrected for 26/27 Property CCTV budget	39	806	1,281
	CCTV Aurs Road Promenade (Funded by Developer Contributions)	0	0		Works to follow completion of the Aurs Road project.	0	54	54
805000034	Full Fibre Digital Transformation	220	220	170	Work in progress	2,480	2,700	2,700
8050 00035	Response Centre CCTV	23	23		Work in progress	73	96	96
	The Way We Work Monitors/Conference Screens	140	140		Work in progress	0	140	140
805000037	ICT Infrastructure Review	500	500	7	Work in progress	5	850	850
		5,317	5,172	1,908		6,659	12,909	13,384

EAST RENFREWSHIRE COUNCIL

Appendix A

GENERAL FUND CAPITAL PROGRAMMEPROGRESS REPORT2025/2026

Fleet

		ANNUAL COSTS £'000				TOTAL COST £'000		
COST CODE	PROJECT NAME	CURRENT YEAR APPROVED AT 25.06.25	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.25	COMMENT	SPENT PRIOR TO 31.03.25	PREVIOUS TOTAL COST	REVISED TOTAL COST
806000004	HSCP - Vehicles	82	82	82	Complete	0	82	82
806000002	Environment - Vehicles	226	226	226	Complete	0	226	226
806000005	Environment - GPRS System	95	50	0	Work to be programmed	10	105	105
		403	358	308		<i>10</i>	<i>413</i>	<i>413</i>

EAST RENFREWSHIRE COUNCIL

Appendix A

GENERAL FUND CAPITAL PROGRAMMEPROGRESS REPORT2024/2025

Annex 1 - Schools Major Maintenance Analysis

		ANNUAL COSTS £'000				TOTAL COST £'000		
COST CODE	PROJECT NAME	CURRENT YEAR APPROVED AT 25.06.25	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.25	COMMENT	SPENT PRIOR TO 31.03.25	PREVIOUS TOTAL COST	REVISED TOTAL COST
Grouped	Window Renewal	0	0			0	0	0
Grouped	Roof Improvements	900	900	625	Work in progress	0	900	900
800050066	Provisional Sums	0	0			0	0	0
		900	900	625		0	900	900

EAST RENFREWSHIRE COUNCIL
GENERAL FUND CAPITAL PROGRAMME

Appendix A

PROGRESS REPORT

2024/2025

Annex 2 - Property Maintenance Analysis

		ANNUAL COSTS £'000				TOTAL COST £'000		
COST CODE	PROJECT NAME	CURRENT YEAR APPROVED AT 25.06.25	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.25	COMMENT	SPENT PRIOR TO 31.03.25	PREVIOUS TOTAL COST	REVISED TOTAL COST
800404001	HardWire Testing	40	70	13	Work in progress	0	40	70
800404003	COSHH Upgrade	60	40	9	Work in progress	0	60	40
Grouped	Asset Management	25	110	25	Work in progress	0	25	110
800404009	Fire Risk Assessment Adaptations	60	110	61	Work in progress	0	60	110
800404012	Structural Surveys & Improvements	40	40	8	Work in progress	0	40	40
800600001	CEEF/Salix Energy Efficiency	75	0		Projects deferred	0	75	0
800404005-6	Boiler, Heating & Roof Works	1,425	1,300	343	Work in progress	0	1,425	1,300
800404014	Legionella Remedial Improvements	100	80	6	Work in progress	0	100	80
800420017	Ventilation Works (including CO2 Monitors)	175	175	60	Work in progress	2,983	3,811	3,811
800420018	Provisional Sum	0	0			0	0	0
		2,000	1,925	526		2,983	5,636	5,561

EAST RENFREWSHIRE COUNCIL
GENERAL FUND CAPITAL PROGRAMME
PROGRESS REPORT
2025/2026
RESOURCES

Appendix B

	£'000
Grants	
General Capital Grant	6,432
Active Travel Transformation Fund	716
Place Based Investment Programme	165
People and Places	36
Low Carbon Fund (White Cart Tributaries Environmental Improvements)	96
City Deal	2,553
Sustrans	207
Shared Prosperity Fund	267
	10,472
Revenue Contribution to Capital (CFCR)	292
Developers Contributions	1,520
Capital Reserve	3,175
Investment for Future Reserve	1,500
Capital Receipts	0
Borrowing	53,400
	70,359

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EAST RENFREWSHIRE COUNCILCabinet30 October 2025Report by the Chief Financial Officer and Director of EnvironmentHOUSING CAPITAL PROGRAMME**PURPOSE OF REPORT**

1. The purpose of this report is to monitor both income and expenditure as at 30 September 2025 against the approved Housing Capital Programme and to recommend adjustments where required.

RECOMMENDATIONS

2. The Cabinet is asked to recommend that Council:
 - a) note and approve the movements within the programme; and
 - b) note the shortfall of £0.165m and that income and expenditure on the programme will be managed and reported on a regular basis.

BACKGROUND

3. The Housing Capital Programme for 2025-2035 was approved by Council on 26 February 2025.
4. Movements on the 2025/26 programme were approved by Council on 25 June 2025, including a number of changes resulting from the finalisation of the outturn position for the previous financial year.
5. This report updates project costs and phasings based on progress to date and anticipated to 31 March 2026.
6. The programme is being constantly monitored to ensure any additional cost pressures on key projects can be covered by deferring or reducing other projects to compensate.

CURRENT POSITION

- | | | |
|----|--|------------------|
| 7. | Total anticipated expenditure (Appendix A) | £ 10.906m |
| | Total anticipated resources (Appendix B) | £ <u>10.741m</u> |
| | Shortfall | £ <u>0.165m</u> |

EXPENDITURE

8. The estimated expenditure has reduced by £0.816m below the level reported to Council on 25th June 2025. Key expenditure movements are as follows: -

- **Rewiring**

This project includes rewiring on void properties which is performed on an ad hoc basis, as and when properties become available. Based on activity to date and updated forecasts of likely activity in these areas expenditure in the current year has been reduced by £0.082m.

- **External Structural Works**

A new contract for major works in this area has recently been awarded, with site works scheduled to commence during November 2025. These timescales are later than originally anticipated due to the need for clarifications before finalising the contract. As a result, projected expenditure for the current financial year has been reduced by £1.556 million. However, the contract will span a four-year period to support business continuity, and this adjustment reflects a rephasing of costs across financial years rather than a reduction in overall investment.

- **Energy Efficiency Standard for Social Housing**

Only essential works are being progressed within this area and less urgent works deferred while management await revised energy efficiency guidance from the Scottish Government. As a consequence, expenditure in the year has been reduced by £0.058m.

- **Aids and Adaptations**

This is also a demand lead expenditure area aimed at helping older residents to stay in their homes for a longer period of time. Latest information indicates a reduced demand this year. Consequently, expenditure in the current year has been reduced by £0.115m.

- **IT systems**

A key post within the project team is now vacant and undergoing recruitment. While the project remains in progress, it has been necessary to delay some of the project activities to the 2026/27 financial year. Consequently, expenditure in the financial year has reduced by £0.097m.

- **New Build – Commercial Road**

A provision of £0.500m has been added to the programme to progress the design costs of new build housing. These design costs will be covered in full by grant income and the issue is subject of separate report to this Cabinet meeting.

- **Purchase of Additional Housing Units (Off-the-Shelf)**

As reported to Council on 25 June 2025, this project contributes to addressing the housing emergency and is eligible for increased Scottish Government grant funding. An additional grant of £0.876 million has now been confirmed, and a corresponding expenditure provision has been added to the programme.

INCOME

9. The main adjustments to resources since the monitoring position was reported to Council on 25 June 2025 are as follows: -

- **New Build Commercial Road**

As outlined in paragraph 8 above, government grant has been secured for initial costs associated with the new build development at Commercial Road. Income in the current year has been increased by £0.500m.

- **Off the Shelf Properties**

Again, as outlined in paragraph 8 above, government grant of £0.876m to support purchase off-the-shelf properties has been secured. Income in the current year has been increased accordingly.

- **Capital Reserve**

In response to the expenditure and income movements outlined above the planned use of the reserve during the year has been reduced by £2.000m.

COMMENT

10. The projected shortfall of £0.165m represents 1.5% of the resources available and is within manageable limits.

PARTNERSHIP WORKING

11. This report has been prepared following consultation with appropriate staff from Housing Services.

RECOMMENDATIONS

12. The Cabinet is asked to recommend that Council:
 - a) note and approve the movements within the programme; and
 - b) note the shortfall of £0.165m and that income and expenditure on the programme will be managed and reported on a regular basis.

Further information is available from Paul Parsons, Corporate Finance Manager, telephone 0141 577 3073 or email paul.parsons@eastrenfrewshire.gov.uk.

Kirsty Stanners
Head of Finance
KS/PP
20 October, 2025

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EAST RENFREWSHIRE COUNCIL**HOUSING CAPITAL PROGRAMME****PROGRESS REPORT****2025/26**

COST CODE	PROJECT NAME	ANNUAL COSTS £'000			COMMENT	TOTAL COST £'000		
		CURRENT YEAR APPROVED 25.06.2025	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.2025		SPENT PRIOR TO 31.03.25	PREVIOUS TOTAL COST	REVISED TOTAL COST
835000002	Renewal of Heating Systems	250	223	182	Work in progress	0	250	223
832000001	Rewiring (including smoke/carbon monoxide detectors)	338	256	51	Work in progress	0	338	256
831000002	External Structural Works	2,920	1,364	283	Work in progress	0	2,920	2,920
835000008	Estate Works	548	500	87	Work in progress	0	548	500
835000006	Energy Efficiency Standard for Social Housing	200	142	20	Work in progress	0	200	200
835000010	Aids and Adaptations	350	235	50	Work in progress	0	350	235
831500001	Internal Element Renewals (including kitchens, bathrooms and doors)	1,950	1,930	298	Work in progress	0	1,950	1,950
835000005	Communal Door Entry Systems	450	402	88	Work in progress	0	450	402
835000012	Sheltered Housing	314	292	197	Work in progress	0	314	292
830500003	Purchase of Property (CPO/Mortgage to Rent Acquisition)	50	0	0	Based on Scottish Government referrals	0	50	0
835000003	IT Systems	250	153	24	Work in progress	0	400	400

EAST RENFREWSHIRE COUNCIL**HOUSING CAPITAL PROGRAMME****PROGRESS REPORT****2025/26**

COST CODE	PROJECT NAME	ANNUAL COSTS £'000			COMMENT
		CURRENT YEAR APPROVED 25.06.2025	PROJECTED OUTTURN FOR CURRENT YEAR	ACTUAL EXPENDITURE TO 30.09.2025	
	Maidenhill Areas A1-A3 (105 units)	78	27	10	Complete - payments outstanding
	Barrhead Road Newton Mearns (17 units)	2,530	2,512	21	Work in progress
	New Build- Commercial Road		500	2	Design costs
	Site Investigations & Acquisitions	484	484	17	Work in progress
	Purchase of Additional Housing Units - "Off-the-Shelf"	1,000	1,876	150	Work in progress
N/A	Retentions	10	10	0	
		11,722	10,906	1,480	

TOTAL COST £'000		
SPENT PRIOR TO 31.03.25	PREVIOUS TOTAL COST	REVISED TOTAL COST
19,259	19,337	19,286
0	4,200	4,200
0	0	500
0	1,059	1,059
0	1,000	1,876
0	10	10
19,259	33,376	34,309

EAST RENFREWSHIRE COUNCILHOUSING CAPITAL PROGRAMME 2025/26PROGRESS REPORTRESOURCES

	£'000	£'000
Borrowing		210
Commuted Sums		1,180
Grant - New Build		
- Barrhead Road Newton Mearns	1,900	
- Commercial Road Barrhead	<u>500</u>	2,400
Grant Income (Off the Shelf Purchases)		876
Recharges to Owner Occupiers (including HEEPS grant)		75
Capital Receipts/Use of Capital Reserve		5,400
Contribution from HRA Reserve		400
Capital From Current Revenue		200
Purchase of Property - Mortgage to Rent Acquisition		0
Total		<u>10,741</u>

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EAST RENFREWSHIRE COUNCILREPORT TO CABINET30 October 2025Report by Chief Procurement OfficerANNUAL PROCUREMENT REPORT – 2024/25
PROCUREMENT STRATEGY 2023 – 2026 UPDATE**PURPOSE OF REPORT**

1. The purpose of this report is to seek approval of the Annual Procurement Report 2024/25 and to provide an update on the implementation of the Procurement Strategy 2023 - 2026.

RECOMMENDATIONS

2. Cabinet is asked to approve the Annual Procurement Report 2024/25 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.

4. The Procurement Reform (Scotland) Act 2014 also requires the Council to develop a Procurement Strategy and review it annually. The Procurement Strategy incorporates 2023-2026 and demonstrates how procurement in East Renfrewshire plays a fundamental role in delivery of the Council's strategic objectives and is a key enabling strand for continuous improvement and identifying efficiencies across the Council.

REPORT

5. The Council's Annual Procurement Report 2024/25 is attached as **Appendix 1** and covers all regulated procurements completed during the period 1st April 2024 to 31st March 2025. 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 are 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 2023-2026 is attached as **Appendix 2** and Section 5 provides an update of progress against our key procurement aims of:

- Legal Compliance and Governance
- Economic Growth, Environmental, Social & Sustainability
- Strategic Procurement to Deliver Best Value & Continuous Improvement
- Performance Reporting to Drive Performance & Support Savings Delivery
- Contract & Supplier Management

8. Key achievements for Corporate Procurement in 2024/25 include:

- The Procurement team has continued to fulfill its obligations in relation to Procurement legislation and follow the Government's 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 global events on economic recovery, market pricing and availability.
- Identification and reporting of savings and benefits associated with procurement activity through benefits tracking process.
- Prompt payment clauses are embedded within our contractual terms with suppliers required to apply the same terms and conditions to their sub-contractors.
- Use of the Scottish Government Single Procurement qualification document to ensure we appoint responsible contractors with assessment including – payment of taxes, modern slavery, criminal convictions, health & safety breaches etc.
- In partnership with Economic Development, we have delivered a focused local supplier development programme offering mentoring and 1-1 engagement.
- Community Benefits designed to maximise opportunities for apprenticeships, employability and training, assisting business start-ups, helping to develop business growth.
- Procurement continues to improve procurement performance across the Council as measured by the Scottish Government's Procurement and Commercial Improvement Programme.

9. The next Annual Procurement Report 2025/26 and update to the Procurement Strategy will be provided to Cabinet in October 2026.

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 is no staffing, IT, legal, sustainability or other specific implications associated with this report.

CONCLUSIONS

13. This Annual Report 2024/25 and updated Procurement Strategy 2023-26 provides a 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 is asked to approve the Annual Procurement Report 2024/25 and note the update on the Procurement Strategy, as detailed in Appendix 1 and 2.

REPORT AUTHOR

Chief Procurement Officer, Debbie Hill, Tel: 07795530232, email at Debbie.Hill@eastrenfrewshire.gov.uk

Report date: 02 September 2025

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ANNUAL PROCUREMENT REPORT

1 April 2024 – 31 March 2025



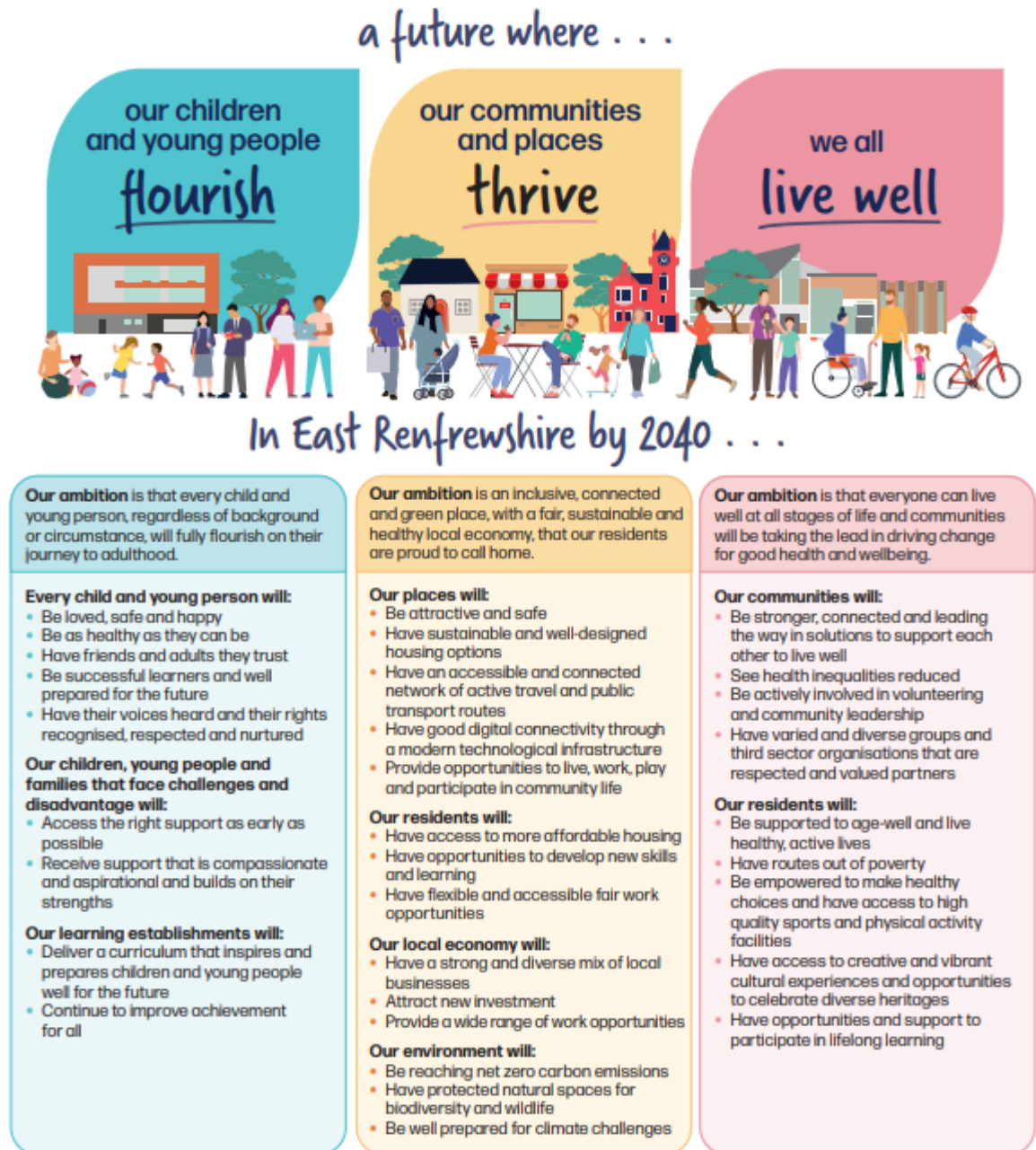
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SECTION 1 – INTRODUCTION

- 1.1 As required under Section 15 of the Procurement Reform (Scotland) Act 2014 (the Act), a contracting authority was required to publish a Procurement Strategy by December 2016 and, subsequently, produce an Annual Procurement Report, as required by Section 18 of the Act. The Annual Procurement Report monitors the authority's regulated procurement activities against delivery of its procurement strategy and should be published as soon as is reasonably practicable after the end of their financial year.
- 1.2 East Renfrewshire Council is pleased to publish its eighth Annual Procurement Report. The content of this report covers all regulated procurements completed during the period 1st April 2024 to 31st March 2025.
- 1.3 Section 18(2) of the Procurement Reform (Scotland) Act 2014 requires authorities to include a summary of their regulated procurements that have been completed during the year covered by the report. Regulated procurement is 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.
- 1.4 This report provides an opportunity for the Council to demonstrate to our stakeholders that our procurement spend is being used to achieve best value.
- 1.5 As noted above, the Annual Procurement Report is a mandatory requirement of the Act and it 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 supported business is an economic operator whose main aim is the social and professional integration of disabled and disadvantaged persons and where at least 30% of the employees meet this criteria;
 - a summary of the regulated procurements the authority expects to commence in the next two financial years; and
 - such other information as the Scottish Ministers may by order specify.
- 1.6 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.”

- 1.7 A Place to Grow is East Renfrewshire Community Planning Partnership's new vision, which sets out our shared hopes and aspirations between now and 2040 so that East Renfrewshire is a place where everyone can flourish, thrive and grow. The vision is built on three pillars:



- 1.8 Together, the Community Planning Partnership will achieve this by:

- prioritising prevention and early intervention;
- working in collaboration and partnership;
- working with our communities, the third sector and business sectors;
- demonstrating collective accountability;
- learning, innovating and improving;
- delivering efficient, effective, targeted and responsive services.

1.9 Procurement play an important role in supporting the Council to achieve the Place to Grow vision as detailed below:

- **Prevention & early intervention** – we collaborate with Services across the Council, with a focus on preventing poor outcomes for children and young people; providing planned rather than reactive services and reducing demands on Council services in the longer term. We seek to maximise opportunities for collaboration and using an evidence-based approach to designing services.
- **Working in collaboration with communities and business sectors** – we will continue to utilise innovative approaches to more actively involve the community and individuals in the development of services and community spending, improving outcomes and the perception of Council services. We explore ways in which contractors, commissioned partners and communities can work in partnership with us to deliver outcomes.
- **Learning, innovating & improving to deliver efficient, effective services** – We will continue to improve our digital services to meet the needs of our customers and the growing demand to access Council services online. We will expand on our work to improve processes, automating where possible, to make them more efficient. We will make effective use of data to plan better services for the future and benchmark with other organisations to produce improved outcomes for our residents.

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 by Procurement during the financial year 2024/25 was 54, with a total value of £66,240,429.
- 2.4 The number of activities carried out that fell below the regulated threshold was 98, with a total value of £11,623,400.
- 2.5 A listing of all regulated procurements from 2024/2025 can be found at **Appendix 1**, all of which were subject to a procurement process.

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:



Legal Compliance and Governance – Ensure procurement procedures reflect developments in legislation and government guidance, and support stakeholders to mitigate risk and deliver compliant contracts providing probity of Council spending.

Economic Growth, Environmental, Social and Sustainability - Compliance with our legislative and statutory procurement duties, as well as consideration of areas such as living wage, circular economy, climate emergency, whole life costing, community health and wellbeing and early involvement of SMEs, Social Enterprises, Supported Businesses and Third Sector.

Strategic Procurement to Deliver Best Value and Continuous Improvement – To deliver a strategic procurement service by working closely with key stakeholders, supporting the Council budget savings and driving a commercial focus across the organisation. All procurement activity is carried out in a transparent, proportionate, non-discriminatory and accountable manner, in accordance with procurement legislation and the Council's internal governance.

Performance Reporting to Drive Performance and Support Savings Delivery - 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.

Contract and Supplier Management - Support services to take a proactive approach to contract and supplier management to achieve innovation and value for the Council and our residents.

3.2 In 2024/25 the Council has ensured that all regulated procurements comply with both the Council's Procurement Strategy and all relevant legislation, including the Council Standing Orders relating to Contracts. Non-compliant regulated spend was very low at 2.29%. In all cases the reasons for non-compliance were investigated and actions were taken to rectify this. A summary of work carried out for each of our key procurement aims in 2024/25 is provided below.

3.3 Legal Compliance and Governance

- The Procurement team has continued to fulfill its obligations in relation to Procurement legislation and follow the Government's procurement guidance in the context of supporting supply chain resilience. It has worked proactively with our suppliers and key partners to closely monitor the impact of global events on economic recovery, market pricing and availability.
- Relevant contracts include a Contract Strategy approved by a Head of Service.
- Procurement lead user friendly procurement processes and have in place plain English Standard Operating Procedures for all employees involved in the procurement process.
- Contract Standing Orders training delivered and video available on the Intranet in response to stakeholder engagement and instructions issued by Scottish Government Procurement Policy Notes.
- Spend analysis carried out to identify spend that is to be subject to a competitive procurement exercise.
- Category Management model used to work with service teams to award compliant contracts.

3.4 Economic Growth, Environmental, Social and Sustainability

- Procurement undertakes early market engagement to ensure service users input to contract outcomes.
- Procurement is working in partnership with Economic Development to adopt a Community Wealth Building approach to progressive procurement.
- Procurement continues to engage the local supply base, SME's, third sector, charity and voluntary organisations by running accessible events in person and online, including "Meet the Buyer Events" and focused 1-1 mentoring.
- Sustainable Procurement Policy in place and all aspects of sustainable procurement maximised in appropriate contracts.
- Procurement work closely with the Councils Climate Change Officers' Group to tackle Climate Emergency and consider Climate Change Impact Assessments for all relevant contracts.
- Living Wage, Fair Work First and Prompt Payment in the supply chain are included in contracts to ensure the Council contracts with responsible suppliers.
- Community Benefits designed to maximise opportunities for apprenticeships, employability and training, use of local contractors / sub-contractors, assisting business start-ups, helping to develop business growth.
- Central register in place for recording and monitoring of Community Benefits. All contract managers across the Council provided with training and access.
- City Region "Community Benefits Wishlist" in place to encourage local community to suggest local improvements resulting from Council contracts.
- Application of relevant and proportionate criteria to technical scoring to ensure environmental impacts are considered appropriately in tender activities.
- Local Supplier database designed to build awareness of local supply base, encourage bid responses and reduce supply chain costs.

3.5 **Strategic Procurement to deliver Best Value & Continuous Improvement**

- Strong stakeholder relationships have ensured an improved understanding of the procurement pipeline in order to support the Procurement Manager to effectively manage the capacity of the service.
- All elements of the Contract Strategy and tender process are reviewed annually and updated when required to ensure legal compliance and delivery of best value.
- The Procurement Manager and Category Managers attend a number of internal and external forums to share best practice.
- Procurement undertakes annual refresher training on spend analysis using the Scottish Procurement Information Hub and attend other courses with Scotland Excel.
- Procurement support services to identify opportunities for savings and improved practice.
- Implementation of 'lotting' strategies, where relevant, to maximise inclusion of Small and Medium sized Enterprises (SMEs), 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.
- Procurement continues to work in partnership with Accounts Payable on Purchase to Pay improvement initiatives.
- Continue to improve procurement performance across the Council, as measured by the Scottish Government's Procurement and Commercial Improvement Programme (PCIP).

3.6 **Performance Reporting to Drive Performance & Support Savings Delivery**

- Embedded process in place with Finance Business Partners to track benefits from procurement activity and savings delivered.
- Procurement exceeded the rebate target of £46,000 by delivering £84,444 in the reporting period.
- Procurement continues to develop and enhance the Corporate Online Contracts Register and Dashboard, giving easy access to contract data.
- Continue to maintain a procurement pipeline of expected and planned activities covering the next two financial years to support budget forecasting.
- Undertake benchmarking exercises with partner authorities to understand costs and identify the most economically advantageous route to market.
- Generate value from use of collaborative contracts with other councils, Scottish Government, Scotland Excel and other approved bodies.

3.7 **Contract & Supplier Management**

- Refresher training underway across the Council on using the corporate model and standardised template documents to monitor supplier performance against contract requirements.
- Dedicated Intranet page, including training videos, to support officers involved in contract and supplier management and collection of Community Benefits.
- Procurement continues to support services to drive value through proactive contract and supplier management meetings.
- Continually review and update standard template documents in line with best practice across the public sector.

The Procurement Strategy 2023-2026 identifies several actions and expected outcomes aligned to our 5 key procurement aims. The Strategy is 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 the council's Contract Standing Orders.
- 4.3 In 2024/25, the East Renfrewshire Council Community Benefits group met quarterly to ensure accountability in the community benefits process.
- 4.4 A process for the identification and capture of Community Benefits has been implemented. This includes an innovative and interactive community "Wishlist" which ensures Community Benefits match the aspirations of local communities.
- 4.5 Community Benefits are sought for applicable contracts where the value of the contract is over £50,000. It is at the contract strategy development stage that Community Benefits are to be considered and reflected in tender documentation. Procurement also includes a question in the Quick Quote process asking for voluntary Community Benefits.
- 4.6 The Council has also been working to ensure that Community Benefits are better aligned to local strategic priorities and Scottish Government priorities, such as the Local Outcome Improvement Plans, Child Poverty Action Plan and Regional Skills Investment Plan. It has participated in the review and joint approach to a regional Community Benefits menu, which is now in place.
- 4.7 Community Benefits are an important element of the sustainable procurement duty and the steps taken by the Council to include Community Benefit requirements demonstrates compliance with that duty. The Act states benefits must be considered for all procurements at or above £4 million. The Council requests benefits for all procurements from £50,000. This lower threshold achieves significantly more benefits.
- 4.8 Community Benefits from contracts in 2024/25 included 5 new jobs and traineeships, a range of employability activities with Work East Ren and employability and curriculum support for schools. We also received an estimated £51,000 of donations in time and funds to community projects from the Community Benefits Hub.
- 4.9 A summary of Community Benefits achieved in 2024/25 is included in **Appendix 2**.

SECTION 5 FAIR WORK AND LIVING WAGE

- 5.1 East Renfrewshire Council is committed to applying Fair Work First, which 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 this approach and how they intend to continue embedding the seven Fair Work First criteria:
1. payment of at least the real Living Wage;
 2. provide appropriate channels for effective workers' voice, such as trade union recognition;
 3. investment in workforce development;
 4. no inappropriate use of zero hours contracts;
 5. action to tackle the gender pay gap and create a more diverse and inclusive workplace;
 6. offer flexible and family friendly working practices for all workers from day one of employment; and
 7. oppose the use of fire and rehire practice.
- 5.2 In order to ensure the highest standards of service quality in this contract, we expect suppliers to commit to progressing towards adopting the seven 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.
- 5.3 Whilst there are no legal restrictions on requiring payment of the Real Living Wage, suppliers are encouraged to pay it to their employees. The Fair Work First question, aimed at promoting a healthy, happy and motivated workforce, is included in all regulated contracts.
- 5.4 The Council follows the lead of the Scottish Government by promoting the payment of the Real 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 complies with the Statutory Guidance on the Selection of Tenderers and Award of Contracts – Addressing Fair Work First, including the Living Wage, in Procurement.
- 5.5 East Renfrewshire Council became an accredited Living Wage employer in November 2020. The Council's Living Wage commitment means that everyone working at East Renfrewshire receives the Living Wage rate and suppliers contracted to deliver services with the Council will be encouraged, through the procurement process, to pay the real Living Wage.

SECTION 6 PAYMENT PERFORMANCE

- 6.1 The Council, along with all Scottish Local Authorities, has a statutory obligation to make payment within 30 days of receipt of a valid invoice. All Council staff are encouraged to assist the Council in paying invoices on time by:
- processing invoices timeously;
 - resolving invoice mismatches promptly; and
 - encouraging suppliers to issue valid invoices quoting purchase order number.

6.2 The table below provides a summary on payment performance:

Number of valid Invoices for the period	54,892
Number of Invoices paid within 30 days	52,304
Percentage Indicator for the period	95.3%
Number of Council regulated contracts awarded during the period containing a contract term requiring the Prompt Payment of Invoices	54
Number of concerns raised by sub-contractors about the timely payment of invoices within the supply chain of public contracts	0

SECTION 7 SUPPORTED BUSINESS SUMMARY & SUPPLIER DEVELOPMENT

- 7.1 Section 18 (2) (e) of 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.
- 7.2 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).
- 7.3 The Council is committed to supporting and improving access to procurement opportunities for local SMEs, Third Sector bodies and Supported Businesses and this contributes to the Councils Procurement Strategy 2023 – 2026, in particular the aim 'Economic Growth, Environmental, Social and Sustainability'. The Council's ambition is to continue to encourage and support SMEs, third sector and Supported Businesses to engage commercially with the Council and this can be demonstrated through:
- the adoption of a low value ordering process that encourages the use of supported business for non-regulated requirements; and
 - the contract strategy development stage considers Supported Businesses and third sector organisations as part of the market research stage.
- 7.4 In 2024/25, the Council ordered the supply and installation of Kitchens from City Building (Glasgow) LLP (RSBi), who are a supported business due to their work in the areas of integrating disabled or disadvantaged people socially and professionally. A contract was also extended with Include Me 2 for the provision of a Community Café, including employability training for adults with additional support needs.
- 7.5 The Council are members of the Supplier Development Programme (SDP) and together with colleagues in Economic Development, promote tender training and events delivered by SDP. Procurement attend national and local Meet the Buyer events and work with SDP to promote contract opportunities, particularly where responses are expected from SMEs, supported businesses, local and third sector organisations.

SECTION 8 CLIMATE CHANGE & SUSTAINABLE PROCUREMENT

- 8.1 East Renfrewshire Council declared its own Climate Emergency on 25th October 2021, committing to act on climate change. Whilst we estimate our operations only account for around 5% of emissions within the East Renfrewshire area, we believe we have a leadership role in achieving net zero. The Council plans considers three main areas for action:
- reducing emissions in the Council estate and operations, and in our supply chain;
 - preparing for the impacts of climate change by adapting buildings and infrastructure; and
 - finding ways to offset emissions by harnessing the power of nature or technology to remove greenhouse gases from the atmosphere.
- 8.2 In the period of this report the Get to Zero board was formed and now meet regularly to:
- guide and shape the Get to Zero Action Plan;
 - make recommendations to Corporate Management and Cabinet;
 - establish, monitor and report on programme risks; and
 - consider strategic issues related to climate change mitigation and adaptation, including the relationship with partner agencies and national networks.
- 8.3 Carbon Literacy training has been delivered to 132 staff since 2023, with 81 people certified as Carbon Literate.
- 8.4 Significant work now progressing including:
- stock condition surveys for all properties;
 - fleet services programme;
 - LHEES and Local Housing Strategy moving to delivery phase;
 - 100% LED streetlights;
 - new building standard for new homes to include 'clean heating';
 - phased boiler replacement and flat roof upgrades; and
 - project mandate agreed to investigate solar panel investment.
- 8.5 Procurement contribute to compliance with climate change duties by procuring and awarding contracts that reduce climate change impact, using sustainable tools, including appropriate selection and award criteria. In addition to this, procurement have reviewed processes and templates to provide early identification and prompts to highlight projects which have a climate impact to ensure there is an opportunity to influence the procurement and outcomes through the supply chain.
- 8.6 The Sustainable Procurement Policy, which is available to officers on the Intranet, identifies a range of policies, tools and procedures that support compliance with the above areas and the Sustainable Procurement Duty.

SECTION 9 FUTURE REGULATED PROCUREMENT SUMMARY

- 9.1 The following 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
Legal Case Management Solution (BOP)	£72,000	FY25/26
Finance & Procurement Annual Support & Maintenance (BOP)	£109,000	FY25/26
Income Management Solution Annual Support & Maintenance (BOP)	£119,000	FY25/26
Customer Experience Management System Annual Support & Maintenance (BOP)	£109,000	FY25/26
SaaS Software Support (BOP)	£129,500	FY25/26
Microsoft Renewal Education (BOP)	£750,000	FY25/26
Microsoft Renewal Corporate (BOP)	£1,800,000	FY25/26
Cloud Infrastructure Software (BOP)	£263,600	FY25/26
Cyber Security Operations Centre (BOP)	£55,000	FY25/26
Data & Business Intelligence Support (BOP)	£180,000	FY25/26
Network Security / Firewall (BOP)	£100,000	FY 25/26
M365 Backup (BOP)	£165,000	FY25/26
Anti-Virus for Schools (BOP)	£50,000	FY25/26
Vulnerability Management (BOP)	£75,000	FY25/26
Oracle Software (BOP)	£80,000	FY25/26
Housing Management Solution (BOP)	£400,000	FY25/26
Supply & Maintenance of an Election Management System (BOP)	£64,000	FY 25/26
Webcasting (BOP)	£50,000	FY25/26
Leadership Development (BOP)	TBC	FY25/26

Tender Title / Subject	Estimated Value	Commencement Timescale
Revenues & Benefits Software System (BOP)	£565,000	FY25/26
Treasury Management System (BOP)	TBC	FY25/26
Provision of ASN Transport (Education)	£1,440,000	FY25/26
Digital Learning Application (Education)	£80,000	FY25/26
Maintenance of Dining Tables (Education)	£50,000	FY25/26
Provision of Outdoor Residential & Duke of Edinburgh Awards (Education)	£280,000	FY25/26
Pupil Engagement Courses (Education)	£60,000	FY25/26
Mental Health Services (Education)	£55,000	FY25/26
Adhoc Coaches (Education)	TBC	FY25/26
Roads Resurfacing (Environment)	£3,282,000	FY25/26
Roof & Render (Environment)	£10,650,000	FY25/26
Housing Window & Doors Capital Replacement Programme (Environment)	£4,095,000	FY25/26
Bathroom Installation & Aids & Adaptation – Survey, Supply, Fit (Environment)	£1,670,000	FY25/26
Kitchen Supply (Environment)	£500,000	FY25/26
Kitchen Installation (Environment)	£1,232,500	FY25/26
Energy Efficiency Consultants SHNZS (Environment)	£100,000	FY25/26
EPC & Stock Condition Surveyor (Environment)	£200,000	FY25/26
Fence, Gates & Estates Works (Environment)	£1,100,000	FY25/26
Close Painting (Environment)	£450,000	FY25/26
Post-Consumer Waste Glass, Cans & Plastics Co-Mingled (Environment)	£360,000	FY25/26

Tender Title / Subject	Estimated Value	Commencement Timescale
Collection & Recycle Mixed Scrap Metal at Barrhead HWRC (Environment)	Income	FY25/26
Collection & Recycle Wood, Chipboard & MDF at Barrhead HWRC (Environment)	£54,000	FY25/26
Collection & Recycle Cardboard Barrhead HWRC (Environment)	Income	FY25/26
Provision of Containers for Street Cleaning Arisings & Subsequent Recycling / Disposal of Gully Arisings (Environment)	£360,000	FY25/26
Provision of the Printing, Packaging and Distribution of Garden Waste Permits (Environment)	£150,000	FY25/26
Removal of Diseased Ash Trees (Environment)	£240,000	FY25/26
Renewal of Play Parks (Environment)	£509,000	FY25/26
Crossmill Business Park Enabling Commercial Space Consultancy Design Team (Environment)	£450,000	FY25/26
Dams to Darnley Visitor Facilities Works (Environment)	£2,200,000	FY25/26
Barrhead Road –New Build Site (Environment)	£4,200,000	FY25/26
Modernisation of Eastwood HQ (Environment)	£4,660,000	FY25/26
Mearns Castle High School Extension (Environment)	£3,466,000	FY25/26
Pitch Replacement Programme (Environment)	£4,383,000	FY25/26
Eastwood HS Additional Modular Classrooms (Environment)	£1,200,000	FY25/26
Giffnock Dining Extension Design (Environment)	£1,570,000	FY25/26
M&E Engineering (Environment)	£800,000	FY25/26
Repairs Mobile Working Solution (Environment)	£1,400,000	FY25/26

Tender Title / Subject	Estimated Value	Commencement Timescale
Supply, Delivery & Install of Handrails (Environment)	£168,000	FY25/26
Supply, Delivery & Install of Ramps (Environment)	£200,000	FY25/26
Footway Works (Environment)	£700,000	FY25/26
Arthurlie Street Traffic Calming Scheme (Environment)	£50,000	FY25/26
Security Services Overlee (Environment)	£400,000	FY25/26
Business Gateway Services (Environment)	£110,000	FY25/26
Employability Framework (Environment)	£1,560,000	FY25/26
Love to Ride (Environment)	£80,000	FY25/26
Family Wellbeing Service (HSCP)	£700,000	FY25/26
Care at Home Local Framework (HSCP)	£8,500,000	FY25/26
Children Advocacy Services (HSCP)	£600,000	FY25/26
Care & Support Services (HSCP)	£34,000,000	FY25/26
Care Home Services for Older People Framework (HSCP)	£TBC	FY25/26
Children's Residential Care and Education, including Short Break, Services Framework (HSCP)	£TBC	FY25/26
Fostering and Continuing Care Services Framework (HSCP)	£TBC	FY25/26
Social Care Agency Workers Framework (HSCP)	£TBC	FY25/26
Care Homes for Adults with Learning Disabilities including Autism Framework (HSCP)	£TBC	FY25/26
Carer Services (HSCP)	£310,000	FY25/26
Womens Aid (HSCP)	£50,000	FY25/26

Tender Title / Subject	Estimated Value	Commencement Timescale
Legal Services Framework (Chief Executives)	£825,000	FY25/26
Support & Maintenance Servitor (BOP)	£357,000	FY26/27
Mapping System (BOP)	£120,000	FY26/27
Service Desk Solution (BOP)	£160,000	FY26/27
Contact Centre & Unified Communications Technology (BOP)	£120,000	FY26/27
Secure Web Gateway Licensing for Corporate & Education (BOP)	£80,000	FY26/27
Cloud Security Gateway Services (BOP)	£99,000	FY26/27
HR & Payroll Support & Maintenance (BOP)	£210,000	FY26/27
Managed WI-Fi Services for Schools (BOP)	£128,000	FY26/27
Mobile Telephony (BOP)	£200,000	FY26/27
Unified Threat Protection DC1 (BOP)	£300,000	FY26/27
Unified Threat Protection DC2 (BOP)	£300,000	FY26/27
Digital Defences Corporate (BOP)	£135,000	FY26/27
Digital Defences Education (BOP)	£150,000	FY26/27
SIP Channels (BOP)	£60,000	FY26/27
National Building Specification & Riba Renewal Subscription (BOP)	TBC	FY26/27
Amazon Web Services (BOP)	£100,000	FY26/27
User Creation System (BOP)	£180,000	FY26/27
Specification Writing Platform (BOP)	£130,000	FY26/27
Cyber Incident Response Retainer (BOP)	£138,000	FY26/27
Oracle Licensing (BOP)	£50,000	FY26/27

Tender Title / Subject	Estimated Value	Commencement Timescale
Cashless Catering & Online Payment System (Education)	£400,000	FY26/27
Provision of Staff Development (Education)	£800,000	FY26/27
Parents Evening Booking System (Education)	£80,000	FY26/27
Accredited Courses (Education)	£113,500	FY26/27
Central Heating for Domestic Properties (Environment)	£4,349,000	FY26/27
Provision of LD2 Compliant Smoke Alarms for Domestic Properties (Environment)	£1,00,000	FY26/27
Crossmill Business Park Enabling Commercial Space Works (Environment)	£3,000,000	FY26/27
Commercial Road New Build Site (Environment)	£9,900,000	FY26/27
Roads Asset Management System (Environment)	£152,000	FY26/27

Appendix 1: Regulated Procurements from 2024/2025

Project Reference	Title	Contract Start Date	Contract End Date Including Extension	Contract Value Including Extension	Supplier Name
ERC000581	Postal Services	01/04/2025	31/03/2029	£140,000	ADARE SEC LTD
ERC000578	Supply of Parts, Annual Preventative Maintenance and Repair of Technical Machinery	24/06/2025	23/06/2029	£130,000	FLAMEFAST SCOTMECH
ERC000570	Provision of New Build Housing Barrhead Rd – VIA SXL New Build Residential Construction REF:2121 – LOT 3	30/06/2025	30/06/2026	£5,099,600	CCG (SCOTLAND) LTD
ERC000567	Operational Support & Future Strategic Planning, Continual Improvement & Development of ERC IT Infrastructure & Systems	01/04/2025	01/09/2026	£170,000	TECNICA LTD
ERC000566	Detailed Design & Construction for Balgray Rail Station	15/02/2025	15/07/2026	£14,942,572	NETWORK RAIL INFRASTRUCTURE
ERC000555	Project Manager Capital Projects	02/01/2025	31/07/2025	£55,000	HUB WEST SCOTLAND LTD
ERC000554	Lead Consultant Feasibility Studies for Potential Council Housing Development Sites	14/04/2025	13/04/2029	£100,000	ROBERT POTTER AND PARTNERS LTD
ERC000551	Social Care Case Management Solution Software	01/04/2025	31/03/2026	£133,549	OLM SYSTEMS LTD
ERC000546	Provision of Out of Hours Emergency Service & Adhoc Repairs	15/07/2025	14/07/2027	£22,000,000	PROPERTY ONE LIMITED
ERC000541	Provision of the Printing, Packaging and Distribution of Garden Waste Permits	19/05/2025	18/05/2030	£162,500	PERMISERV LTD
ERC000539	(MC)Right to Purchase Post-	01/04/2025	31/03/2029	£190,000	DOW LTD

Project Reference	Title	Contract Start Date	Contract End Date Including Extension	Contract Value Including Extension	Supplier Name
	Consumer Waste Glass, Cans and Plastics (Co-mingled)				
ERC000536	(DB) Provision of the Civil and Structural Consultancy Services 2025-2029	24/02/2025	24/02/2029	£800,000	RPS CONSULTING SERVICES LIMITED
ERC000528	(DB) Supply, Support & Maintenance of Gym Equipment - ERCLT	24/12/2024	23/12/2026	£263,565	TECHNOGYM UK LIMITED
ERC000527	(DB) Housing System Consultant	04/02/2025	29/01/2028	£181,500	GRAVITAS CONSULTANCY SOLUTIONS
ERC000525	(MC) Collection & Recycling of Wood, MDF & Chipboard	11/04/2025	10/04/2027	£68,400	LOWMAC ALLOYS LTD
ERC000523	(DB) Supply & Delivery of Kitchen Spares	28/05/2025	27/05/2029	£160,000	HOWDENS JOINERY
ERC000517	(EX) Beauty Course - SQA Accredited	26/11/2024	30/06/2026	£75,000	PRO THERAPIES
ERC000509	(DB) Electrical Inspection, Testing, Reporting and Repairs 2024-2027	03/12/2024	02/12/2025	£185,400	G.D. CHALMERS LIMITED
ERC000505	(DB) ICT Data Storage	10/12/2024	09/12/2029	£286,450	EUROPEAN ELECTRONIQUE
ERC000492	(R3) Ad-hoc Vehicle Body Repairs & Maintenance	01/04/2025	31/03/2029	£260,000	ROADSIDE VEHICLE SERVICES, RIVERSIDE TRUCK RENTAL LTD, BUSTEC SCOTLAND LTD, ROADSIDE VEHICLE SERVICES, RIVERSIDE TRUCK RENTAL LTD, BUSTEC SCOTLAND LTD, ROADSIDE VEHICLE SERVICES, RIVERSIDE TRUCK RENTAL LTD
ERC000490	Managing Agent to Deliver: Energy Efficiency Scotland: Area Based Schemes	21/10/2024	20/10/2026	£120,000	WARMWORKS SCOTLAND LLP

Project Reference	Title	Contract Start Date	Contract End Date Including Extension	Contract Value Including Extension	Supplier Name
ERC000485	Digital Customer Experience	17/12/2027	17/12/2027	£100,000	GOSS INTERACTIVE
ERC000484	Project & Commercial Management Services	16/03/2025	16/03/2025	£60,000	WSP UK LTD
ERC000481	Education Tenancy Scoping	14/10/2025	14/10/2025	£50,000	COMPANY NET LIMITED
ERC000479	Estates Consultancy - Agency Provision	13/09/2026	13/09/2026	£60,000	VIVID RESOURCING
ERC000473	Agreement for Void Energy Management Services	03/09/2028	03/09/2028	£72,000	ENERGY ANGELS
ERC000469	Greenlaw IT and Telephony Package	13/10/2027	13/10/2027	£75,672	BT
ERC000465	Maidenhill PS Extension - Works	08/08/2025	08/08/2025	£3,044,340	HUB WEST SCOTLAND LTD
ERC000464	Maidenhill PS Extension - Strategic Support Service	25/01/2025	25/01/2025	£336,976	HUB WEST SCOTLAND LTD
ERC000463	Mearns Castle HS Extension ED0157 - Architect Services	12/11/2024	12/11/2024	£112,357	HUB WEST SCOTLAND LTD
ERC000460	MTC for Gas Servicing, Maintenance and Repair 2025 - 2027	08/05/2025	07/05/2029	£1,869,820	CITY TECHNICAL SERVICES (UK) LTD
ERC000459	Data Centre (DC2) Hosting Services	31/07/2024	30/07/2026	£97,610	IOMART GROUP PLC
ERC000454	Stage Lighting 2024	28/01/2025	28/01/2027	£108,360	NORTHERN LIGHT STAGE AND TECHNICAL SERVICES LTD
ERC000452	Modernisation of Eastwood HQ Giffnock	06/01/2025	31/08/2026	£4,666,000	HUB WEST SCOTLAND PROJECT
ERC000451	Maintenance Repair & Servicing of Sheltered Housing Laundry Equipment	01/10/2024	30/09/2027	£120,000	JLA LIMITED
ERC000449	The removal of Ash Trees (Various Stages) & Surveys for the Housing Dept.	07/10/2024	11/03/2025	£240,000	AYRSHIRE TREE SURGEONS
ERC000448	Young Persons Emergency Accommodation Support Service	06/08/2024	05/08/2025	£134,000	ABERLOUR CHILD CARE TRUST

Project Reference	Title	Contract Start Date	Contract End Date Including Extension	Contract Value Including Extension	Supplier Name
ERC000444	Webcasting	30/06/2024	30/06/2028	£59,824	PUBLIC-I GROUP LTD
ERC000443	Maintenance, Repair & Servicing of Laundry Equipment - Sheltered Housing Complexes	30/09/2024	30/09/2028	£102,300	JLA LIMITED
ERC000442	Technical Assurance Services	31/07/2024	31/07/2025	£180,000	COMPANY NET LIMITED
ERC000439	Accounts Analytics Caseload Management Tool	02/11/2024	01/11/2029	£106,672	NEC SOFTWARE SOLUTIONS LIMITED
ERC000438	Provision of Secure Cash Uplift & Change Facility	02/09/2024	01/09/2028	£20,221	SECURITY PLUS LIMITED
ERC000437	Cyber Incident Response Retainer Service	24/07/2024	23/07/2028	£125,800	NCC GROUP SECURITY SERV LTD
ERC000436	Supply & Install of Play Equipment and associated safety surfacing in twelve play areas	02/11/2024	25/03/2025	£349,698	SCOTPLAY LIMITED
ERC000433	SWAN 2 Wide Area Network Services	12/06/2024	31/03/2029	£2,670,000	BRITISH TELECOMMUNICATIONS PLC
ERC000426	Trip to Euro Disney	01/07/2024	31/07/2025	£60,000	SUCCESS TOURS
ERC000421	Provision of Clerk of Works for CALA West Homes Maidenhill	24/06/2024	23/06/2026	£160,000	IMG QUALITY CONTROL LTD
ERC000413	Aurs Road Design Team Re-Appointment	22/05/2024	29/05/2026	£670,905	STANTEC UK LIMITED
ERC000411	Street Lighting Installations and Maintenance Services	22/10/2024	21/10/2028	£3,600,000	CENTRE GREAT LTD
ERC000403	Document Management System	26/11/2024	25/11/2027	£159,469	NEC SOFTWARE SOLUTIONS LTD
ERC000399	Provision of Containers for Street Cleaning Arisings & Subsequent Recycling / Disposal of Gully Waste Arisings	22/08/2024	21/08/2028	£421,265	J & M MURDOCH & SON LTD
ERC000398	(DB) Consultancy Appointment -	21/04/2024	20/04/2026	£400,000	MOTT MCDONALD

Project Reference	Title	Contract Start Date	Contract End Date Including Extension	Contract Value Including Extension	Supplier Name
	School Extension M&E / Structural				
ERC000394	(MC) Provision of Mixed Tenure Waste Disposal Services	28/05/2024	27/05/2028	£400,000	J & M MURDOCH & SON LTD

Appendix 2: Community Benefits from Financial Year 2024/2025

COMMUNITY BENEFIT	REQUESTED BY	DELIVERED BY
Laptops and/or tablets	Care Experienced Employability Programme - East Renfrewshire Council	Combined Utilities Ltd
Work Experience placements	Care Experienced Employability Programme - East Renfrewshire Council	Faskin Group Ltd
Barrhead Youth Football Club - Facility External Painting & Groundwork	Barrhead Youth Football Club	Faskin Group Ltd
Neilston Christmas Light Installation	Neilston development trust	Valley Group Ltd
Fun Day Funding	Auchenback Resource Centre	Swarco UK & Ireland Ltd
Kitchen items- coffee machine, toasty maker, kettle, air fryer, small table and chairs, cutlery	Champions Board/ Lived Experience Group	Faskin Group Ltd
Conference Funding Support	Kirkhill Primary School	Faskin Group Ltd
Nappies/Toiletries	NellyBoxes CIC	J & M MURDOCH & SON LTD
Projector	Champions Board/ Lived Experience Group	J & M MURDOCH & SON LTD
Timber for raised beds	Off Grid Community SCIO	J & M MURDOCH & SON LTD
Arts and crafts materials	Dunterlie Arts and Crafts	YPO
Volunteer time	Friends of Huntly Park	Pro Cast

COMMUNITY BENEFIT	REQUESTED BY	DELIVERED BY
School clothing items	Back to School Bank	Sidey
Donation of paint	Barrhead Scouts	Bell Group
Clearance of ARC basement space	Auchenback Resource Centre	Story and Network Rail
Children's trip costs	Dunterlie Baby and Toddlers	Sidey
Donation of dug outs and benches	Barrhead Youth Football Club	Inverweld
Grass and tree cutting	ERA Waterworks	Ayrshire Trees
Financial donation	Include Me 2	Ayrshire Trees
Support with John Muir Discovery Award	Barrhead High School	Valley Group Ltd
School Young Enterprise event sponsorship	Young Enterprise Scotland and ERC Education	John Graham Construction
Jobs fair	Work East Ren	Valley Group Ltd
Work Experience Placements	Work East Ren	Valley Group Ltd
2 x local recruitment	Recruitment	Valley Group Ltd
Schools Careers events	East Renfrewshire Schools	Allsports
Schools Careers events	East Renfrewshire Schools	John Graham Construction
5x schools engagements	East Renfrewshire Schools	Bell Group
Support with shop front improvement scheme	Economic Development	Stantec
Mock interviews for pupils	St Lukes High School	Sidey
Financial donation	Arthurlie Jnrs Football Club	WM Hamilton & Sons Limited

COMMUNITY BENEFIT	REQUESTED BY	DELIVERED BY
Financial donation	Work East Ren	Stage Electrics
Repairs to fences	Thornliebank Community Council	MacKenzie Construction
Support towards Build Programme	Business Gateway	Hub West/BAM/Linear
2 x work experience	East Renfrewshire Schools	Clark Contracts
Jobs fair	Work East Ren	Clark Contracts
1 x new job 2 x work experience	Work East Ren	Clark Contracts
Upgrade of outdoor space	Thornliebank Primary School	Clark Contracts
Volunteer time outdoor space	Mearns Primary	HP
2 trainee opportunities	Work East Ren	City Technical Services
Work Experience	East Renfrewshire Schools	Damm
Jobs fair	Work East Ren	Damm
Foundation Apprenticeship input at West College Scotland	East Renfrewshire Schools	Hillhouse Group



PROCUREMENT STRATEGY

2023 - 2026

Updated September 2025



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SECTION 1 INTRODUCTION

This document updates the Council's current Procurement Strategy covering the period April 2023 to March 2026. The strategy seeks to build on progress to date, alongside capturing and building on expertise and examples of best practice which are available within the Council, locally and nationally from the public, private and third sectors.

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 2023-2026.

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:

- Legal Compliance and Governance;
- Economic Growth, Environmental, Social and Sustainability;
- Strategic Procurement to deliver Best Value & Continuous Improvement;
- Performance Reporting to drive performance & support savings delivery; and
- Contract & Supplier Management

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 THE LOCAL EAST RENFREWSHIRE CONTEXT

East Renfrewshire Council is committed to improving the lives of local people, promoting equality and fairness, and enhancing the area in which we live, now and for the future. Our procurement focus is on delivering better outcomes for all our customers and residents across East Renfrewshire, while managing the significant challenge of increasingly complex local service demands against a backdrop of decreasing real terms public sector funding.

In this challenging climate, exacerbated by global events, we will focus on working closely with our supply chains to ensure vital front-line services continue to be delivered by working smarter, being more resourceful, and finding innovative solutions to meet the challenges ahead.

The Council spends over £168m on supplies, services and works. This sum is governed by the legislative framework which includes:

- Directives;
- Regulations including Scottish Procurement Policy Notes;
- Case Law;
- Council Standing Orders Relating to Contracts; and
- Financial Regulations.

SECTION 3 PROCUREMENT VISION & MISSION STATEMENT

The following Procurement Vision and Mission Statement has been developed to support the Council's 'Place to Grow' vision for the future, while continuing to maximise procurement opportunities that enable and support continuous improvement and the delivery of best value.

Our Vision for Procurement in East Renfrewshire is:

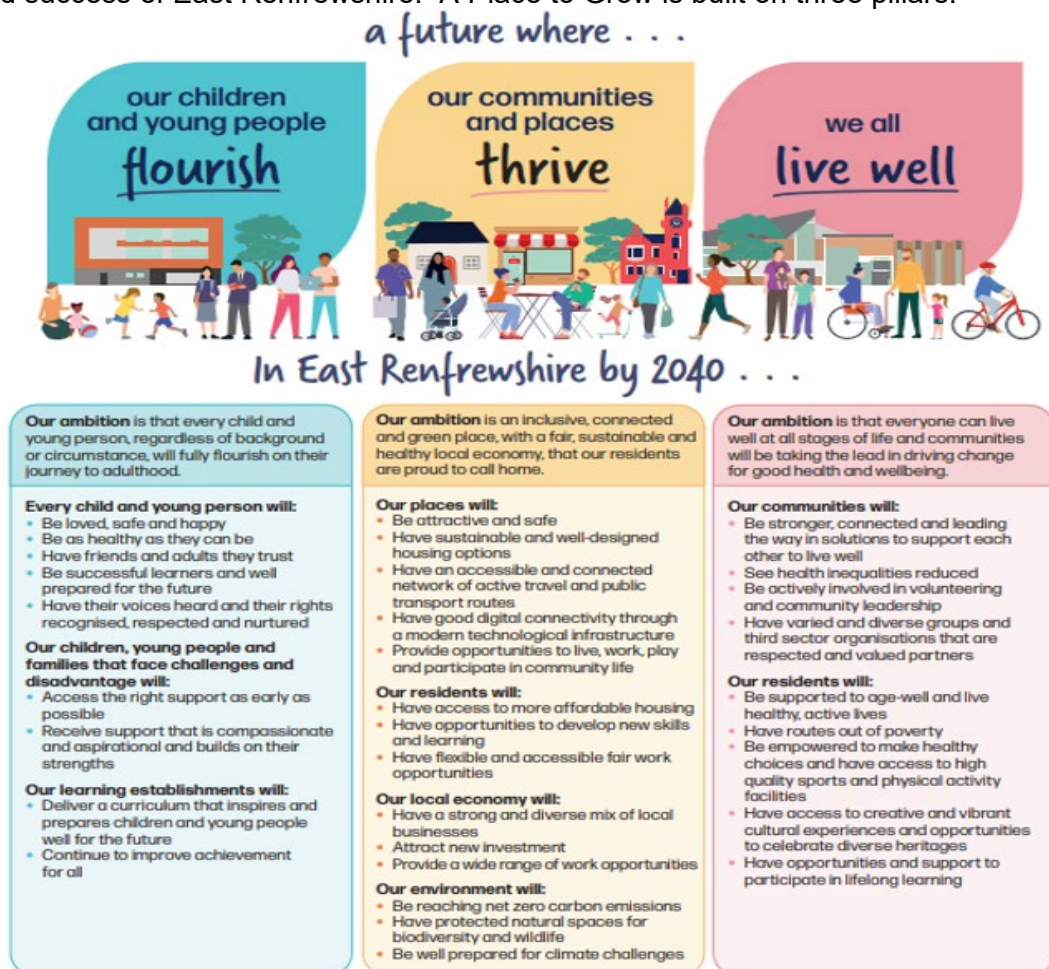
To grow the strategic influence of Procurement across the Council, through respected and professional expertise, fostering positive relationships which ultimately deliver innovative, sustainable and compliant practices which provide best and added value for the organisation.

Our Mission Statement is:

The Procurement team will provide an efficient and effective procurement service that delivers value for money, continuous improvement and savings, where possible, from all goods, works and services required. We will support the Council's strategic vision and aims by providing quality advice to deliver lawful contracts that include, but are not limited to, community benefits, sustainability, social value, economic recovery and net zero.

SECTION 4 STRATEGY RATIONALE AND CONTEXT

A Place to Grow is East Renfrewshire Community Planning Partnership's new strategic vision to set the area on a course where everyone in East Renfrewshire can flourish, thrive and grow. The 15-year vision looks beyond immediate challenges and outlines how residents and partners can make the most of our strengths and assets and work together for the continued success of East Renfrewshire. A Place to Grow is built on three pillars:



In order to deliver on these pillars, three capabilities have been identified to provide the necessary skills required. These are:

- Prevention;
- Empowering Communities; and
- Digital Change.

Procurement will play an important role in supporting a Place to Grow and the capabilities, as detailed below:

- **Prevention** – we will collaborate with Services across the Council with a focus on preventing poor outcomes for children and young people’ providing planned rather than reactive services, and reducing demands on Council services in the longer term. We will seek to maximise opportunities for collaboration and use an evidence based approach to designing services.
- **Empowering Communities** – we will utilise innovative approaches to more actively involve the community and individuals in the development of services and community spending, improving outcomes and the perception of Council services. We will explore ways in which contractors, commissioned partners and communities can work in partnership with us to deliver outcomes.
- **Digital Change** – We will continue to improve our digital services to meet the needs of our customers and the growing demand to access Council services online. We will expand on our work to improve processes, including automating them where possible, to make them more efficient. We will make effective use of data to plan better services for the future and benchmark with other organisations to produce improved outcomes for our residents.

The Council's previous Procurement Strategy 2019 - 22 was closely aligned with the Council vision and requirements of the Scottish Government. This delivered a number of achievements, including:

- Procurement activities undertaken in accordance with the applicable procurement legislation, the Council's Standing Orders Relating to Contracts and, where appropriate, following any best practice guidance issued by the Scottish Government;
- Procurement compliance, visibility and transparency embedded;
- Participation on national and regional strategic working groups, including those hosted by Scotland Excel, Scottish Procurement, City Deal and Crown Commercial Services;
- Development and implementation of Standard Operating Procedures to ensure the team work to common principles and rules, but outputs are tailored to meet the needs of the specific category, reflecting the service area, stakeholder needs and the marketplace, to ensure best value achieved;
- Procurement Contract Strategy and peer review for all goods, works and services ensuring an independent focus for lessons learned and shared in order to deliver continuous improvement in procurement activities;
- Continuous review of spend and use of Public Contract Scotland portals, including PCS-Tender, to issue contract opportunities online in a secure and efficient manner for suppliers;
- Design and implementation of a central online contracts register, simplifying how data is recorded and reported to support contract management and decision making.

SECTION 5 - STRATEGIC AIMS AND OBJECTIVES

The Procurement Strategy 2023 - 2026 has the following aims which support the Scottish Government's programme to *'deliver procurement that improves public services for a prosperous, fairer and more sustainable Scotland'*:

- Legal Compliance and Governance;
- Economic Growth, Environmental, Social and Sustainability;
- Strategic Procurement to Deliver Best Value & continuous Improvement;
- Performance Reporting to Drive Performance & Support Savings Delivery; and
- Contract & Supplier Management.

The following section details the aims, actions and expected impact from this focused approach:

LEGAL COMPLIANCE AND GOVERNANCE
Aim: Ensure procurement procedures reflect developments in legislation and government guidance, and support stakeholders to mitigate risk and deliver compliant contracts providing probity of Council spending.
Actions • Implement the statutory and legislative requirements derived from The Procurement Reform (Scotland) Act 2014 and The Public Contracts (Scotland) Regulations. • Ensure procurement activities reflect and support the Council's Strategic Outcomes. • Take advantage of aspects of the procurement legislation that provide Procurement with greater flexibility and scope to deliver best value from Procurement activity. • Develop and maintain Standard Operating Procedures to ensure common principles, rules and toolkits are applied. • Implement training and development opportunities for Procurement in line with our benchmark against the national Procurement Development Framework. • Develop and deliver a focused programme of procurement training across the Council. • Consult and engage with stakeholders throughout the procurement lifecycle, to ensure our procurements properly reflect need.
How we will do it and impact • Protect the Council from exposure to challenge or legal action by demonstrating ownership and accountability within procurement activities, with structured governance and assurance, to ensure clear, timely and auditable decision making. • Adapt our internal procedures, processes and documentation, where required to reflect the most up to date requirements. • The Procurement team will have the skills and capability required to meet the current and future needs of the Council. • Support training and development of project leads, specification writers, contract and supplier managers to maintain and raise standards in procurement activities. • Build on expertise within service areas, ensuring lessons are learned and shared, in order to ensure continuous improvement in our procurement activities. • Work with Legal Services to review and improve East Renfrewshire Council standard contract terms.

Progress Update September 2025

- The Procurement team have continued to fulfill its obligations in relation to procurement legislation and follow the Government's procurement guidance in the context of supporting supply chain resilience. This is achieved by working proactively with our suppliers and key partners to closely monitor the impact of global events on economic recovery, market pricing and availability.
- Relevant contracts include a Contract Strategy approved by a Head of Service.
- Procurement lead user friendly procurement processes and plain English Standard Operating Procedures for all employees involved in the procurement process.
- Contract Standing Orders training delivered and video available on the Intranet in response to stakeholder engagement and Scottish Procurement Policy Notes.
- Spend analysis carried out to identify spend that is to be subject to a competitive procurement exercise.
- Category Management model used to work with service teams to award compliant contracts.

ECONOMIC GROWTH, ENVIRONMENTAL, SOCIAL AND SUSTAINABILITY

Aim: Compliance with our legislative and statutory procurement duties as well as consideration of areas such as living wage, circular economy, whole life costing, community health and wellbeing and early involvement of Small and Medium sized Enterprises (SMEs), Social Enterprises, Supported Businesses and Third Sector.

Actions

- Ensure compliance with the Procurement Reform (Scotland) Act 2014 in relation to the Sustainable Procurement Duty.
- Embed sustainability in all regulated procurement activities including consideration of Fair Work First Principles, Equalities, Community Benefits, promoting payment of the Living Wage, Prompt Payment in the Supply Chain, Circular Economy initiatives and Whole Life Costing.
- Design, whenever we can, each procurement in a way that encourages participation from SMEs, Third Sector and Supported Businesses to develop our local communities social, environmental and economic wellbeing.
- Promote to internal services the benefits of sustainable procurement and the use of the Scottish Government's Sustainability Toolkit and eLearning modules.
- Work closely with Economic Development on Community Wealth Building, harnessing our spending power to buy more locally where possible.
- Provide support, advice and sign posting to local businesses, improving their ability to respond to procurement activities and also their economic recovery.
- Work closely with the Get to Net Zero Team to identify opportunities within our procurement work plan to contribute to the Council's action plan.

How we will do it and impact

- SMEs, Third Sector, Social Enterprises, Supported Businesses and the local business community will be supported with advice and guidance enabling them to engage commercially with the Council.
- Support services to utilise the Scottish Government's sustainable procurement tools, prioritisation assessment, sustainability test and life cycle mapping.
- Optimise the Community Benefits process by working more closely with relevant internal stakeholders and placing greater emphasis on ensuring benefits for East Renfrewshire residents are delivered.
- Training and awareness sessions for internal stakeholders on sustainable procurement with emphasis on the application of circular economy, whole life costing, early involvement of SMEs, Social Enterprises, Supported Businesses and Third Sector organisations.
- Consider sub-dividing tenders into lots, giving consideration for local businesses, SMEs, Third Sector Organisations and Supported Businesses.
- Increasing 'Meet the Buyer' events, workshops and awareness of contract opportunities.
- Explore the use of faster payment options for small businesses.
- Apply the Fair Work First criteria into all relevant tender activities.
- Include in all relevant tender activities Living Wage criteria to increase the number of socially responsible businesses delivering Council contracts.
- If the market allows for it, for goods/services under £50,000 and for works under £2million, SMEs and local suppliers will be invited to bid for these contracts.
- Simplify tender documents, where possible, to ensure the procurement process is proportionate and easy to navigate.
- Where possible, include options for the procurement of fairly and ethically traded goods and services in our tenders.

Progress Update September 2025

- Earlier market engagement to ensure service users input to contract outcomes.
- Procurement are working in partnership with Economic Development to adopt a Community Wealth Building approach to progressive procurement.
- We continue to engage the local supply base, SMEs, third sector, charity and voluntary organisations by running accessible events in person and online including "Meet the Buyer Events" and focused 1-1 mentoring with local supply base – Build ER Programme.
- Sustainable Procurement Policy in place and all aspects of sustainable procurement maximised in appropriate contracts.
- Procurement works closely with the Council's Climate Change Officers Group to tackle the climate emergency and consider Climate Change Impact Assessments for all relevant contracts.
- Living Wage, Fair Work First and Prompt Payment in the supply chain included in contracts to ensure the Council contracts with responsible suppliers.
- Community Benefits designed to maximise opportunities for apprenticeships, employability and training, use of local contractors / sub-contractors, assisting business start-ups, helping to develop business growth.
- Central register in place for recording and monitoring of Community Benefits. All contract managers across the Council provided with training and access.
- City Region "Community Benefits Wishlist" in place to encourage local community to suggest local improvements resulting from Council contracts.
- Application of relevant and proportionate criteria to technical scoring to ensure environmental impacts are considered appropriately in tender activities.
- Redesign of Local Supplier database.

STRATEGIC PROCUREMENT TO DELIVER BEST VALUE & CONTINUOUS IMPROVEMENT

Aim: To deliver a strategic procurement service by working closely with key stakeholders supporting the Council budget savings and driving a commercial focus across the organisation.

Actions

- Work closely with departments to identify opportunities and challenge current models of delivery by being involved in conversations from the outset.
- Challenge the demand for goods and services and seek to rationalise core requirements, where possible.
- Category Managers trained and developed to their maximum potential, thereby offering a more strategic and commercial approach to procurement activities.
- 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 Procurement.
- Increasing use of spend data analysis, market awareness and benchmarking to design innovative and competitive tenders.
- Ensure all procurement activity is carried out in a transparent, consistent and accountable manner, in accordance with procurement legislation and the Council's internal governance.
- Review spend data to identify opportunities for savings and identify off-contract spend. Work with services to ensure compliant contracts are put in place.
- Improve purchase to pay processes to strengthen controls, increase efficiency and provide useful information to key stakeholders.
- Continue to improve procurement performance across the Council as measured by the Scottish Government's Procurement & Commercial Improvement Programme (PCIP).
- Use the Scottish Government Procurement Competency Framework to establish the skills and competency levels required to fulfill the procurement team roles, identify where training is required and opportunities for in team coaching and mentoring.
- Review and update the Council's Contract Standing Orders to ensure that changes to Public Contracts Regulations are included.

How we will do it and impact

- Procurement will work with services to ensure we hold an accurate current and future tender pipeline to enable efficient allocation of procurement resources.
- Procurement will continue to develop and improve the Council's procurement processes and support their adoption across the Council.
- Increase the capability of services to think and act commercially by working together.
- Strong supplier relationships and market awareness through adoption of the Council's Contract and Supplier Management model.
- Procurement will have the tools, knowledge and skills required to support innovative procurement solutions and provide added value to Services.
- Ensure the Council meets the requirements of the Procurement Regulations and the fundamental principles of non-discrimination, transparency and proportionality.
- Procurement will drive innovation and best practice.
- Procurement will collaborate across the sector where possible to maximise opportunities and share best practice.

Progress Update September 2025

- Strong stakeholder relationships have ensured an improved understanding of the procurement pipeline which has supported the Chief Procurement Officer to manage the capacity of the service effectively.
- All elements of the contract strategy and tender process are reviewed annually and updated when required to ensure legal compliance and delivery of best value.
- The Chief Procurement Officer and Category Managers are represented on and attend a number of internal and external forums to share best practice.
- Procurement attends courses with Scotland Excel and undertakes annual refresher training on spend analysis using the Scottish Procurement Information Hub.
- Procurement support services to identify opportunities for savings and improved practice.
- Implementation of 'lotting' strategies where relevant to maximise the inclusion of SMEs, 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.
- Procurement continue to work in partnership with Accounts Payable on Purchase to Pay improvement initiatives.
- Continue to improve procurement performance across the Council as measured by the Scottish Government's PCIP.

PERFORMANCE REPORTING TO DRIVE PERFORMANCE AND SUPPORT SAVINGS DELIVERY

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 maintain the online central contracts register which is to be used across the Council.
- Preparation of the Annual Procurement Report and annual 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.
- Continue to utilise the Procurement Intranet page to communicate information across the Council.
- Monitor and report on the use of the procurement module of the Finance and Procurement system to strengthen proper use across the Council.
- Respond to local and national reporting requirements.
- Contract Strategy documents will be used for all tendering activities to allow reporting on procurement decisions.

How we will do it and 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 an understanding of demand management and decision making.
- Procurement will support services to use collaboratively developed national and sectoral systems and best practice tools to exploit sustainable outcomes and support national reporting.

Progress Update September 2025

- Embedded process in place with Finance Business Partners to track benefits from procurement activity and savings delivered.
- Procurement exceeded the rebate target of £46,000 by delivering £84,444 in the reporting period.
- Procurement continue to develop and enhance the Corporate Online Contracts Register and Dashboard giving easy access to contract data.
- Continue to maintain a procurement pipeline of expected and planned activities covering the next two financial years to support budget forecasting.
- Undertake benchmarking exercises with partner authorities to understand costs and identify most economically advantageous route to market.
- Generate value from use of collaborative contracts with other councils, Scottish Government, Scotland Excel and other approved bodies.

CONTRACT AND SUPPLIER MANAGEMENT

Aim: Support services to take a proactive approach to contract and supplier management to achieve innovation and value for the Council and our residents.

Actions

- Procurement will provide a formalised method of monitoring supplier performance against contract requirements.
- Procurement will ensure there is clarity of roles and responsibilities by all parties relating to contract and supplier management.
- Support services to determine the level of management required based on size, value and risk of the organisation to help determine the frequency of supplier review meetings.
- Support services to monitor contract compliance against the terms of the contract and step in if contract failure is identified.
- Procurement will refine and continually review and update standard documentation in line with best practice across the public sector.
- Procurement will support services to realise estimated and planned savings to be captured through proactive contract and supplier management.
- Procurement will facilitate events to support suppliers to get tender ready and give them awareness of contract and supplier management requirements.

How we will do it and impact

- Consistent approach adopted by using standardised agenda, minutes, action notes
- Adoption of standard balanced scorecard for measuring supplier performance which sets targets and includes a red, amber, green status indicator.
- Regular reviews of all high value and high risk suppliers to monitor contract performance, improve output, identify savings and transfer of knowledge.
- Suppliers will be encouraged to engage with local supply base and SME's through community benefit contract clauses.
- Supplier performance will be clearly documented to support lessons learned and to inform subsequent procurements for similar commodities in the future.
- Delivery of financial and non-financial benefits.

Progress Update September 2025

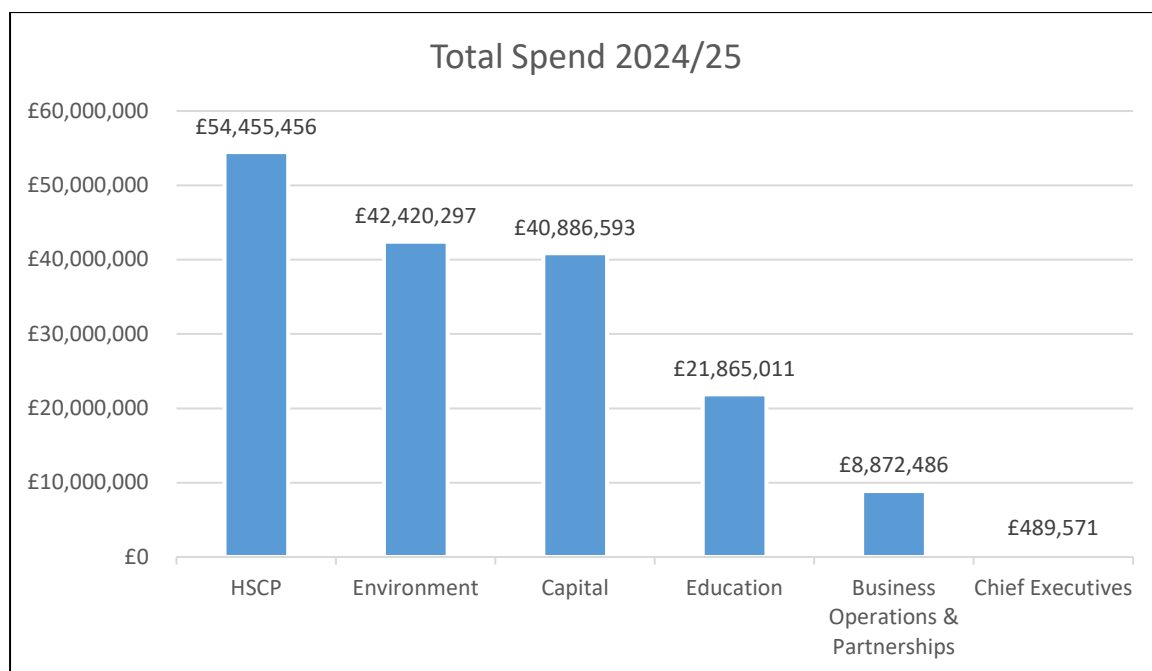
- Refresher training underway across the Council using the corporate model and standardised template documents to monitor supplier performance against contract requirements.
- Dedicated Intranet page, including training videos, to support officers involved in contract and supplier management and collection of Community Benefits.
- Procurement continue to support services to drive value through proactive contract and supplier management meetings.

SECTION 6 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.

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 are defined as a contract including but not limited to building, construction, fabrication, completion, erection, fitting out, modification, renovation and alteration.

In 2024/25 the Council spend on procured goods, works and services was £168,989,414 broken down by Directorate as follows:



It is the role of Procurement, supported by Economic Development, to support activities which encourage and provide opportunities for businesses located in the East Renfrewshire Council area and particularly SMEs.

Data from the Scottish Procurement Information Hub shows that in 2024/25, Council spend with businesses who are located in East Renfrewshire was £17,593,683.68.

In this reporting period, the "East Renfrewshire Build Programme" was launched, an initiative in collaboration with Business Gateway and Economic Development to support local businesses. It provides resources and opportunities for growth through collaborations with the public and private sectors. The program includes workshops, presentations, one to one mentoring and expert insights to help businesses navigate procurement processes and unlock potential growth. 12 local suppliers registered and we continue to support these suppliers to be business and procurement ready.

In addition to the above, Procurement are designing a local supplier database to ensure accurate details are held for suppliers interested in responding to contract opportunities with the Council. We also attend the National Annual Meet the Buyer event and local engagement activities to support local suppliers to get Tender and Quick Quote ready.

Data from the Scottish Procurement Information Hub shows that 58.55% of East Renfrewshire Council spend was with SMEs and 41.45% was with large organisations.

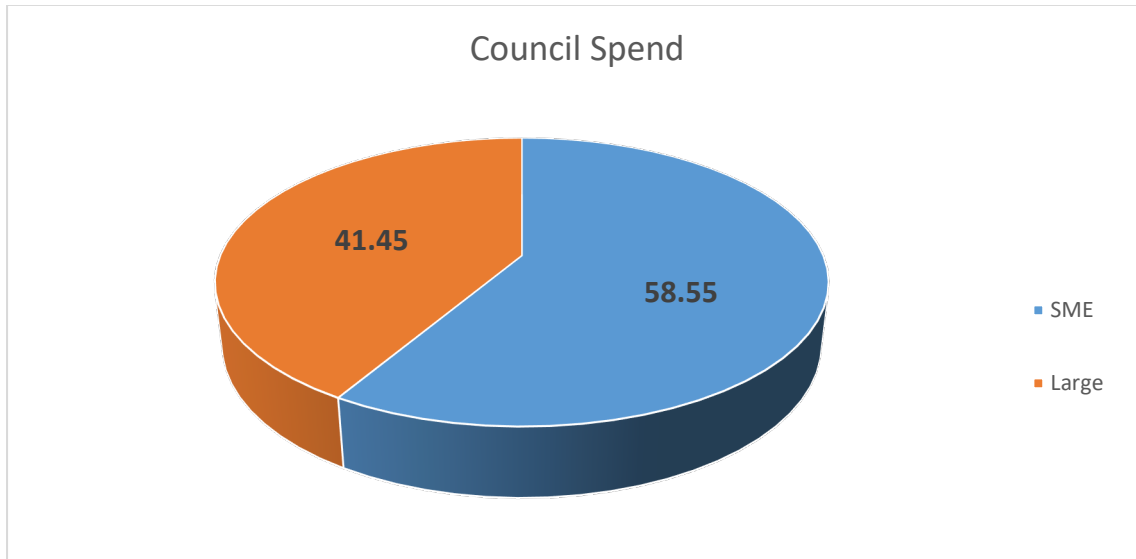
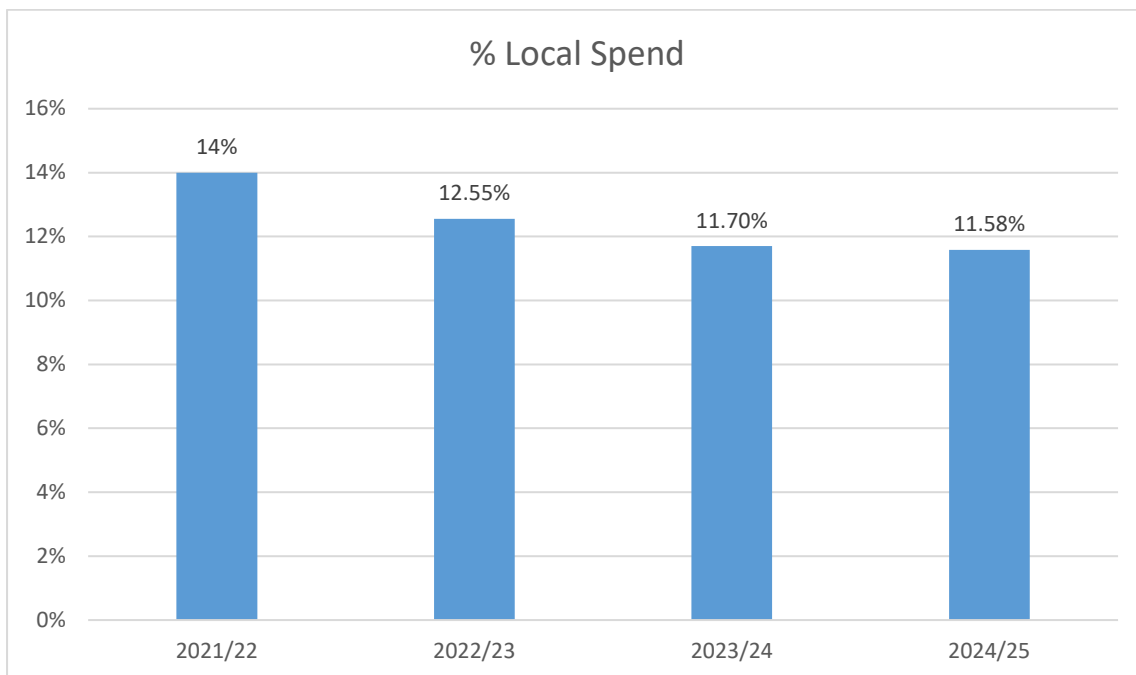


Figure 1 - SME: Fewer than 250 employees. Large: 250 or more employees



The Council's low levels of expenditure with local suppliers is a result of a complex combination of factors, including constrained market capacity, where fewer local firms can meet public contract demands, more established suppliers out with the area, challenges in respect of breaking down large contracts into smaller lots, and the use of regional and national contracts offering best value due to collaborative buying power. The Procurement Team are, however, committed to supporting and improving access to procurement opportunities for local, small and medium enterprises, voluntary organisations, third sector bodies, supported businesses and social enterprises. It is hoped that the joint work underway will see an improvement in the local spend percentage in the next reporting period.

This Strategy will see a continued focus on improvement in this area.

SECTION 7 IMPLEMENTATION, MONITORING AND REPORTING

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 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; and
- 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 2024/25 in October 2025, and this will also include an update on work achieved under this Procurement Strategy.

In addition to these internal procedures for monitoring, reviewing and reporting on the Procurement Strategy, as noted previously, the Council's procurement performance is also subject to PCIP. Successful implementation of the Procurement Strategy will put East Renfrewshire Council in a strong position for further improvement in the next round of assessments.

The Council will publish this Procurement Strategy on our website, and will notify Scottish Ministers of the publication of our strategy.

SECTION 8 PROCEDURES, POLICIES & PROCUREMENT TOOLS

The Council operate within a framework of policies and procedures, which 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 the 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 the 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](#)

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](#)

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

East Renfrewshire A Place to Grow, is East Renfrewshire Community Planning Partnership's vision, which sets out our shared hopes and aspirations between now and 2040 so that East Renfrewshire is a place where everyone can flourish, thrive and grow. This vision will provide a clear direction of travel for us over the next 15 years.

A Place to Grow is built on three pillars that will be the foundation for all strategic planning going forward. To 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 Place to Grow vision, Service Improvement Plans and 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](#).

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. To further enhance the identification and capture of Community Benefits the Council also has a Community "wish list" to identify local priorities.

Living Wage

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.

Fair Work First

East Renfrewshire Council is 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 Fair Work First criteria:

- payment of at least the real Living Wage;
- provide appropriate channels for effective workers' 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;
- offer flexible and family friendly working practices for all workers from day one of employment; and
- oppose the use of fire and rehire practice.

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.

Prompt Payment in the Supply Chain

The Council shall comply with late payment legislation, which places a statutory duty on all public bodies to pay commercial debt within 30 calendar days of receipt of a valid invoice.

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.

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; and
- 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](#)

- [Scottish Procurement 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):

- [Procurement Reform Update \(SPPN 1/2016\)](#)
- [Scottish Model of Procurement](#)
- [Changes to European Directives](#)
- [Public Procurement Reform Programme](#)
- [Scottish Sustainable Procurement Duty](#)
- [Procurement and Commercial Improvement Programme \(PCIP\) - Overview](#)
- [Public Sector Procurement - Suppliers Guidance](#)

SECTION 9 STRATEGY OWNERSHIP AND CONTACT DETAILS

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SECTION 10 - GLOSSARY

Term	Description
Annual Procurement Report	The Procurement Reform (Scotland) Act 2014 requires all contracting authorities obliged to publish a Procurement Strategy, to publish an Annual Procurement Report on its regulated procurement activities as soon as reasonably practicable after the end of its financial year.
Award	A decision to accept a tenderer's offer to supply/provide specified goods/services/works according to agreed terms and conditions, thereby creating a legally binding contract.
Best Value	The duty under the Local Government Act in Scotland 2003 to secure continuous improvement in the economy, efficiency and effectiveness with which they exercise their functions.
Category Management	Procurement approach used within East Renfrewshire Council to manage categories of spend to increase efficiencies and expertise.
Circular Economy	A model of production and consumption, which involves sharing, leasing, reusing, repairing, refurbishing and recycling existing materials and products as long as possible.
Collaboration	Cooperative joint working with another public sector organisation.
Community Benefits Clauses	Community Benefits Clauses provide a means of achieving sustainability in public contracts.
Contract Management	The process of monitoring the performance of a supplier to contract.
Contractor	The provider of any supplies, services or works under contract. Or, in the context of works, at any stage of the process.
Contract Strategy	A document that shows the preparatory thinking that is done about a procurement process, including sustainability considerations, stakeholders to be involved, risks etc.
Crown Commercial Services	An executive agency sponsored by the Cabinet Office to bring together policy, advice and direct buying, providing commercial services to the Public Sector.
Equality Duty	Compliance with the terms of the Equality Act 2010 and any guidance provided by the Scottish Ministers for local authorities to comply with the Public Sector Equality Duties.
Fair Work First	Fair Work First is the Scottish Government's flagship policy for driving high quality and fair work across the labour market in Scotland by applying fair work criteria to grants, other funding and contracts being awarded by and across the public sector, where it is relevant to do so.
Procurement Commercial	Annual assessment of public sector

Improvement Programme (PCIP)	organisations that focuses on the policies and procedures driving procurement performance and the results they deliver.
Public Contracts Scotland (PCS)	The national advertising portal used to advertise all Scottish Government goods, services or works contract opportunities.
Public Contracts Scotland – Tender (PCS-T)	The national eTendering system.
Procurement exercise	Full end to end procurement exercise documentation from strategy development to contract and supplier management.
Procurement Journey	Public procurement toolkit made available by the Scottish Government to support public sector procurement with guidance and templates on the procurement process when appropriate.
Purchase to Pay	Entire supply chain process, from goods receipt to payment process.
Quick Quote	Procurement method for lower value tenders, where the Invitation to Quote is sent to a set distribution list of suppliers rather than being publically advertised.
Scotland Excel	Scotland Excel is the centre of procurement expertise for Scotland's local government sector.
Scottish Procurement	Directorate within the Scottish Government, carrying out procurements on behalf of the Scottish public sector.
Services/ Supplies/ Works	A public service contract is a contract having as its object the provision of services. A public supply contract is a contract having as its object the purchase, lease, rental or hire purchase with or without an option to buy, of products. A public works contract is a contract having as its object a building or civil engineering project or piece of work.
SMEs	Small and Medium Enterprises - The category of micro, small and medium-sized enterprises (SMEs) is made up of enterprises which employ fewer than 250 persons and which have an annual turnover not exceeding 50 million euro and/or an annual balance sheet total not exceeding 43 million euro.
Social Enterprises	Businesses whose primary objectives are social or “more than profit”.
Specification	The part of the invitation to quote or invitation to tender which details the nature and quality of the goods, services or works.
Stakeholder	Any person or group who has a vested interest in the success of the procurement activity, i.e. either provides services to it, or receives services from it.
Standing Orders Relating to Contracts	The set of rules governing the procurement and financial regulations with which the Council must comply, in terms of the Local

	Government Scotland Act 1973.
Supplier	An entity who supplies goods or services.
Supplier Development Programme	A business support initiative using training and information to improve the competitiveness of local businesses.
Supply Chain	All activities, resources, products etc. involved in creating and moving a product or service from the supplier to the procurer.
Supported Business	A supported business' primary aim is the social and professional integration of disabled or disadvantaged persons. At least 30% of the employees of those businesses should be disabled or disadvantaged.
Sustainability	In relation to procurement, sustainability involves understanding the potential environmental, social and economic impacts that are a result of purchasing decisions.
Tender	An offer, or bid, by a tenderer in response to an invitation to tender (ITT).
Third Sector	The third sector includes charities, social enterprises and voluntary groups; delivers essential services, helps to improve people's wellbeing and contributes to economic growth.
Value for Money	The optimum combination of cost and quality to provide the required service.

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EAST RENFREWSHIRE COUNCILCABINET30 October 2025Report by Director of Business Operations and PartnershipsDIGITAL TRANSFORMATION STRATEGY 2025-30**PURPOSE OF REPORT**

1. The purpose of this report is to set out and secure approval for the Digital Transformation Strategy for the period 2025-30.

RECOMMENDATION

2. Cabinet is asked to note and approve the strategy as set out in this report and summarised in the 'strategy on a page' diagram in paragraph 16.

BACKGROUND

3. The Council has had a Digital Transformation programme since 2009. The most recent Digital Transformation Strategy was approved by Cabinet in June 2021; it ran until June 2025 and focused on three areas:

- Customer Experience;
- Workforce Productivity; and
- Business Systems & Processes.

4. The report to Cabinet on 19 June 2025, closing the previous strategy cycle, set out how services across the Council have made substantial progress towards realising our digital transformation ambitions, contributing to budget savings, making productivity efficiencies, improving customer service, and modernising the way we work. Since 2021 this work has impacted every household in East Renfrewshire through improvements to Council Tax, Benefits, Customer Services and Housing as well as improvements for employees through new digital HR processes. In November 2023 Education Department brought the Digital Learning & Teaching Strategy 2024-27 to Education Committee.

VISION FOR DIGITAL TRANSFORMATION & STRATEGIC ALIGNMENT

5. The vision for the new Digital Transformation Strategy is to use digital technology and data to make a step-change in how we work to:

- improve customer experience and outcomes for individuals and communities;
- make the organisation more efficient, effective and well-governed; and
- enhance our employees' productivity and skills to support their development.

6. The diagram below shows how the revised strategy contributes to 'A Place to Grow', 'Our People Strategy' and 'Organisational Health Check' which in turn feeds into the National Digital Strategy and 'Digital To-be State for Councils' being developed by Solace, the Improvement Service and Digital Office.

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Strategic Alignment & Contributions



7. What this will mean in practice is projects using data to better understand and reduce complex local issues such as child poverty. For example:

- enabling auto-enrolment for benefits that families are entitled to, without the need to apply multiple times for individual benefits;
- enabling 'no wrong door' and early intervention approaches by spotting early signs of vulnerability and understanding the wider circumstances of individual families and providing support to them holistically, on a cross-service basis, rather than forcing them through different pathways to access different services; and
- allowing elected members to take policy decisions informed by data analysis and 'what-if' scenarios e.g. debt relief criteria or service eligibility based on specific needs and circumstances.

8. Other potential future data projects under consideration could enhance the support to vulnerable people in relation to health, social care and frailty. This could allow the Council and its partners to offer advice, support and interventions that keep people safe and healthy for longer and help reduce future demand for costly or complex support.

9. In addition, future projects could involve using in-home sensor technology to help people live independently at home for longer. Other uses of this type of technology can help ensure our social housing is maintained in good condition, reducing the need for costly repairs, reducing the time properties are void or unoccupied and helping to maintain the supply of affordable housing.

PROJECT PRIORITISATION & BENEFITS TRACKING

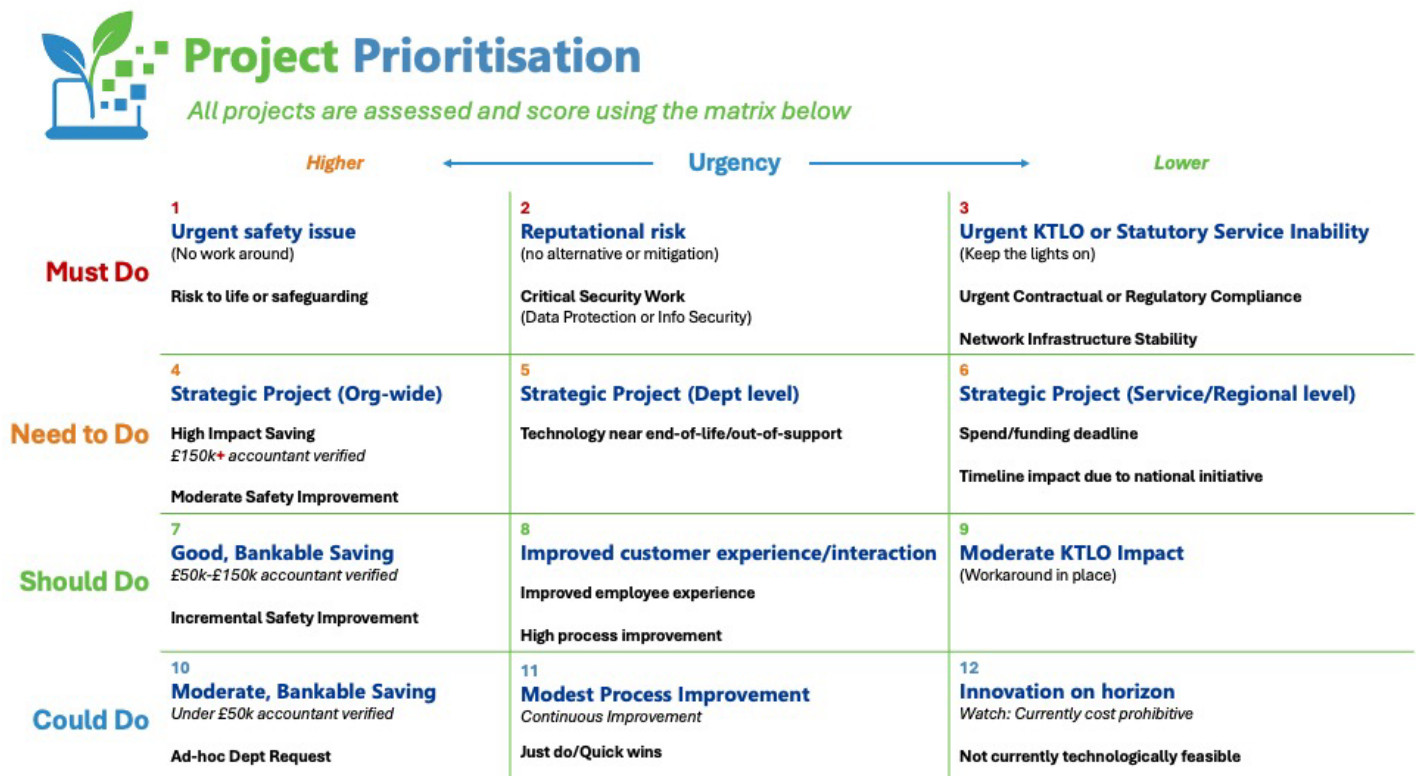
10. A key part of the success of a Digital Transformation Strategy is ensuring that, as far as possible, the projects we take forward contribute to our strategic ambitions and priorities. Over the past 30 years the number and complexity of ICT technology, tools and systems across the Council has increased exponentially. Not only does this create challenges for keeping pace and progressing future digital transformation, it also creates new and ongoing

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'business as usual' challenges, as systems that were transformative in the past age, are no longer supported by suppliers, don't meet modern security requirements, or they are no longer economically viable and need to be replaced. Once new technologies are implemented they create new 'business as usual' work that needs to be maintained, managed and governed appropriately to ensure they are secure, can be relied upon and continue to function effectively.

11. This creates a complex environment for digital transformation as we need to balance the need to maintain the modernity of our existing technology and applications while also progressing new opportunities. The Council has more ambitions than it has resources, and, within reason, this is as it should be. However, there is a small pool, and significant overlap, corporately and within departments, of the key employees and roles who help replace aging systems and deliver digital transformation projects. To address this resource and focus challenge the council has developed and deployed a project prioritisation framework.

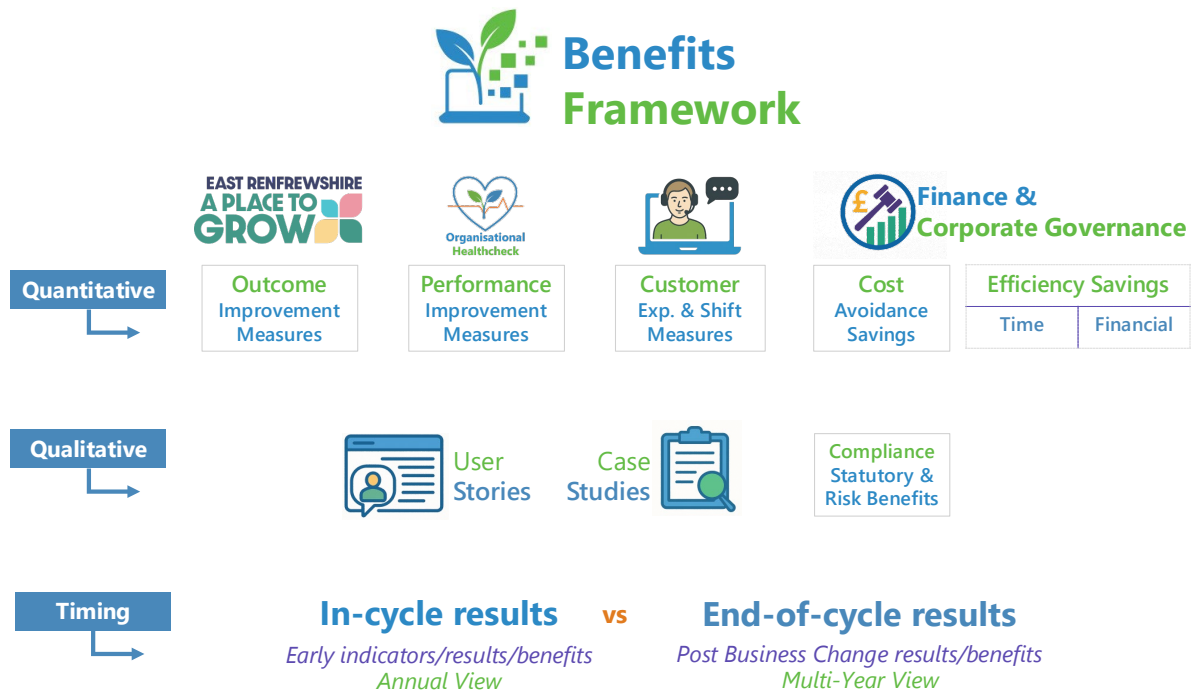
12. All projects requiring corporate resource (e.g. ICT, programme/project office support, systems officers, procurement, digital customer experience, and HR etc) go through digital transformation governance and are given a prioritisation score from the matrix below. This determines if and when they progress and what resources are attached to which projects. This framework prioritises life and limb projects and ensures, as far as possible, we are maximising the time and focus of the key shared roles and resources we have. Project Prioritisation takes account of role and workload capacity. This supports forward planning and management of workload bottlenecks.



13. The ultimate objective of the Digital Transformation Strategy is to deliver benefits to the residents and communities of East Renfrewshire by improving outcomes, customers' service experiences and service performance; making the organisation more effective, efficient, and helping to deliver budget savings as required.

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14. Digital Transformation does not happen in isolation, nor is it simply about installing new technological tools. Very often the hardest element of Digital Transformation is the business change work that follows the enablement of new technologies. This means that the most significant budgetary, efficiency and community outcome benefits are medium to longer term and follow in the months and years after new systems or technologies are switched-on as services redesign how they carry out their work, employees' job roles are redesigned and new skills and cultures become the 'new normal'. This results in early leading and subsequent 'lagging' benefits indicators, depending on the technology and project, from the diagram below. This was highlighted in the recent Best Value report on Transformation that set out the new arrangements for tracking projects through the business change phase.



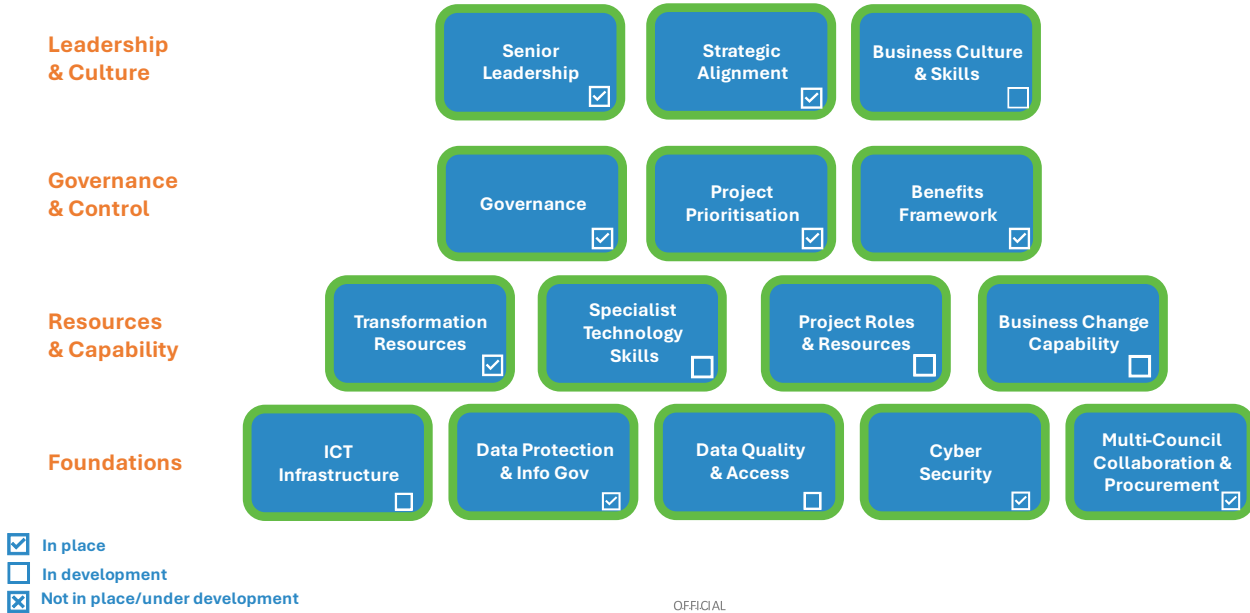
CORE FOUNDATIONS

15. To achieve our digital ambitions, we need the right mix of Leadership & Culture, Governance & Control, Resources & Capabilities and Key Technological Foundations. The image below gives a snapshot of the current baseline status and position on that journey. The Council's 16-year journey, focus and investment in building digital transformation capabilities, alongside Our People' Strategy and ongoing investment in renewing and maintaining our core ICT infrastructure is laying a very strong foundation to build on over the next five years. This strong foundational position was highlighted in the [February 2025 Best Value Audit](#) of the Council and the recent [Digital Transformation Thematic Review considered by Audit Committee on 25 September 2025](#).



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Digital Transformation Requirements



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OUR FUTURE PROGRAMME

16. The next phase of the Council's digital transformation journey centres around six technological elements and increasing unified customer experience. This is illustrated in the 'strategy on a page' diagram shown below. This highlights our strong strategic focus (golden thread) around 'A Place to Grow', 'Our People Strategy' and the suite of financial, efficiency and performance measure that make up our 'Organisational Health Check' as part of mid-year and annual reporting.



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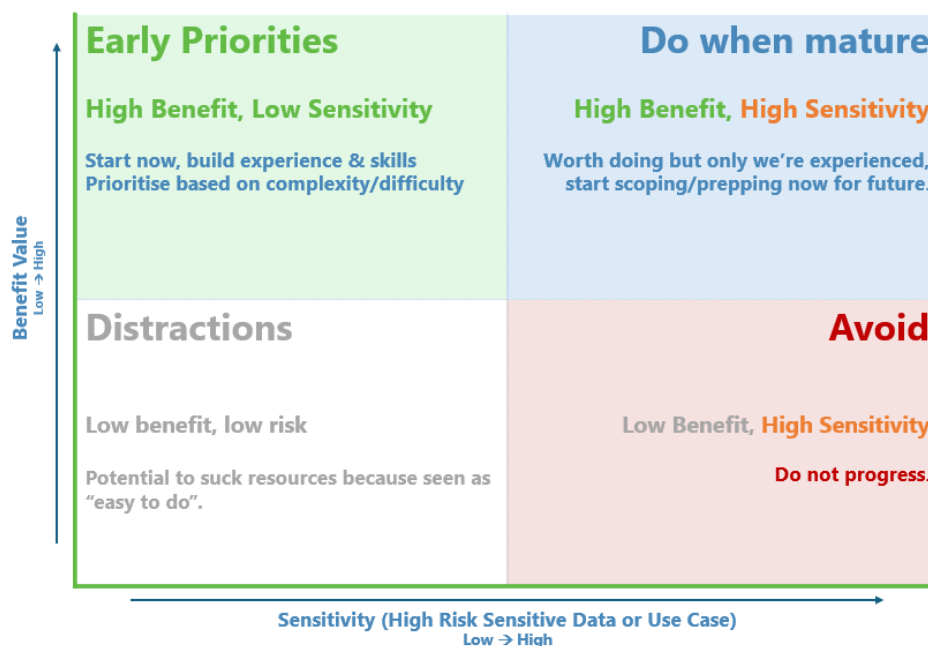
17. The seven core elements of the new strategy are:

i. **Major systems.**

This element is about maintaining and modernising our major platforms and systems. The Council has undertaken significant work over the last 10 years to modernise our major systems. The key now is to maximise the value of our investment, ensure systems remain current, secure and integrated.

ii. **Artificial Intelligence (AI)**

There is a great deal of hype around artificial intelligence. It is a technology with huge potential, but it needs to be utilised thoughtfully, ethically and with the same scrutiny on benefits as any other tool or platform. There are a number of exciting use cases being developed. The Council is enthusiastic about the potential of AI and is taking a risk-based approach to its roll out as seen in the high-level triage matrix below:



The Council is working with partners to ensure that personal and sensitive data is classified appropriately, retained and secured in relation to AI tools while also testing AI deployments that are low risk, and that can unlock efficiency and productivity benefits. In the medium to long-term the Council will explore how best AI might support more sensitive high value uses, but will always be guided by current best practice in relation to ethics, fairness, transparency and security.

iii. **Data & Business Intelligence**

Across the organisation, the Council has made significant progress in recent years in the development and utilisation of data and business intelligence to inform our understanding of our communities and residents, change and improve how we operate and become more efficient and effective.

The next cycle of the strategy will see that work continue, but enhancing our data matching, integration and modelling to enable us to further improve the services our residents, employees and services receive. This will include integrated 'single views' to allow customers to do more and self-serve, help improve outcomes for individuals, families and communities through projects that help to tackle issues like child poverty and targeting support to help vulnerable people stay healthy and live at home for longer. We will also continue to use data to help improve service performance so that East Renfrewshire remains a high performing, continuously

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evolving Council that provides value for money and modern services for our residents.

iv. Customer Experience

At a population level East Renfrewshire residents are well educated, skilled, and have high expectations of the services they receive from the Council. There will always be customers who will continue to need face-to-face or telephone contact, and we will continue to offer those that opportunity, however many of our residents want to access council services online at a time and place of their choosing.

Over the past few years, across education, council tax, benefits, planning and housing, more and more services are available online and a high proportion of our residents have signed up to use them. East Renfrewshire has the highest levels of parents using online systems, over 73% of housing tenants have signed up to the new housing system and over 60% of new Council Tax applications by residents are made online.

However, while this progress is hugely welcome, we face challenges due to the breadth and diversity of services we offer. Our residents often have multiple application logins and user experiences across a range of systems. The 'My East Ren' login helps with some elements of this issue but addressing this is a complex technological challenge, as we rely on a range of different specialist platforms and suppliers.

As part of the new digital strategy and the upcoming refresh of our customer strategy later in 2026, we will be actively seeking to improve and create a more integrated and unified customer experience and, where possible, reduce the need for customers to login to multiple different systems to get frequent core tasks done.

v. Process Automation

As outlined above, the Council has a large and complex estate of ICT systems, platforms and technologies.

For the first time the Council has procured new tools that enable it to connect systems together via 'low code' technologies. This enables us to move data safely and securely between previously isolated systems without relying on suppliers building expensive, often bespoke integrations that are challenging to maintain. These tools also allow us to employ robot process automation for laborious manual processes and reduce the rekeying of data from one system to another. Together, with the progress being made around data matching and business intelligence, these tools increase productivity, efficiency, compliance and help to reduce manual errors.

vi. Internet of Things

Internet of Things (IOT) involves the use of sensors and devices (e.g. on/off switches, thermostat controls, window/door/blind openers or closers) that enable automatic and/or remote monitoring, communication and control of devices in particular locations. This can include detecting the presence of people, temperature, humidity etc. This can allow the monitoring of patients taking medication, detecting potential falls in the home as well as ensure premises are warm, windows and blinds are open or closed or prevent dampness and mould etc.

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IOT devices have huge potential to help manage energy consumption and costs; reduce the spread of inflections (via air quality), prevent damp and mould and address elements of fuel poverty.

vii. Mobile Tasking

Many Council services involve employees working remotely across the authority and moving to multiple locations over the course of a day. Examples include community wardens, facilities management, housing repairs, homecare and telecare responders. The Council has already deployed mobile tasking e.g. as part of the new Telecare system, which enables employees to pick up their next job via a mobile device as their last one completes. This makes our services more efficient, improves the customer experience and saves employees from calling back to base or having employees at base spend time 'ringing around' to find someone to pick up the next job. As part of the Digital Strategy we will continue to deploy Mobile Tasking opportunities, using, as far as possible, our existing infrastructure and platforms. Housing Repairs are likely to be one of the next service areas to deploy this type of technology.

UPDATED GOVERNANCE ARRANGEMENTS

18. To reflect the updated alignment between the Digital Strategy with 'A Place to Grow', 'Our People Strategy' and the 'Organisational Health Check' we have reviewed the focus, membership and operation of the existing three officer governance boards:

- Business Systems & Processes;
- Customer; and
- Workforce Productivity.

19. The revised arrangements retain the three board model, which has worked well. The revised boards will be:

- **Customers & Communities Board (CCB)**

This board is the 'outward facing' one and expands the scope of the previous customer board. It will cover projects that contribute to one or more of the three pillars of 'A Place to Grow' as well as a new Customer Strategy (once updated), e.g. the child poverty data project, single view of the customer and digital inclusion.

- **Systems & Technology Board (STB)**

This board will oversee the enablement of new technologies and platforms e.g. IOT, AI models, automation tools and platforms and major systems. Once the core technology is enabled the individual projects will be picked up by one of the other two boards. This will help to ensure that the Council has a consistent integrated estate of tools and platforms in line with Enterprise Architecture principles and practices.

- **Workforce Productivity & Development**

This board builds on the previous Workforce Productivity Board. It now includes the digital skills and culture components that align with 'Our People Strategy'. This board will cover the organisation facing elements of utilising data, AI and automation to make our workforce more efficient and effective and free up employee time to focus on high value, impactful elements of their roles.

20. Each Board is expected to, at various points, have projects that sit across the technologies at the heart of the digital strategy by: maximising the value of major systems by

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updating, expanding or replacing them; utilising AI; developing Data and Business Intelligence insights; undertaking Process Automation; implementing IOT; and moving to Mobile Tasking.

IMPLICATIONS

21. Change and digital transformation across an organisation as diverse as a Council (and HSCP and ERCLT) is a complex area. There is a complicated ICT system architecture and network of operational processes that sit behind the services that our residents interact with on a day-to-day basis. We must plan carefully to ensure that we are focusing on improving our high-volume processes whilst undertaking the routine work to keep our systems up to date, secure and integrated.

22. Budget challenges mean we must clearly prioritise our activities and resources to ensure we deliver benefits from projects, that they contribute to future savings opportunities and improve the experiences of residents and reduce bureaucracy. Learning from others' successes (and failures) will also help transition quicker and save rework. As set out above in paragraphs 10-14 the Digital Transformation programme is underpinned by project prioritisation and benefits tracking frameworks.

23. Recruiting, retaining and, where possible, growing the right skills and experience is essential to the success of our digital transformation journey. Digital, data, technology and service design skillsets are in significant demand nationally and it is a challenging marketplace. Programmes routinely have gaps in key skillsets which means the need to prioritise resource to achieve the best collective benefit – this is a key function of the three Programme Boards, which must work together to make decisions and recommendations. We continue to maintain links with the Scottish Local Government Digital Office and Scottish Digital Academy to ensure we can develop and enhance our digital, data and technology skillsets.

24. All projects undertake screening for Equality Fairness & Rights Impact Assessments (EFRIAs) as well as Data Protection Impact Assessments (DPIAs), with relevant projects undertaking full assessments as appropriate. Given the nature of the Council's work, many of our projects are designed to have a positive impact on local communities, service users and employees. As part of the updated project governance arrangements, project closure reporting will now include specific consideration of the outcomes for vulnerable communities and service users.

TOWARDS 2030 & BEYOND

25. A key part of the success of any Digital Transformation strategy is keeping pace with modern technology and tools as they evolve. The pace of change is fast. Technology often becomes faster, smaller or prices fluctuate. As part of our approach, we will continue to monitor technology and marketplace developments and respond appropriately – with a strong focus on agility and flexibility. That is why, in part, the strategy is focussed on strategic alignment and broad technological categories rather than specific named platforms or systems.

26. Another key piece of horizon scanning is projecting what our customers, communities, leaders and employees will need in terms of skills, training, organisational culture, equipment and digital tools or platforms to fulfil their roles over the next five years and beyond. As part of the work of the strategy we are developing 'Personas' across key groups so that we can plan into the reality of what a future organisation will need to offer to meet our core ambitions.

FINANCE & EFFICIENCY

27. The Council is expected to continue to face particularly challenging financial circumstances for the foreseeable future. Utilising project prioritisation and the benefits

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frameworks set out above, the key principles behind the programme that will lead to budget savings are:

- improving customer end-to-end experience and expanding access to 24/7 online self-service;
- Increasing employee productivity through automation, data integration, business intelligence insights and artificial intelligence;
- maximising the use of key business systems and capabilities; and
- an increased focus on user engagement in service design and more community empowerment to provide services which put customers at the heart of provision, will help to create opportunities to lower costs.

28. One of the key financial shifts is the move away from one-off capital procurements of major systems and technologies to cloud-based services and software as a service. This shifts costs away from capital expenditure to revenue-based subscriptions. In addition, Artificial Intelligence, Automation and Business Intelligence technologies are based on consumption. While this can lower the individual cost of entry to access certain technology, that may previously have been prohibitively expensive, it can put additional significant pressure on revenue budgets that are already squeezed by year-on-year financial pressures.

CONSULTATION & PARTNERSHIP WORKING

29. The progress and ambitions outlined in this paper relate not only to the Council but also to the wider 'family' organisations of the HSCP and the Culture and Leisure Trust. We will continue to work together to progress the key priority areas for digital transformation and to share lessons learned and plan resources.

30. We will continue to work in partnership with the Improvement Service and Scottish Local Government Digital Office to share knowledge and learn from other areas of best practice. We are committed to learn from and work with partners in the Glasgow City Region to identify and take forward opportunities to implement Internet of Things (IOT) technology. We will also continue to identify and work with key strategic technology partners from the private sector who can advise us and support the delivery of our digital ambitions.

31. User engagement in service design, internal as well as external, as set out above in relation to future personas, is a key principle of our digital transformation journey. We will utilise the Scottish Approach to Service Design wherever possible to put users at the heart of change.

CONCLUSION

32. The refreshed Digital Transformation Strategy sets out how we will use digital technology to:

- improve outcomes for residents and communities (with a key focus on improving outcomes for vulnerable or disadvantaged residents or communities);
- further enhance our customer experience;
- continue to improve service performance, effectiveness and efficiency;
- to contribute to budget savings; and
- provide opportunities for our employees to further develop their digital confidence, skills and capabilities.

RECOMMENDATION

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33. Cabinet is asked to note and approve the strategy as set out in this report and summarised in the 'strategy on a page' diagram in paragraph 16.

Louise Pringle
Director of Business Operations & Partnerships
October 2025

Report Author:
Jamie Reid,
Head of Communities & Transformation,
jamie.reid@eastrenfrewshire.gov.uk

BACKGROUND PAPERSAudit Scotland/External Audit

- Local Government in Scotland Overview 2023, Audit Scotland, May 2023
- Accounts Commission Best Value Report February 2025
- Local External Audit Report, Best Value Thematic Report. Transformation: How Council's are Redesigning and Delivering More Efficient Services to Achieve Planned Outcomes, Audit & Scrutiny, September 2025.

Finance

- Medium Term Financial Strategy 2025 - 2030
- East Renfrewshire Council Revenue Estimates 2025/26

Digital Transformation

- Update on the Digital Transformation Programme, Cabinet 19 June 2023
- [Digital Learning And Teaching Strategy 2024 – 27, Education Committee, November 2023](#)
- Update on the Digital Transformation Programme, Cabinet 5 September 2024
- Update on the Digital Transformation Strategy June 2025

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EAST RENFREWSHIRE COUNCILCABINET30th October 2025Report by Chief ExecutiveFREEDOM OF INFORMATION - COUNCIL PERFORMANCE 2024-25**PURPOSE OF REPORT**

1. The purpose of this report is to present the annual statistical report on the Council's performance in dealing with requests under Freedom of Information.

RECOMMENDATION

2. It is recommended that Cabinet notes the contents of this report.

BACKGROUND

3. Freedom of Information provides a statutory right of access to information held by Scottish public authorities.
4. Statistical reports on how the Council has dealt with information requests have been presented to Cabinet on an annual basis since the Freedom of Information (Scotland) Act 2002 came into force in 2005.

REPORT

5. The Council received 1,336 requests during this period, 791 under Fol(S)A and 545 under the related Environmental Information Regulations (Scotland).

PUBLICATION

6. This report will be published on the Council's website.

FINANCE AND EFFICIENCY

7. There are no particular financial implications arising from this report.

IMPLICATIONS OF REPORT

8. As this report is primarily a performance update, there are no particular implications in terms of staffing, property, legal, IT, equalities or sustainability.

RECOMMENDATION

9. It is recommended that the Cabinet notes the contents of this report.

Steven Quinn, Chief Executive, 0141 577 3009

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Further information can be obtained from Craig Geddes, Senior Records and Information Officer on 0141 577 3059 or by email at Craig.Geddes@eastrenfrewshire.gov.uk

Cabinet Contact: Councillor Owen O'Donnell, Leader

Email: Owen.ODonnell@eastrenfrewshire.gov.uk Tel: 0141 577 3107



Freedom of Information

Report on information requests received 2024-2025

Contents:

1	Introduction
2	Progress and Development
3	Volume of requests
4	Performance
5	Exemptions
6	Fees
7	Reviews and Appeals
8	Conclusion

1 Introduction

This report considers the volume of information requests received in the period 1st April 2024 to 31st March 2025 and details performance across East Renfrewshire Council in processing these requests. It also looks at changes to processes and considers the use of exemptions, fees, reviews and appeals.

The Freedom of Information (Fol) (Scotland) Act 2002 and the associated Environmental Information Regulations (EIR) 2004 provide a statutory right of access to information held by Scottish public authorities. Fol encourages openness and accountability and helps to build trust between the Council and the public that we serve.

2 Progress and Development

Work on service improvement has continued throughout the year. Training on Fol and EIR has been delivered through the corporate training calendar, ad hoc sessions, and an online module. More information is available through proactive disclosure and improvements have been made in the GOSS Customer Relationship Management system. A “resource base” of review determinations has been established on the Fol Teams site.

3 Volume of requests

East Renfrewshire Council received 1336 information requests in 2024-25, compared to 1420 received in the previous year. As detailed in figure 1 below this total represents a decrease of 6% on the previous year.

This total comprised 791 requests under the Freedom of Information (Scotland) Act 2002 and 545 requests under the Environmental Information Regulations (Scotland) 2004.

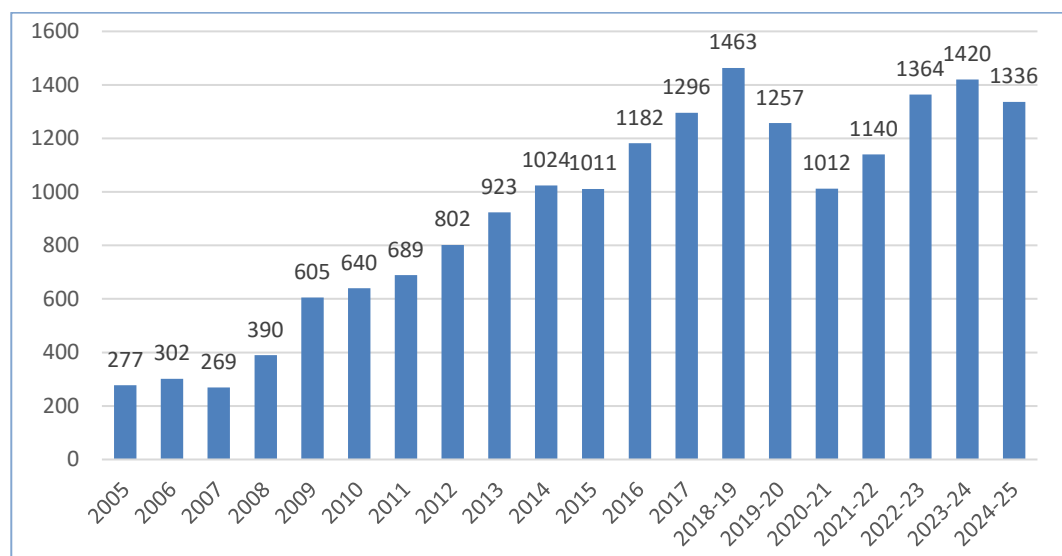


Figure 1

4 Performance

93% of requests received during the period of this report were answered within the statutory 20 working days and the average response time was 12.7 working days. These figures, with comparisons from previous years, are given in Figure 2. Details of performance for individual departments, the Trust and the HSCP are detailed in Figure 3.

FoI performance: Council-wide	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Percentage of requests answered within timescale	82%	80%	85%	93%	90%	93%
Average response time (in working days)	13.7	15.1	13.7	12.4	12.8	12.7

Figure 2

FoI performance: by department	Number of requests	Percentage of requests answered within timescale (20 working days)	Average response time (working days)
Business Operations & Partnerships	261	94%	14
Chief Executive's Office	62	95%	12
Education Department	235	96%	13
Environment Department	542	90%	12
Health and Social Care Partnership	126	89%	16
Culture and Leisure Trust	24	100%	10
Cross Departmental	86	98%	9

Figure 3

There can be various reasons for requests not always being answered on time. For example, a request might require information from schools during holidays, performance can be impacted by absence of key staff or changes in personnel, or there may be difficulties in collating responses to more complex requests.

According to the statistics collated by the Scottish Information Commissioner the proportion of requests answered on time by Local Authorities across Scotland during the period covered by this report was 86% (the figure for the previous year was 90%).

5 Exemptions

The majority of requests (88%) resulted in full disclosure of the information sought, with partial disclosures in a further 9% of requests. However, certain information is exempt from disclosure under the legislation. FoI exemptions and EIR exceptions applied, in order of frequency of use, are detailed in Figure 4.

It should be noted that most “refusals” are “refused” only because the information sought is not held or because it is otherwise available.

Exemptions/Exceptions		Number. of times cited
S.17, Reg.10(4)a	Information not held	84
S.25, Reg.6(1)b	Information otherwise available	19
S.38, Reg.11	Personal information	15
S.12	Excessive cost of compliance	15
S.35, Reg.10(5)b	Law Enforcement	3
S.33, Reg.10(5)e	Commercial interests and the economy	2
S.30(c)	Conduct of public affairs	2
S.26	Prohibited by enactment	1
S.27, Reg. 10(4)d	Future publication or draft information	1
S.34	Investigations	1
S.14	Vexatious or repeated	1
S.18	Neither confirm nor deny	1
S.31	National Security	1

Figure 4

Note:

- There have been a number of occasions on which more than one exemption was applied. The total number of exemptions noted, therefore, does not correspond with the total number of requests to which an exemption was applied.

6 Fees

During the period of this report, the Council refused 15 requests on the grounds that answering them would exceed the statutory cost ceiling and 2 fee notices were issued.

7 Reviews and Appeals

Of the 1336 information requests received, the applicant formally asked the Council to review its decision on 27 occasions. These reviews were determined as detailed in Figure 5. If the applicant remains dissatisfied after the internal review, they have the right to appeal to the Scottish Information Commissioner. Appeals determined in 2024-25 are detailed in Figure 6.

Requests for reviews 2024/25	
Number of requests for reviews	27
...of which the review upheld the department's original decision	9
...of which the review partially upheld the original decision	11
...of which the review overturned the department's original decision	7

Figure 5

Appeals Resolved 2024/25	
Number of appeals	2
Appeal upheld by Commissioner	2

Figure 6

8 Conclusion

Freedom of Information remains an important element of East Renfrewshire Council's commitment to transparency and accountability. It provides an efficient means for the public to access information about the services that the Council provides, and the Council remains committed to delivering a positive and efficient customer experience.

Report Author:
Craig Geddes, Senior Information and Improvement Officer

October 2025

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EAST RENFREWSHIRE COUNCILCABINET30 October 2025Report by Director of EnvironmentGENERAL FUND CAPITAL PROGRAMME – OVERLEE HOUSE**PURPOSE OF REPORT**

1. The purpose of the report is to homologate the decision taken by two Cabinet members in September 2025 to vary the General Fund Capital Programme to address increased tender costs for the development of 5 temporary accommodation properties at Overlee House.

RECOMMENDATIONS

2. The Cabinet is asked to:
- a) homologate the decision to increase to the General Fund Capital Programme 2025/26 by £64k; and
 - b) note that this increase in expenditure will be funded from General Fund Revenue underspend.

BACKGROUND

3. Full Council approved the Housing Capital Programme for 2025-2035 on 26 February 2025. The programme approved a total budget of £927k to build 5 new temporary accommodation properties at Overlee House. A copy can be obtained through the following link: [Council Item 10 - 26 February 2025.pdf](#)

REPORT

4. A full tender process has been undertaken to determine a suitable contractor. On completion of the tender process, the tender costs for the project were £107k over the approved budget. Following a review of costs and efficiencies, this overspend has been reduced to £64k.

5. A review of the Housing Services General Fund revenue costs for 2025/26 has identified sufficient capacity to be able to absorb the remaining £64k without any adverse affect on Housing General Fund revenue spend.

6. The contractor agreed to hold their price for a limited period of time, and as a result approval was needed quickly to agree additional budget. The decision to approve this revenue spend was taken by Cllr O'Donnell and Cllr Devlin on 9th September 2025.

PARTNERSHIP WORKING

7. Discussion and consultation have taken place between Housing Service and Procurement and Accountancy colleagues.

RECOMMENDATIONS

8. The Cabinet is asked to:

- a) homologate the decision to increase to the General Fund Capital Programme 2025/26 by £64k; and
- b) note that this increase in expenditure will be funded from General Fund Revenue underspend.

Director of Environment

Further details can be obtained from Mark Rodgers, Head of Housing & Property on mark.rodgers@eastrenfrewshire.gov.uk or Suzanne Conlin, Senior Housing Manager, suzanne.conlin@eastrenfrewshire.gov.uk

October 2025

EAST RENFREWSHIRE COUNCILCABINET30 October 2025Report by Director of EnvironmentHOUSING CAPITAL PROGRAMME – COMMERCIAL ROAD**PURPOSE OF REPORT**

1. The purpose of the report is to homologate the decision taken by two Cabinet on 17th September 2025 to vary the Capital Programme and bring forward the development of new homes at Commercial Road, Barrhead.

RECOMMENDATIONS

2. The Cabinet is asked to:
- a) homologate the decision to increase the Housing Capital Programme 2025/26 by £500k; and
 - b) note that this increase in expenditure will be funded from Scottish Government Grant.

BACKGROUND

3. Full Council approved the Housing Capital Programme for 2025-2035 on 26 February 2025, with revisions made on 25 June 2025. A copy can be obtained: [25th June 2025, Full Council report](#).

4. Members may be aware that the expected Resource Planning Assumption (RPA) budget 2025/26 from the Scottish Government increased from an expected £5.2m to a final awarded budget of £7.677m. This increase in grant provides an opportunity to explore other council housing projects that could be accelerated in their delivery without any additional borrowing during 2025/26.

5. The project at Commercial Road, Barrhead, is identified within the Housing Capital Programme 2026/27 as a project that can be brought forward to 2025/26. Accelerating this project will bring forward the availability of much-needed council housing and minimise the loss of grant subsidy/carry-forward.

REPORT

6. A feasibility study to test the technical and financial viability of building council homes on the site at Commercial Road was completed in July 2025. The Council's Housing Service is currently in discussions with Planning to agree a timeframe for progressing a detailed planning application.

7. The Housing Service have engaged with Procurement to appoint a suitably qualified contractor through the Scotland Excel framework to design and build circa 66 houses on the site at Commercial Road, Barrhead.

8. In order to progress this site and appoint a suitable contractor, the final design and layout must be completed and submitted for approval by Planning. The procurement process will consist of two parts, design and then construction.

9. ERC Standing Orders require the formal approval of a Contract Strategy to allow the procurement process to move forward and complete the design process. There is no budget for Commercial Road in the current 2025/26 programme; approval to vary the current programme and bring a budget forward is required.

10. Given the need to maximise the draw down of Government grant for this project in the current year, approval to make the appropriate change to the Housing Capital Programme was taken by Cllrs O'Donnell and Cllr Devlin in September.

FINANCE & EFFICIENCY

11. The existing 10-year capital programme is based on the development of 49 units on the site. Associated costs are based on an assumed cost of £202k per unit. However, the cost of development continues to increase across Scotland and the likely unit cost is expected to be around £225k per unit.

12. Recent discussions have established that the site could be designed to deliver more than 49 units, potentially up to 66 units. Based on this size of development, the associated costs are as follows,:

Funding Stream	2025/26	2026/27	2027/28	2028/29	Total cost	Cost Per Home
Scottish Government Baseline Grant (3PE)	500,000	2,400,000	2,669,358		5,792,358	87,763
SG Enhanced Grant – Renewables			1,155,330		1,155,330	17,505
ERC Developer Contributions Commuted Sums		1,320,000			1,320,000	20,000
Council Borrowing			6,377,000	223,000	6,600,000	100,000
Total Costs	500,000	3,720,000	10,424,688	223,000	14,867,688	225,268

13. The award of any contract would be subject to the approval of an acquisition grant application from the Scottish Government. The estimated development cost is consistent with tender values approved in the past year. The grant income is based on a typical 2-bedroom 3 bedspace home. Homes with more bedspaces will attract a higher rate of grant subsidy.

14. Revised development costs following full design and planning consent will be presented to Full Council as part of the Housing Capital Programme 2026/27.

15. The proposal, if approved, would have no impact on Council borrowing during 2025/26.

16. Any delay on the approval process would cause an unnecessary delay to the project and severely restricts the Council's ability to drawdown this year's RPA.

PARTNERSHIP WORKING

17. The Council's newbuild housing team are currently in dialogue with several internal stakeholders, including Estates, Planning, Finance and Legal, to ensure the information is gathered and circulated to ensure the successful design and delivery of Commercial Road in accordance with ERC's standing orders.

CONCLUSIONS

18. Following an increase in Scottish Grant funding there is an opportunity to bring forward the development of new homes at Commercial Road, Barrhead.

19. Approval is being sought to bring forward £500,000 of Capital Programme expenditure to complete the design process and seek planning approval. This expenditure will be funded from Scottish Government grant.

20. Full costs will be presented to Full Council in February 2026 seeking approval to proceed to construction.

RECOMMENDATIONS

21. The Cabinet is asked to:

- a) homologate the decision to increase to the Housing Capital Programme 2025/26 by £500k; and
- b) note that this increase in expenditure will be funded from Scottish Government Grant.

Director of Environment

Further details can be obtained from Mark Rodgers, Head of Housing & Property on mark.rodgers@eastrenfrewshire.gov.uk or Suzanne Conlin, Senior Housing Manager, suzanne.conlin@eastrenfrewshire.gov.uk

October 2025

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EAST RENFREWSHIRE COUNCILCABINET30 October 2025Report by Director of Environment

HOUSING SERVICES ANNUAL ASSURANCE STATEMENT & PERFORMANCE REPORT
2024/25
(SCOTTISH SOCIAL HOUSING CHARTER)

PURPOSE OF REPORT

1. The purpose of this report is to seek approval for the annual Assurance Statement (AAS) 2025 and Performance Report. This outlines Housing Services' compliance with the Scottish Housing Regulator's (SHR) Regulatory Framework, Scottish Social Housing Charter (SSHC) standards and our statutory obligations. It also takes account of our current engagement plan with the SHR. The AAS is an annual submission required of all Registered Social Landlords (RSLs) by the SHR.

RECOMMENDATIONS

2. It is recommended that the Cabinet:
- a) note our performance for 2024/25 against SSHC indicators and measures, and comparisons to the previous year and wider housing sector. (Appendix 1);
 - b) note the Action Plan to continue to strengthen our compliance against the Regulatory Framework and SSHC. (Appendix 2); and
 - c) approve the 2025 Annual Assurance Statement of our compliance with the Regulatory Framework & SSHC standards and its submission to the Scottish Housing Regulator by 31 October 2025.

BACKGROUND

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

4. The SHR will, based on the ARC submission, publish:
- a summary Landlord Report for every social landlord in Scotland. East Renfrewshire's performance information from 2024/25 can be viewed on the Scottish Housing Regulator's website.
 - an Engagement Plan for each landlord, outlining areas of scrutiny based on the landlord's reported performance and areas of national priority. The 2025/26 engagement plan (also available on the SHR website) focuses on our full compliance with electrical safety requirements and our performance in discharging our duties to people who are homeless, particularly access to services, outcomes and provision of temporary accommodation.

5. The Regulatory Framework also requires all social landlords to produce an Annual Assurance Statement (AAS) confirming compliance with the Regulatory Framework, SSHC standards and with our statutory obligations. On approval by the Cabinet, this is to be submitted 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 evidence they have of the quality of services provided; and
- should be accompanied by an appropriate action plan, where any areas of non-compliance with standards are identified.

7. A self-assessment of our services has been undertaken, considering performance and quality, and we are assured there is a good level of compliance with the Regulatory Framework. An action plan (Appendix 2) has been developed to further strengthen our compliance against the Framework, and 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 have been notified directly to the SHR immediately and to 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 (as noted above) for the following year, which sets out the key areas of risk identified for each Local Authority.

REPORT

10. The performance report against the SSHC (Appendix 1) demonstrates that Housing Services perform well and have improved in key areas in comparison to last year and to the local authority or housing sector average in Scotland. The highlights of our performance are set out below.

11. Social landlords across Scotland also continue to face many pressures in service delivery, not least due to given current economic challenges and the housing emergency. 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 response repairs service is delivered by the Housing Maintenance Team supported by external contractors where required, and for specialist work. The performance is good and in line with sector averages, with response timescales for emergency repairs at 3.18 hours, and for non-emergency repairs at 9.8 days.

- Maintenance

13. Housing Services also sustain an excellent performance in meeting requirements for gas safety (with 100% of annual gas servicing checks completed on time). For tenants satisfied with the quality of their home, we perform well with around 84% of tenants satisfied, in line with the sector average. Through investment in our homes, we will of course strive to improve satisfaction with the standard of homes we provide.

- Customers & Engagement

14. As a landlord good communication, involving tenants and raising customer satisfaction levels is critical. Satisfaction with our service significantly improved from a post-pandemic dip, and key satisfaction indicators see us in line with the housing sector or local authority average. Satisfaction

with the repairs service is slightly below average at 83%, against 86% and 87% respectively for local authorities or the housing sector overall.

15. Our Customer Engagement team have worked over 2024/25 with tenants and other customers, supported by the Tenants Information Service, to evaluate our performance in customer care. The results of this evaluation indicated a good level of satisfaction with our approach to customer care as a landlord, but with some recommendations to make the service even better. These include developing our staff training and knowledge to support more effective one-stop handling of customer enquiries; and a charter setting out our service standards for customer care and a plan for reporting on these.

Areas for Improvement

- Electrical Installation Condition Report (EICR) Renewals

16. Housing Services continue a targeted programme of electrical surveys to ensure full compliance with electrical safety requirements – i.e. for an Electrical Installation Condition Report (EICR) to be completed 5-yearly. An initial dip in compliance due to changing requirements saw a drop to 48.5% of stock compliant with the SHQS at March 2021/22 from 91.42% in 2020/21. Work annually to remedy this through our EICR renewal programme means at March 2024/25, 90.6% of our homes now achieve SHQS.

17. The SHR have identified this area for ongoing monitoring through the 2025/26 Engagement Plan, and we are reporting regularly on our progress towards full compliance. “No access” issues continue to cause some challenges in completing electrical surveys, but work is also being prioritised for rewiring as properties become void.

- Rent Arrears

18. Tenant rent arrears increased through the pandemic and have sustained through the ongoing cost-of-living crisis. This is not unique to East Renfrewshire as a landlord. Despite this we have achieved a further reduction in gross rent arrears to 7.82% of rent due in 2024/25, from 8.04% in 2023/24. There is a drive to reduce these arrears further as we sit above the Scottish sector average of 6.17%, and our focus is on continuing to support tenants while reducing monies owed to us.

19. Through our Service Improvement Programme, the imminent introduction of the Account Analytics module of our housing management system (NECH) will support early intervention to identify missed payments, broken arrangements and other non-payment trends. To support the success of this new tool, a necessary update of staff procedures and training will need to be completed within a short timescale.

- Homeless Services

20. The Council declared a housing emergency in 2024, due to the volume of presentations and lack of appropriate temporary and other accommodation to meet people’s needs, but significantly our statutory obligations. The SHR Engagement Plan for 2025/26 continues to focus on our compliance with these obligations. The Council’s Housing Emergency action plan is being used to address those pressures and address our “risk of systemic failure” to meet our homelessness duties.

21. Funding to acquire additional temporary short stay flats from the secondhand market has been provided by the council in 2024/25 and for 2025/26 to mitigate this particular pressure. Alongside our SHIP programme to deliver increased permanent affordable homes.

22. Ongoing improvements to available advice, and the development of an in-house digital housing advice tool are also focused on homeless prevention.

- Empty Homes

23. It's important we minimize money lost to the housing service by turning around properties which become void, as quickly as possible, and getting a new tenant signed up. This ensures we provide value for money for tenants and maximise money going back into the service. In 2024/25, we saw an increase in average days to relet an empty property from around 45 days in 2023/24 to 73 days. The % of tenancy offers which are refused although it has dropped slightly, is still above the sector average.

24. Improvements in voids performance were achieved in 2023/24, but the last year has seen some longer-term empty homes return to the supply driving up the average time a property is empty. When properties are empty, we are also trying to catch up on major works such as rewiring flagged by our EICR programme. Many properties are also vacated and left in poor condition and in need of cleaning and clearance. We are also reliant on contractors to support some aspects of our voids maintenance. Housing Services continues our drive for excellent performance and to reduce the number of days it takes to relet an empty property from start to finish, given waiting list and homelessness demand.

25. The AAS 2025 (Appendix 3) will be published for our tenants, as well as submitted to the SHR by 31 October 2025 detailing our compliance with the Regulatory Framework and performance against the SSHC. This outlines good compliance and performance, although we have identified the following areas for increased focus and improvement: EICR Renewals; Rent Arrears and Income Maximisation; and Homeless Services.

FINANCE AND EFFICIENCY

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

27. Our rent setting consultation process will commence in November 2025, with a view to agreeing an increase which will see rent remain affordable but will support vital investment in existing and new homes for tenants. National guidance on fair rental increases and the ongoing impact of cost-of-living pressures will be evaluated as part of this process.

28. 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

29. East Renfrewshire Council is required to publish an annual performance report to tenants each year by the end of October. The details of our performance and our assurance improvement plan will be distributed through our Housing News for tenants as well as making the full report available online and on request to other customers.

PARTNERSHIP WORKING

30. Many of the services provided by the Council's Housing Service are delivered 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 and other RSL's operating locally'

IMPLICATIONS OF THE PROPOSALS

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

CONCLUSIONS

32. East Renfrewshire's AAS addresses the critical areas where improvement is required in delivery of our housing services. The key areas of priority are listed in section 12 of this report, and are homelessness, electrical safety and rent arrears and income management.

RECOMMENDATIONS

33. It is recommended that the Cabinet:

- a) note our performance for 2024/25 against SSHC indicators and measures, and comparisons to the previous year and wider housing sector. (Appendix 1);
- b) note the Action Plan to continue to strengthen our compliance against the Regulatory Framework and SSHC. (Appendix 2); and
- c) approve the 2025 Annual Assurance Statement of our compliance with the Regulatory Framework & SSHC standards and its submission to the Scottish Housing Regulator by 31 October 2025.

Director of Environment

Further details can be obtained from Mark Rodgers, Head of Housing & Property on mark.rodgers@eastrenfrewshire.gov.uk or Suzanne Conlin, Senior Housing Manager, suzanne.conlin@eastrenfrewshire.gov.uk

October 2025

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Appendix 1
Scottish Social Housing Charter
Housing Services Annual Performance Review 2024-25

This report provides East Renfrewshire Council Housing Services' performance in key areas of our work and services in 2024-25. It provides an assessment of our achievement against set indicators and measures in the Scottish Social Housing Charter (SSHC) and informs our Annual Assurance Statement 2025.

We also compare our performance in previous years and against the average of all local authorities in Scotland, and with all Scottish social landlords ("Housing Sector Average"). This highlights where we are performing well comparatively, and areas in need of improvement, using 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 2024/25	ERC Housing 2023/24	Local Authority Average 2024/25	Housing Sector Average 2024/25	Position
% of new tenants housed who were still in their tenancy 12 months later	93.92%	96.13%	91.33%	91.62%	
Average time to complete medical adaptations	37.22 days	30.06 days	36.08 days	44.37 days	
% of anti-social behaviour cases resolved	95.76%	96.92%	90.38%	93.44%	

Property Services, Assets and Capital Programme

Indicator	ERC Housing 2024/25	ERC Housing 2023/24	Local Authority Average 2024/25	Housing Sector Average 2024/25	Position
% of properties meeting SHQS* at year end	90.6%	78.89%	83.04%	87.24%	
No of properties that failed to have a gas safety check by anniversary date	0	0	66 fails	409 fails	

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

Housing Repairs

Indicator	ERC Housing 2024/25	ERC Housing 2023/24	Local Authority Average 2024/25	Housing Sector Average 2024/25	Position
Average time to complete emergency repairs	3.18 hours	2.46 hours	3.79 hours	3.89 hours	
Average time to complete non-emergency repairs	9.76 days	7.92 days	10.10 days	9.13 days	
% of day to day repairs completed 'Right First Time'.	98.17%	97.98%	89.22%	88.02%	

Rents, Empty Homes and Value for Money

Average Weekly Rent	ERC Housing 2024/25	Local Authority Average 2024/25	Housing Sector Average 2024/25*
All Properties	£93.67	£88.04	£97.01
1 Apartment	£78.43	£71.61	£86.95
2 Apartment (One bedroom)	£83.81	£81.61	£92.72
3 Apartment (Two bedroom)	£94.99	£87.64	£95.48
4 apartment (Three bedroom)	£107.76	£94.65	£103.78
5 Apartment (Four bedroom)	£110.58	£102.17	£114.74

*SHN (Scottish Housing Network Average – available figures used)

Value for Money

Indicator	ERC Housing 2024/25	ERC Housing 2023/24	Local Authority Average 2024/25	Housing Sector Average 2024/25	Position
Gross rent arrears as % of total rent due	7.82%	8.04%	8.60%	6.17%	

Housing Options & Access to Housing

Indicator	ERC Housing 2024/25	ERC Housing 2023/24	Local Authority Average 2024/25	Housing Sector Average 2024/25	Position
Average length of time to re-let properties.	73.28 days	47.47 days	78.11 days	60.59 days	
% of rent due lost through empty homes	1.51%	0.96%	1.68%	1.27%	
% of tenancy offers refused	43.64%	47.69%	36.39%	32.43%	

Customer Engagement & Satisfaction

Service Satisfaction

Indicator	ERC Housing 2024/25	ERC Housing 2023/24	Local Authority Average 2024/25	Housing Sector Average 2024/25	Position
% Overall Satisfaction with Landlord	84.86%	84.86%	81.19%	86.85%	
% Satisfied with quality of home	83.73%	83.63%	80.47%	84.72%	
% Satisfied rent is good value for money	82.11%	81.51%	80.45%	81.68%	
% Satisfied with landlord contribution to management of neighbourhood	86.76%	87.15%	79.47%	84.23%	
% Satisfied with repairs service	83.05%	84.36%	85.74%	86.75%	

Getting Involved

Indicator	ERC Housing 2024/25	ERC Housing 2023/24	Local Authority Average 2024/25	Housing Sector Average 2024/25	Position
% Satisfaction with keeping informed about services & decisions	85.01%	86.62%	82.85%	89.98%	
% Satisfied with opportunities to participate in decision-making	84.86%	82.57%	80.58%	86.34%	

Housing Services Landlord Assurance Statement 2025

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)	Complete renewal of EICR's for each home that we own to achieve full compliance with the statutory 5-year renewal cycle. This will continue with a targeted programme of "catch up" electrical surveys to maximise compliance, mitigating "no access" challenges in some tenancies.	March 2026	Senior Housing Manager
Statutory Obligations	Homeless Services	Maximising available suitable temporary accommodation for homeless households. As well as continuing to increase stock and the range of settled accommodation options. Working in partnership we will also continue building our approach to good quality housing options advice and preventative services.	March 2026	Senior Housing Manager
Meeting Charter Standards	Rent Collection and Arrears Management	Continue focused efforts on early intervention to tenants in most need by targeting support where payment arrangements are failing. Introduction of the Account Analytics module of our housing management system (NECH) this year, will support early intervention to identify missed payments, broken arrangements and other non-payment trends. To support the success of this new tool, a necessary update of staff procedures and training will need to be completed within a short timescale, to support staff.	March 2026	Senior Housing Manager

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Housing Services

Annual Landlord Assurance Report 2025



East Renfrewshire Council has reviewed the services we provide and available evidence, and gives assurance that:

- ✓ We comply with the regulatory requirements set out in section 3 of the Scottish Housing Regulator's Regulatory Framework document.
- ✓ We comply with our legal obligations as a landlord, specifically in relation to: housing,

except for: *Homeless Services*

We continue to have to use of hotel accommodation for temporary homeless placements is in breach of the unsuitable accommodation order. There are insufficient alternatives to meet our legal duty to provide to provide suitable temporary accommodation to all households who require it.

We have increased the number of homes available as suitable temporary furnished accommodation, through acquisitions and work with key partners. This is ongoing. Acquisitions are being used to reduce the knock-on pressure to stock available to permanently house people in need. We are looking at improved solutions to maximise access and improve housing options and prevention advice.

- ❖ equality and human rights, and
- ❖ tenant safety including • Gas safety • Electrical safety • Water safety • Fire safety • Asbestos • Dealing with Damp and Mould • Lift safety)

except for: *Electrical Installation Condition Reports (EICRs)*

We reported last year that we were not yet fully compliant in transitioning our renewal of EICR's for all our homes to the shorter time frame of every 5 years. We have made significant progress on an ongoing basis to reduce the instances where we are not compliant and failing to meet the Scottish Housing Quality Standard. Our compliance increased from 79% to 91% at March 2025, and work continues through 2025/26 to achieve maximum compliance.



Through ongoing self-evaluation and evidence gathering we are also assured that:

- ✓ We achieve the standards and outcomes in the Social Housing Charter for tenants and other customers who use our service.

However, we recognise improvements in the following areas will strengthen our compliance with the Scottish Social Housing Charter:

- ❖ **Income Maximisation and Arrears Recovery** - We are continuing to improve early engagement and direct support to tenants, in order to collect rent and reduce rent arrears. This is through enhancements to our Housing Management System to provide analytics that support early intervention where payment arrangements are breaking down; and refreshed procedures and training for staff to maximise effectiveness of this enhanced digital capability.

The Assurance Statement was approved at the Cabinet meeting on 30 October 2025, and I sign this statement on their behalf.

Signed: (Convenor): Councillor Danny Devlin



EAST RENFREWSHIRE COUNCILCABINET30 OCTOBER 2025Report by Director of EnvironmentHOUSING ALLOCATION LETTINGS POLICY**PURPOSE OF REPORT**

1. The purpose of this report is to seek Cabinet approval for the proposed new Housing Allocation Lettings Policy.

RECOMMENDATIONS

2. The Cabinet is asked to:

- a) note the contents of the report; and
- b) approve the proposals detailed within the report.

BACKGROUND

3. The existing Lettings Policy was approved by Cabinet in June 2018 in preparation for the launch of the Choice Based Lettings service in February 2019. Since then, several amendments to the policy and in particular the lettings targets have been submitted to Cabinet. The last amendment was submitted to Cabinet 5 September 2024.

4. East Renfrewshire Council currently operates a Choice Based Lettings approach to the allocation of properties. This requires that an applicant complete a form which on assessment of the contents then places them in a particular group, known as a Priority Pass. The groups are ordered by the earliest application date. Each week all properties that become available are advertised to specified priority pass groups. Applicants who are interested in a property need to bid for it to indicate their interest in the property. The successful applicant is then formally offered the property. A quota is set for the percentage of empty properties that are allocated to each Priority Pass group.

5. The Priority Pass groups are explained in more detail in Section 8 of the Lettings Policy in Appendix 1. In summary they are.

- Priority Pass A - Homeless or threatened with homelessness & Young Care Leavers.
- Priority Pass B - Unsatisfactory housing, overcrowded, medical.
- Priority Pass C - Need or give support, downsizing, harassment, sofa surfing.
- Priority Pass D - Private let, sharing amenities, relocating to ERC for work etc.
- Priority Pass E – If none of the above apply.

6. The current policy was introduced just before the COVID pandemic and has been operational for a sufficient period of time to evidence the outcomes that it has delivered.

7. A review of the policy was undertaken by the Housing Service during 2024/25. The review covered the following:

- Current waiting list information illustrating the demand for affordable housing in the area and levels of assessed need under the current Allocations Policy.
- Housing stock turnover.
- Legislative framework surrounding Housing Allocation Policies in Scotland.
- Desk top review of other Local Authority and Registered Social Landlord allocation policies.
- Review of the current ERC Housing Allocations Policy and application and bidding process (who is being allocated the houses).
- Review of customer satisfaction data.
- The extent to which the current allocations system ensures that those in most need receive the greatest priority (out with Priority A band).
- Changes in demand since the current policy was introduced.
- The Medical Assessments process.

REPORT

8. The Scottish Government's 2019 guidance on Social Housing and Allocations in Scotland states '...that while there is a clear legal framework within which allocation policies must operate, within these constraints landlords have considerable discretion to develop their allocation policy and practice to meet the communities in which they operate'.

9. The Housing Scotland Act 1987 is the legal framework within which Allocation policies must operate. It requires that we must give reasonable preference to the following groups: -

- I. People who are homeless or threatened with homelessness and who have unmet housing needs.
- II. People living under unsatisfactory housing conditions and who have unmet housing needs.
- III. Social housing tenants who the landlord allocating a property considers are under-occupying their current home.

10. This Act also specifies that there are certain areas where landlords cannot take into consideration whether the applicant is resident in the area, specifically where an applicant wishes to move to a particular location because they:

- have been offered employment or are currently employed in the area.
- are seeking employment in the area to seek employment and the landlord is satisfied of their intention.
- need to be near a relative or carer.
- have special social or medical reasons to be housed within the area (i.e. near specialist medical providers).
- are being harassed.
- are at risk of, the survivors of, or are suffering domestic abuse.

11. That said, out with the requirements set out in paragraphs 9 and 10 above, the law does allow us to take into account, in our allocation of stock, whether an applicant is resident in our area. We have factored this into our review of the current Allocation Policy and in the preparation of this new proposed Allocation Policy, subject to approval.

12. Demand for accommodation from East Renfrewshire Council has risen exponentially since the introduction of the existing Allocation Policy. In April 2020 there were 3380 applicants on East Renfrewshire Council's Housing waiting list. At March 2025 this has more than doubled to 7057. The annual re-registration process has not taken place since the policy

was introduced, owing to the pandemic and the introduction of a new IT system. This review commenced in May 2025 and it is expected that this number will reduce because of the proposed changes to categories of need as set out in the paragraphs below. Notwithstanding this, it is however also likely that the number will remain high and that demand will continue to significantly outstrip available supply even with the introduction of the proposed changes.

13. The turnover of East Renfrewshire Council's housing stock has also reduced over the period from 7.46% (233) in 20/21 to 5.92% (151) in 23/24. While 24/25 saw an increase in comparable to the previous year to 7.38 (226), this was a direct result of the secondary lets linked to the allocation of new build properties to transfer applicants. It is projected that 25/26 turnover will again fall to under 6%. This reduction compounds the need to ensure we are allocating our properties to those in the most housing need and targeting existing residents within our area where it is lawful for us to do so.

14. The review of the existing policy identified some limitations, and the proposed new policy looks to remedy the identified issues.

Sheltered Accommodation

15. The current policy allocates sheltered accommodation in the same way as mainstream tenancies, via the choice-based lettings principle. There is currently no separate assessment for sheltered accommodation and there is a reliance on the applicant to bid for a property. Given the demographics of those who require sheltered accommodation there is a concern that they may be reliant on friends or family to bid on their behalf. There is also concern that those in greatest need are not receiving the correct priority that is relevant to their identified housing need.

16. It is proposed that a separate waiting list is maintained for sheltered accommodation. This will award priority based on a comprehensive assessment of need for this specific type of accommodation and will be managed separately and outside of our choice-based lettings approach.

Priority Pass Amendments

17. The current policy does not allow housing needs to be aggregated, with applicants awarded the priority pass with the highest level of reported need and priority within each pass group based solely based on date. This means that under the current allocation policy, we have households with multiple housing needs assessed as having a lower level of priority than households with a singular housing need, solely as a result of the household with the singular housing need having an earlier application date.

18. The proposed new policy is based on a points and groups system that will allow need to be aggregated or compounded while still being able to apply quotas to Priority groups, transfer applicants and waiting list applicants. The number of Priority groups is also proposed to reduce from 5 to 3 groups.

19. The proposed changes and new Priority Pass groups are as follows:

- Group 1 Strategic Priority (A pass)

The current policy awards Priority A pass to the following groups:

- Households are assessed as unintentionally homeless/ threatened with homelessness within 2 months.
- Resident in an ERC Care placement and ready to move to independent living.

20. It is proposed that the allocation of properties to these groups will remain the same in that they will be prioritised solely in date order with a target percentage of lets awarded to each strategic priority category and the ability to award direct offers to those with the longest date. This group will not operate on a points-based allocation system.

21. It is however proposed that this group be extended to award strategic priority to households who are prevented from being discharged from hospital due to them having either no property to return to, or where there are significant barriers within their existing property that are preventing them from being able to return. This would also include those households where the applicants' circumstances are such that they have an urgent and immediate need for re-housing and the policy does not otherwise reflect this, previously known as Urgent Rehousing.

22. The next two proposed Priority groups are:

- Group 2 - Transfer - Existing East Renfrewshire Council Tenants
- Group 3 – Waiting List - All other applicants

23. Applicants in these groups would be awarded points based on their individual assessed need. The points would be allocated across 7 key areas of need, notably:

- Security of Tenure
- Health and Social Care
- Merging Households
- Facilities
- House size
- Harassment and Anti-Social behavior
- Relocation

24. Appendix A sets out the proposed points system, and Appendix E contains the full policy document as proposed.

25. To implement the new policy a software upgrade is required to move all applications from the 5 priority groups to the 3 groups proposed. If approved, it is proposed that the change to priority group would be implemented with immediate effect. The changes to the remaining priority groups would be implemented from April 2026.

Interim changes

26. Whilst the Priority Groups will not be amended until April 2026, approval is sought to make the following changes to the existing priority groups with immediate effect.

- Application Date

27. Under the current policy, except for medical priority, the remaining priority groups are awarded on the date they submitted their original waiting list application, and this means that this date remains with them for all of their application. This is regardless of whether the applicant had any housing need at that point of original application. For example, applicant A has been on the waiting list for five years but has no housing need and was placed in band E. They have a subsequent change of circumstance and are moved priority because of the requirement for an additional bedroom. Currently they could be housed before Applicant B who has had the need for an additional bedroom since they applied 4 years ago. This priority is solely on the basis that applicant A applied for housing before applicant B, despite having no need at the point of application.

28. It is proposed that this is changed with immediate effect with priority date being the date they moved into the most appropriate priority banding and not the date the household submitted the general waiting list application. This would continue through the application of the new policy but would only be relevant where two applicants had the same number of points. The person awarded points at the earliest date would have priority.

- Applicants with no housing need

29. The current policy awards some households with no housing need a priority D status but most East Renfrewshire residents with no Housing Need are placed in priority band E.

30. For example, the policy awards a priority D to non-East Renfrewshire residents with no housing need, who have a relative living in East Renfrewshire. The proposal is to place all applicants who have no housing need into priority E unless a housing need is identified.

31. Similarly, applicants resident in the private sector both in East Renfrewshire and outside Renfrewshire are awarded D priority despite having no housing need. The proposal is to amend this to award D priority only to applicants resident in the private sector who have been issued with a no fault notice to quit.

32. Within the new policy applicants with no housing need would still be able to apply but not be awarded any points.

- Management Transfers

33. The current policy itself has a degree of inflexibility in its ability to make direct offers to an existing tenant with a vulnerability who requires an immediate move. While the policy can award a level of priority or an offer of accommodation to avoid delayed hospital discharge, applicants are placed in Priority band A and must be allocated based on date order. Given the existing demand for accommodation, the current policy does not permit Housing Services to respond to urgent issues appropriately.

34. It is proposed that Management Transfers, approved by Senior Management, be made a direct offer accommodation in exceptional circumstances only. This is to both make best use of housing stock and meet the needs of our most vulnerable tenants. This would continue through the application of the new policy.

- 6-month free bid restriction

35. Currently households, assessed as unintentionally homeless/threatened with homelessness and in priority need, have a 6-month window in which they can choose the properties that they bid on and would be exempt from a direct offer of accommodation. However, there are some low demand properties which would be suitable for some homeless applicants, but direct bids are prohibited owing to the 6-month free bid restriction. Furthermore, current demand has shown that many homeless households can wait for up to 1 year for a suitable offer of accommodation and the 6-month restriction does not provide any element of choice. It is proposed to remove the 6-month restriction and match homeless applicants based on available stock, taking into preference areas where possible. The new policy would remove any reference to a free bid restriction.

- Medical Priority Award

36. A review of the medical priority process has determined that a more detailed assessment framework is required. Furthermore, it also allows those who reside outwith East Renfrewshire to be awarded medical priority for rehousing in East Renfrewshire, based on the

assertion that their current property is having a detrimental impact on an existing medical condition. This is above the legal threshold which states that we must consider whether a household needs to move to another local authority area to give or receive support but not determine what priority should be given. There are approximately 550 applicants assessed as having a medical priority, a significant number of whom do not reside in East Renfrewshire.

37. The current allocation policy awards a band B to those who reside outwith East Renfrewshire, have a medical award and have a relative in the area. As a result, we receive a significant number of medical applications for those who reside outwith the area, resulting in increased administration. For each successful applicant under current policy in this priority band, it reduces available homes, and consequently the likelihood of meeting the housing needs of existing residents from within our area.

38. The proposed policy change would be to allow us to assess the medical needs of only those residents within East Renfrewshire. Those residents outwith will have their application assessed lawfully and where it is evidenced that they need to move to East Renfrewshire to give or receive support, they will be placed in Band D and be able to bid on Band D properties solely in the area that they require to move to. This would mean we will no longer assess or award a degree of priority to non-East Renfrewshire residents who seek rehousing because their existing property is unsuitable because of medical needs.

39. It is also proposed that the new framework detailed at Appendix B will utilise an initial assessment matrix to determine if the household meets set criteria. Where required, an occupational therapy assessment may also be undertaken to determine if any aids or adaptation can be provided, prior to any medical award, where appropriate.

40. It is also proposed that we reassess existing households with a medical award against the new framework to ensure this banding is being appropriately and fairly applied to all.

41. It is proposed that the new framework will be taken forward into the new policy, with points being awarded instead of bandings.

- Financial Incentives

42. Under the current policy East Renfrewshire Council tenants who are re-housed because they have at least two bedrooms more than they need will be offered a £1000 disturbance allowance. It is proposed that the new policy amends and extends this to offer £1000 per bedroom moving allowance to any tenants moving to a smaller ERC property. This would also be available to ERC tenants who mutually exchange with another ERC tenant. This would be introduced with immediate effect and carry through to the new policy.

43. However, if an applicant had any rent arrears or owed any other debt to Housing Services, we propose that the amount of the debt (s) outstanding would be deducted from any underlying entitlement.

FINANCE AND EFFICIENCY

44. The financial cost of implementing these changes is estimated to be in the region of approximately £10Kpa, and it will be HRA funded. Internal Housing staffing resources will also be utilised to administer it.

CONSULTATION & PARTNERSHIP WORKING

45. A full consultation with all stakeholders took place between 1st May 2025 and 13th June 2025. Housing Services consulted with the following groups about the proposed changes to the way our homes are let. The outcome of which is detailed in appendix D:

- existing ERC tenants.
- those on our housing waiting list.
- registered tenants' organisations in East Renfrewshire
- relevant partner organisations, including, ERHSCP other housing providers and voluntary agencies operating in the area, e.g. ERCAB

IMPLICATIONS OF THE PROPOSALS

46. East Renfrewshire's Housing Allocations policy will ensure that East Renfrewshire residents in most housing need receive the greatest level of priority for housing and the Council's statutory responsibilities will be met in an equitable and lawful manner.

47. An Equalities, Fairness and Rights Impact Assessment has been prepared for the policy, and can be viewed on the Council website:

[Housing Allocations Policy Equality, Fairness and Rights Impact Assessment - East Renfrewshire Council](#)

CONCLUSIONS

48. The current housing allocations policy is in operation with limitations in regard to the ability to compound need and ensure that those in most housing need receive the greatest level of priority. The approval and implementation of the proposed new Housing Allocations policy will negate these limitations.

49. As a result of ICT changes, the new proposed policy will not be implemented until April 2026, therefore this paper proposes interim changes to ensure those most in need are being re-housed.

RECOMMENDATIONS

50. The Cabinet is asked to:

- a) note the contents of the report; and
- b) approve the proposals detailed within the report.

Director of Environment

Further details can be obtained from Mark Rodgers, Head of Housing & Property on mark.rodgers@eastrenfrewshire.gov.uk or Suzanne Conlin, Senior Housing Manager, suzanne.conlin@eastrenfrewshire.gov.uk

October 2025

Appendix A - New Policy Proposed Points criteria

Category	Reason	Definition	Points
Security of Tenure	Notice to Quit	You live in private rented accommodation, and you have been served a notice to quit by your landlord – on non-conduct grounds only.	250
	Tied Accommodation	You live in tied accommodation, and your employer has told you that you will need to leave your accommodation	250
	Regeneration	The Council has a planned regeneration programme that will result in your property being demolished	1000
Health and Social Care	A	You live in East Renfrewshire and have an urgent need for rehousing, and your medical condition or disability is being severely affected or made worse by your current accommodation and you: • Could be prevented from being admitted to hospital or residential care • Are unable to access any of the essential facilities in your home • Are unable to get in or out of your homes due to steps leading to your doorway	500
	B	You live in East Renfrewshire and • have serious physical or mental health and /or mobility difficulties and your home seriously affects your daily activities • Where you have physical or mental health and or mobility difficulties that are likely to seriously deteriorate as a result of remaining in your current accommodation	250
	C	You live in East Renfrewshire and • Where you have physical, mental and/or mobility difficulties and you home hinders daily activities	150
Merging Households	Two properties for one	If you are and ERC tenant and you want to form a new household with another person who is also a tenant of ERC. You will only be eligible for	500

		these points providing any allocation will result in both houses being left vacant and available for allocation.	
Facilities	Below Tolerable Standard (Demolition/ closing order)	Your current home is in poor condition and does not meet the Scottish Government's definition of Tolerable Standard, as assessed by Environmental Health or via a closing order.	500
	No bathroom	The property you reside in has no internal bathroom	200
	No Kitchen	The property you reside in has no kitchen	200
	Sharing Bathroom	You are sharing a bathroom with someone who is you do not wish to be housed with	50
	Sharing Kitchen	You are sharing a kitchen with someone who you do not wish to be housed with	50
House size	Overcrowded by 1 bedroom	If you currently reside in accommodation and you are overcrowded by 1 bedroom	150
	Overcrowded by 2 bedrooms	If you current reside in accommodation and you are overcrowded by 2 bedrooms	250
	Overcrowded by 3 or more bedrooms	If you current reside in accommodation and are overcrowded by 3 bedrooms or more	500
	Under occupied by 1 bedroom	If you currently reside in Social Rented Accommodation in East Renfrewshire and have 1 bedroom more than you need	150
	Under occupied by 2 bedrooms	If you current reside in Social rented accommodation in East Renfrewshire, you have 2 bedroom more than you need	250
	Under occupied by 3 or more bedrooms	If you current reside in Social rented accommodation in East Renfrewshire have 3 bedroom more than you need	500
	Access to children	If you are an East Renfrewshire resident and reside in a 1-bedroom property and have a child or children who regularly stay overnight as part of a residence or access arrangement, and you can provide proof of this arrangement your application will be assessed as being overcrowded by an additional bedroom. Only one additional bedroom points will be awarded regardless of how many children are involved, and you will only be eligible for one extra bedroom for all	150

		children. This is because the children are adequately housed by their primary carer. You will not be awarded these points if your application already has overcrowded points. When we offer tenancies, all other needs being equal, we will give preference to households with permanent overcrowding i.e. to households who are primary carers of children as this is a more significant housing pressure.	
Harassment and Anti Social Behaviour	Harassment	You are experiencing Harassment in or around your current accommodation and you are not safe in your current accommodation. Harassment can take many forms including intimidating, threatening or aggressive behaviour, both verbal and physical, and can involve attacks on property as well as people. Harassment is often premeditated and reoccurring. To receive these points we will usually require a recommendation from Police Scotland that a move is required to ensure your safety.	500
	Anti Social Behaviour	You are experiencing anti social behaviour in or around your current accommodation and you are not safe in your current accommodation. To receive these points, we will usually require supporting information from a 3 rd party that the anti-social behaviour is having a significant impact on you.	200
	Domestic Abuse	You are experiencing / at threat of Domestic Abuse in your current home, and you are not safe in your current accommodation. To receive these points, we will usually require supporting information from a 3 rd party support provider eg (MARAC referral, Women's Aid, Social Work, Police) we will never seek evidence from the alleged perpetrator.	500
Need to reside	Relationship Breakdown	You have experienced a relationship breakdown with a domestic partner, and you currently reside in the same accommodation (non-violent).	150

	Social / Family Support	You require to be near family member/social network to give or receive support. Applicants will be required to provide evidence from the person giving or receiving the support; and will only be awarded points for the area in which you give / receive support.	150
	Incoming Worker	You have a permanent job/ been offered a job in the area but do not currently live in the area and are experiencing difficulty in travelling to your place of work. Or you are looking for work in the area (evidence will be required). Points will only be given for the area in which you work.	150

Appendix B – Formerly known as Medical Award – Proposed New Framework**To be known as Health and Social Care Needs****500 points****500 points will be awarded:****‘Where applicants have an urgent need for re-housing and can’t remain in their current accommodation’.**

- A Hospital discharge is prevented due to significant barriers within the property. An appropriate professional advises that property is unsuitable to return home and delay of hospital discharge (500-point award will only be given if the applicant has already been made a suitable direct offer under Strategic Priority A group and refused this offer).
- Re-housing could prevent an applicant from being admitted to hospital or long-term care.
- Unable to access facilities in order for essential daily care needs to be met due to significant barriers in property. i.e – unable to access upstairs bedroom and bathroom/toilet, no ground floor facilities.
- Absolutely unable to walk up four steps (even to save a life) resulting in being housebound. (requires relevant healthcare professional assessment).
- Lower limb amputation and no prosthesis prescribed and a number of internal stairs between a bedroom, WC and living room and unable to access.
- Completely wheelchair dependent indoors and outdoors and internal stairs between WC, bedroom, living room, kitchen and unable to access facilities.
- Unable to walk without physical help from carer and internal stairs between downstairs and upstairs facilities.
- Property is not suitable for adaptations to allow access to essential facilities
- Substantial cognitive illness that causes significant risks of harm or danger to the applicant in the current home and a move to alternative accommodation will reduce risk. Dementia's or similar, brain injury. Examples include being unsafe on stairs and stair lift would not meet needs due to cognitive impairment.
- Acute mental health conditions - risk to independence requiring input from a specialist/hospital admission. Evidence of high risk continuing to life in current property (evidence from specialist is required).
- Welfare needs – urgent need to move due to risks of current property to applicant's welfare. For example, a traumatic event has happened in or near property and other treatment is not appropriate/successful and re-housing is the only safe option.
- Terminal illness – where it is reasonable to consider re-housing as the current property is not meeting the applicant's needs and re-housing is required due to an assessed issue. For example, the applicant's mobility has deteriorated and they are unable to be accommodated on the ground floor. Assessor to link in with any health professional involved in case re diagnosis/prognosis, (evidence such as DS1500 form as required)

*Note terminal illness is classed as “a condition which can’t be cured. Sometimes called a life limiting illness. i.e advanced dementia, advanced cancer, motor neuron disease, lung disease, advanced heart disease. Neurological conditions such as Parkinson’s” (Marie Currie).

250 Points**250 points will be awarded:****‘Where applicants have a serious physical or mental health/or mobility issues and your home seriously affects your daily activities’**

- An applicant can negotiate stairs with great difficulty due to:
 - breathlessness/
 - pain due to long term/chronic health condition such as rheumatic conditions,
 - heart disease/cerebral vascular accident,
 - Chronic Fatigue Syndrome. (A ground floor property may be required in the long – term. May require prescribed analgesics/pain control - look for evidence in medication section).
- Acute/chronic mental health conditions - risk to independence requiring input from a specialist, and there is substantial risk of harm or danger to applicant or others and a move to another property would alleviate the above (evidence required).
- The current house type/property endangers active engagement in a recognised long term rehab programme. For example - unable to access hospital for treatment or engagement in programmes in the community and home visits are unable to be offered.
- Physical or mental health issues are likely to deteriorate as a result of remaining long-term in the property.
 - For example, conditions such as osteoarthritis, cardiovascular, respiratory and mobility issues and property is increasing symptoms. i.e pain mobilising on internal/external stairs.
 - Or where a traumatic event has taken place in the home or vicinity, resulting in PTSD or other such conditions as determined by a PSN

150 points**150 points will be awarded:-****“Where applicants have less serious physical or mental health and/or mobility difficulties and your home hinders daily activities”.**

- The applicant needs to live closer to carers. The applicant’s health condition means that supports necessary from family/carer and not available locally. The current property meets applicant’s needs in other ways.
- The applicant needs to live closer to amenities – the applicant’s health condition mean they cannot negotiate public transport and currently lack access to local amenities such as shops/health care.
- Social isolation – currently socially isolated and are prevented from being more socially involved due to the location of the property.
- Steps/stairs are difficult, but applicant can manage with equipment and adaptations on most days.
- Current property has already been adapted to meet needs or does not require change of house type but wants change of location due to any of above reasons.

- Property is affecting applicant's mental health and resulting in conditions such as anxiety and depression. (look for evidence of treatment that is being carried out ... i.e medication, counselling/ any treatment programme or a support letter from GP.

No Medical Award.

- Medical priority will not be awarded if applicants are not currently residing in East Renfrewshire
- If you have a local connection (family member) and can evidence that you need to move to the area to receive support, you would be awarded a Band D for the area of the support location.
- Medical Priority will not be awarded where there are no recognised barriers in place for carrying out day to day activities in the current property.
- A temporary condition. For example, you have a member of the family have an illness that you are expected to recover from. Examples include – fractures, surgery. Or you are due to have treatment which will resolve the problem.
- An illness or condition that does not affect the applicant's ability to carry out daily living activities in your current home.
- Skin problems or disease unless property is contributing to the condition in some way and evidence is provided.
- Unsecure/homeless – homeless applicants will not be awarded Medical priority, they will however receive an assessment as to property type required as a result of medical issue – eg for wheelchair or ground floor accommodation if required.
- Neighbourhood disputes, public order issues or harassment. (Applicants should contact their housing officer and Safer Communities to report this).
- Any issue that is already covered in the council allocation policy such as overcrowding, under occupancy, homelessness, notice to quit.
- Complaints about noise
- Dis-repair - refer to housing repairs team.
- Dampness –
- Whether or not you have a garden
- Infestation with vermin.
- Unable to access property with a pram/buggy.
- Pregnancy alone.
- Leaving a tied tenancy and no other issues
- If the property can be suitably adapted to meet medical need (this would be assessed by an OT and recommendation made), and it is reasonable to do so.

Appendix C

Target Quota's will be reviewed at least annually

Allocation Targets at commencement of Policy

- **Priority A** **70%**
- **Transfer** **20%**
- **Waiting List** **10%**

These are maximum quotas, with the actual % allocated to each group dependent on a number of issues, including property suitability and demand.

Sheltered Accommodation

Lets to Sheltered Accommodation will be considered out with the lettings target.

New Build

In order to maximise the number of properties available to meet housing need, at point of first let, Transfer applicants in housing need will be considered first for all new build properties. Where there is insufficient demand, remaining properties will be let 70% Priority A – 30% Waiting list.

Secondary lets generated from a Transfer applicants move to a new build will have a lettings target of 70% Priority A - 30% Waiting List.

Appendix D Consultation Question and Responses

1. Do you agree with the move to a 3 band system for housing waiting lists?

This means a) Applicants in "strategic priority" banding (e.g. homeless and Looked After/ Throughcare) will remain prioritised by date of application, and b) Applicants on the general waiting list or transfer list will be prioritised by the points they have - points will be awarded for each aspect of housing need they have and will result in applicants in most need receiving the highest points.

	Number	Percentage
Yes	65	59.1%
No	20	18.2%
Don't Know	25	22.7%
Total no of replies	110	100%

2. Do you agree with the 7 Housing Needs groups across which, points will be allocated under the new housing allocations policy?

	Number	Percentage
Yes	62	56.4%
No	21	19.1%
Don't Know	27	24.5%
Total no of replies	110	100%

3. Do you agree with our proposal to extend Strategic Priority status to East Renfrewshire Households prevented from discharge from hospital due to significant barriers within their existing property OR them having no property to return to?

	Number	Percentage
Yes	86	78.2%
No	8	7.3%
Don't Know	16	14.5%
Total no of replies	110	100%

4. Do you agree with our proposal to extend this strategic priority status to those applicants where exceptional circumstances apply and where their needs are not met within the allocation policy?

	Number	Percentage
Yes	74	67.3%
No	11	10.0%
Don't Know	25	22.7%
Total no of replies	110	100%

5. Do you agree with our proposal that the extended groups included in strategic priority status should be housed via a direct match to a property, instead of the choice based letting system (i.e. bidding on available properties)

	Number	Percentage
Yes	73	66.4%
No	17	15.9%
Don't Know	20	18.2%
Total no of replies	110	100%

6. Do you agree with the proposal to remove the eligibility for medical priority for household's resident outside East Renfrewshire?

	Number	Percentage
Yes	93	84.5%
No	11	10%
Don't Know	6	5.5%
Total no of replies	110	100%

7. Do you agree with the proposal to reassess all existing applicants with a medical award against the newly developed robust framework, to ensure this is being applied fairly to all?

	Number	Percentage
Yes	89	80.9%
No	9	8.2%
Don't Know	12	10.9%
Total no of replies	110	100%

8. Do you agree with our proposal to change the current priority date (while we await the implementation of the new policy) from date of application to date of placement in existing banding?

	Number	Percentage
Yes	71	64.5%
No	19	17.3%
Don't Know	20	18.2%
Total no of replies	110	100%

9. Do you agree with our proposal to change the current policy to amend the priority banding for those non East Renfrewshire residents with no housing need, who have a relative in the area?

	Number	Percentage
Yes	77	70.0%
No	22	20%
Don't Know	11	10%
Total no of replies	110	100%

10. Do you agree with our proposal to change the current policy to now award Band D priority to all households in the Private Rented Sector, and move to awarding points under Security of Tenure under the new policy, only when these households receive a no fault notice to quit?

	Number	Percentage
Yes	66	60%
No	24	21.8%
Don't Know	20	18.2%
Total no of replies	110	100%

- 11. Do you agree with our proposal to add to the criteria in which direct offers can be made?**

	Number	Percentage
Yes	83	75.5%
No	8	7.3%
Don't Know	19	17.3%
Total no of replies	110	100%

- 12. Do you agree with our proposal to remove reference to a timescale for free bid restrictions for band A applicants?**

	Number	Percentage
Yes	75	68.2%
No	8	7.3%
Don't Know	27	24.5%
Total no of replies	110	100%

- 13. Do you agree we should be taking owner occupation into account, ensuring the application of robust assessment criteria, when allocating our properties?**

	Number	Percentage
Yes	84	76.4%
No	7	6.4%
Don't Know	19	17.3%
Total no of replies	110	100%

- 14. Do you agree with our proposal to remove reference to publishing weekly lettings information and instead publish bi-annual letting information that complies with GDPR legislation?**

	Number	Percentage
Yes	49	44.5%
No	30	27.3%
Don't Know	31	28.2%
Total no of replies	110	100%



EAST RENFREWSHIRE COUNCIL

HOUSING ALLOCATION POLICY

OCTOBER 2025

DRAFT

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1. Introduction

Our policy aims

We are committed to providing high quality, affordable housing that meets housing needs. When allocating properties, we will aim to:

- Make sure we offer people accommodation that meets their needs.
- Promote sustainable tenancies with opportunities for applicants to exercise control over their housing options on the basis of high quality housing information and advice.
- Make best use of the properties that are available for let.
- Ensure we offer our properties to those in the most need
- Help build sustainable communities by creating successful and sustainable tenancies.
- Work to provide excellent customer services to those seeking housing in East Renfrewshire.
- Meet all our legal obligations and operate under the principles set out in the Scottish Social Housing Charter.

We will do this by taking an approach to allocating homes that:

- Is fair, open and transparent.
- Takes a consistent approach to decision-making.
- Promotes equality
- Treats all applicants with respect, including respecting the confidentiality of information given to us.

2. Equality and diversity

We are committed to preventing discrimination and providing equal opportunities for everyone who applies to us for housing. In applying this policy, we will not discriminate against any individual, household or group on grounds of race, gender, sex, marital status/civil partnership, gender reassignment, sexual orientation, pregnancy or maternity, religion or belief, language, social origin, disability, age or other personal attribute.

We will make this policy available in alternative formats such as large print or Braille on request. Translation services for other languages can also be made available. Where practical, we will arrange for an interpreter if you speak a language other than English. We can also provide a British Sign Language interpreter if required.

Whilst age is a protected characteristic under the Equalities Act 2012, this protection does not apply in relation to the disposal and management of premises. In some cases, certain types of housing will be allocated only suitable for certain age groups.

3. Confidentiality and data protection.

Any information given to us as part of the application process will be processed in compliance with Data Protection Regulation 2016. You can ask to look at the information held on your record. If you wish to do this, you should make a written request. We will respond within one calendar month. We will not keep your personal information longer than is needed.

4. Law, good practice and the Scottish Housing Charter

In the development of this policy we have considered the groups which the law states we must give reasonable preference to. These are:-

- People who are homeless or threatened with homelessness and who have unmet housing needs.
- People living under unsatisfactory housing conditions and who have unmet housing needs.
- Social housing tenants who the landlord allocating a property considers are under-occupying their current home.

This policy also takes into account good practice guidance issued by the Scottish Government and the Scottish Housing Regulator. Including the outcomes and standards set out in the Scottish Housing Charter.

Please See Appendix A for information in regards to the legislation that has been taken into consideration in the development of this policy.

5. Housing information and advice

We provide a Housing Options service, with a key aim of preventing homelessness. We will ensure that a wide range of information is available to you to help you make informed choices. We will provide you with information in relation to our stock turnover and the current demand in order to give you an understanding of your likelihood in regards to successful bidding. We will also provide you with information in relation to other housing providers and tenures operating within East Renfrewshire.

The best option for you may not be an East Renfrewshire Council tenancy.

6. Who can apply for housing?

Anyone over 16 years and over can apply for housing unless they are prohibited because they are “subject to immigration control”.

For these purposes a person is ‘subject to immigration control’ if they are a person who subject to restrictions under the Immigration Act. From 1 January 2021, this includes every person that requires leave to enter or remain in the UK unless s/he is:

- a British citizen
- an Irish citizen (with certain exceptions) or
- a Commonwealth citizen with the right of abode

EU (European Union), EEA (European Economic Area) and Swiss citizens, resident in the UK prior to 31st December 2020, must be able to provide evidence of Settled or Pre-Settled Status before their application for housing can be processed.

Where applicants are ‘subject to immigration control’ they must provide proof of settled status or a visa confirming eligibility for public funds before they are accepted onto our housing register. The detail of housing rights for migrants is very complex, and greatly depends on individual situations. More detailed information on the subject can be found on the Chartered Institute for Housing’s Housing Rights Information website.

7. Joint Applications

Joint applications are accepted from persons aged 16 or over who wish to be housed together. Applicants may or may not be related but only two joint applicants may apply. Applicants do not have to be living at the same address to apply, but each will have to supply details of their present circumstances, so that their application for housing can be assessed. Any priority for housing will be based on whichever applicant has the greatest need.

8. Who is restricted from receiving an offer of accommodation?

While most people, unless subject to restrictions under the Immigration Act can apply to be on the Housing Register, there are circumstances where applicants would not be eligible for an offer:-

Transfer Applicants,

- Before we can give an offer of housing, a transfer applicant must have maintained their current property in accordance with the conditions set out in their tenancy agreement.
- Arrears/debt outstanding - Applicants will be eligible for an offer of housing or a mutual exchange where: -
 - The applicant(s) had a tenancy related debt but has maintained an acceptable repayment agreement for a minimum period of three months and is continuing to make such payments *; or
 - Any tenancy related debt has been paid in full; or
 - Any tenancy related debt represents less than one month's rent; or
 - All tenancy related debt is over five years old and has not been pursued within the preceding five-year period.

*The three-month period that any agreement must be maintained will be reduced to one month where the housing situation of an applicant is deemed to be so poor that it could result in a delay to re-house and be a risk to the health, safety or wellbeing of any occupant of the house to the extent that it would be unreasonable for them to remain in the house. In this context "reasonable to remain" will be assessed in terms of the relevant homelessness legislation and case law.

For the purposes of the above, debts do not include-

- Council Tax arrears
- Debts accrued while in temporary homeless accommodation, or
- Any other debt of the applicant which does not relate to the tenancy of a property

Conduct issues

- If you have been evicted by East Renfrewshire Council, any other local authority or any other registered social landlord in the last three years because of anti-social behaviour you will only be offered a Short Scottish Secure Tenancy (SSST).
- If you or anyone else going for housing with you has a current Anti-Social Behaviour Order (ASBO) you will only be offered a SSST.
- If you are a tenant of any local authority or any registered social landlord and your tenancy has been reduced to a SSST due to antisocial behaviour, you will not be eligible for an offer of housing until your tenancy has been re-instated to a full Scottish Secure Tenancy (SST).

Home Ownership

- Section 5 of the 2014 Act removes the previous prohibition on taking ownership of a property into account when allocating social housing. East Renfrewshire Council now consider property ownership as part of assessing an applicant's housing needs and circumstances. This applies to ownership of, or value of, heritable property owned by the applicant, a person who normally resides with the applicant, or a person who it is proposed will reside with the applicant, this is unless:-
 - You cannot access your property; or
 - Occupying your property would lead to abuse; or
 - Occupying your property would endanger your health.

False information

- For all applications, if we have good reason to believe that you have deliberately provided false or misleading information to seek advantage on the housing list, you will be asked to re-submit a new application with up to date and accurate information. You will be suspended from receiving any offers of housing for up to 28 days while we carry out our investigations. If we find you have knowingly provided false information after you have been housed, we may take legal action to terminate your tenancy.

9. Applications from staff, elected members or committee members

Applications made by staff or elected members, or the family members of such, will be accepted onto the housing list in the same way as other applicants. We will comply with all relevant legislation, regulatory guidance and best practice in dealing with any of these applications. To make sure that no-one benefits from a personal connection, applicants will be asked and required to declare whether they are related to a member of staff or elected member.

10. How to Apply for Housing with East Renfrewshire Council

To apply for housing, applicants have to register through our Housing Online portal or via the East Renfrewshire Council website using the following link

<https://www.eastrenfrewshire.gov.uk/housing-online>. In order to register applicants must have a functioning email address. Applicants will be asked to provide an email address, which will then become their Username for your account, and create a password for the account. Once complete an email will then be sent to this address asking the applicant to respond and set up an account.

Applicants can only bid for properties once registered on our housing list.

11. Financial Incentive to downsize

East Renfrewshire Council tenants who are re-housed because they have at least one bedroom more than they need will be offered a £2000 moving allowance for the first additional bedroom and an additional £1000 for each surplus bedroom. This will also be available to ERC tenants who have more bedrooms that they require who mutually exchange with another ERC tenant who requires a larger property. However, if you have rent arrears or owe any other debt to Housing Services, the amount of the debt will be deducted from the moving allowance. We would expect that, as you had a choice about which homes to bid for, that you will accept the offer following the viewing.

12. Review of Applications

It is important that the information held in respect of applications accurately reflect the applicant's current housing circumstances. On a regular basis, the council will contact applicants to verify that the information held on remains up-to-date and accurate. We will take the opportunity to review the circumstances of any applicant whenever they contact us. There are two reasons that we review applications:

- To check that the applicant still wants to be on our waiting list, and
- To make sure that the information we hold is accurate and up to date.

If an application is cancelled due to failure to respond to the review, it will only be re-instated if it can be demonstrated that the individual had good reason for not responding.

Applicants can make changes to their housing application at any time. This can be done by completing a housing amendment form which can be collected from our office at 211 Main St, Barrhead or you can telephone our team on 0141 577 3723 or 0141 577 3726 and we will post out a housing amendment form and prepaid envelope for you to return completed form to our office. Work is ongoing with our IT provider to make this an online process

13. Deferring your application

An application for housing will be deferred from the housing register where:-

- Either the applicant has indicated that they are not currently seeking to be housed but wish their application to be considered as a later date, or a housing plan has been agreed with the applicant and it is appropriate to defer the application for a period of time

Once an application has been deferred, the applicant will not be able to bid for housing, however a deferment will not affect the group or points level. The council will agree a period for the deferment and advise when this has ended.

14. Suspension from housing lists

In certain circumstances, we may suspend you from being able to bid for homes once you have registered, this includes:

- Where you have knowingly or recklessly made a false statement on your registration form - we will take into account the extent to which you have misled in considering whether to impose a suspension and for how long
- Where you have unreasonably refused two offers of housing
- Where we have evidence that, within the previous three years (or longer in exceptional circumstances), you or anyone who will be living with you has been evicted for antisocial behaviour or is currently, or has been, subject to an Antisocial Behaviour Order;
 - In considering whether to suspend your ability to bid on the basis of antisocial behaviour, we will consider:
 - The nature frequency and length of the conduct
 - The extent to which the conduct arises because of acts or omissions of people other than the tenant
 - The effect the conduct is having on other people
 - Any other action taken, or capable of being taken, by your existing landlord to address the conduct

- Whether there are any alternatives to imposing a suspension, e.g. by agreeing a support package and offering a Short Scottish Secure Tenancy for a minimum period of twelve months.

Where we have decided to suspend you from bidding, we will explain to you clearly in writing:

- why we are suspending you from bidding;
- what this means, e.g. you will not receive offers of housing;
- how long your suspension will last;
- what you have to do to have the suspension lifted; and your right to appeal.

We will monitor all suspensions on a regular basis to ensure that we are applying the policy fairly. We will contact you to confirm when your suspension has been lifted.

15. Cancellations

Applications can be cancelled in the following circumstances:

- At the applicant's request. Where it is a joint application both applicants must contact us in writing.
- In the event of failure to respond to correspondence, if we cannot contact an applicant by telephone or a letter we send to them is returned we will write again to their last known address. If this letter is also returned, or the applicant does not contact us, we will assume that they are no longer looking for a house and cancel their application.
- When the applicant has been re-housed by the Council or another Registered Social Landlord, applicants then have their application cancelled and may, if they wish, submit a new application.

Where an application is cancelled, the applicant has the right to appeal.

16. Allocation Targets

Target Quota's will be set annually across 3 bands:-

- Priority A
- Transfer
- Waiting List

Sheltered Accommodation

- Lets to Sheltered Accommodation will be considered out with the lettings target.

New Build

A separate lettings target will be set for any New Build Programme.

17. Nominations and Referrals

The Council has agreements with housing associations that have stock in East Renfrewshire that we can nominate people on our housing list for some of their properties. This will either be in new housing developments or in homes recently

purchased but also some existing homes that have become available. Where we have the agreement of the housing association, we will include new homes available for nomination in our advertising of vacant homes and you will be able to bid for those that meet your need. We will nominate the bidders with the highest points in the lettings group specified for each of the new homes available for nomination. Where we do not have the agreement of a housing association to advertise the homes available for nomination, we will make nominations directly to the housing association, taking account of the needs of those who have registered for housing and their relative priority on our register.

We can also refer to housing associations a proportion of homeless applicants to whom we have a legal duty to provide permanent accommodation. Where we have the agreement of the housing association, we will advertise the housing association homes that are available for homeless referrals so that those on the Homelessness needs group can make bids. Where we do not have the agreement of a housing association to advertise the homes available for homeless referral, we will make referrals directly to the housing association, taking account of homelessness dates and, where possible, area preferences

18. How we let our homes

Each week, we will advertise on our website the homes that are available to let, with a photograph of the outside of the building and a description of the key features, e.g. number and size of bedrooms, electric or gas heating and cooking, double glazing etc. Each available home will be labelled as to which lettings group can “bid” for it. This will reflect the percentage targets that we have agreed and published in our annual lettings plan.

We use percentage targets (or “quotas”) for each lettings group. Within each group applications are pointed to ensure that we give relative priority both to the sets of circumstances that the law requires us to prioritise balanced with points awarded for other circumstances. As detailed at point 15 above, we have two sets of percentage targets (or “quotas”) in our annual lettings plan. One set is used for homes being advertised for re-let following the departure of the current tenant. The other set is used for new East Renfrewshire Council homes being let for the first time. In order to maximise the number of properties we have available to let. Consideration in the first instance will be given to existing tenants in housing need. Where we let a new build to a Transfer applicant we effectively be able to meet the needs of 2 households, as the existing tenant will vacate their current tenancy which will then be let to another households in housing need. Any remaining New Build properties which are available after we have exhausted the transfer list for those in housing need will be let to Homeless and Waiting List applicants. We will ask for up to two references from all successful bidders for new council homes. The new Council homes will be advertised alongside all of the other available homes, including those from other social landlords with whom we have agreements to advertise a proportion of their new housing.

19. Choice Based Letting

East Renfrewshire Council operates a Choice Based Lettings system. Properties available to let are advertised to a lettings group through the Council’s website and applicants can register an interest in the properties they wish to be considered for by bidding through our Housing Online portal. Properties are advertised on a 7 day cycle with a closing date for bids marked against each property. Following the closure of the advert a shortlist for each property will be drawn listing all applicants who registered an interest. The applications will be ordered based on their assessed priority on our housing register. The applicant with the highest priority on the shortlist will be considered for the property. If for any reason the

highest priority applicant is not suitable or does not wish to proceed with the offer of the property, the second highest priority bidder will be considered and so on until the property is let. Applicants can only bid for properties once registered on our housing list and all required checks on their application have been completed.

Sheltered Accommodation is managed outwith the choice based letting system

20. Number of Offers

Applicants on the Waiting and Transfer lists will be eligible to receive up to two offers of housing. If, following successful bidding the applicant refuses two offers of housing then their application will be suspended for a period of 6 months. At the end of this period the application will be reinstated and the applicant will be eligible for a further 2 offers.

Applicants assessed as having a Strategic Priority will receive 1 offer of accommodation as a priority applicant. If the applicant unreasonably refuses this offer they will lose their priority status. In the case of Homeless priority applicants the duty owed to them under the homelessness legislation will be considered to have been discharged. The application will then be reassessed and awarded points based on their housing circumstances and they will be placed on either the Transfer or Waiting list and will be eligible to receive a second offer from this list.

21. Direct Matching

Circumstances where direct matches may be made include:-

- Where Responsible Authorities are supporting individuals under MAPPA arrangements and have made recommendations in relation to a restriction of choice;
- Where Homeless applicants have reached the top of the queue for their particular property size requirements. We will try to ensure that any direct match in these circumstances will be in the nearest geographical area to the applicants preferred area, dependent upon availability and stock turnover.
- Strategic Needs (Not homeless)– in order to meet the specific needs of the household and make best use of the stock See Section 27,1)
- Where a household requires a very specifically adapted property, we will work with the Health and Social Care Teams to identify an appropriate match.
- Where we have an existing ERC tenant and they are an HSCP clients and a move to alternative accommodation will ensure the needs of vulnerable household's members will be met. (Subject to meeting conditions detailed at point 8 above).
- Where we require to use a property to temporarily house an existing tenant whose home is in need of major repair. See Decant.

22. Decants

In general decants are utilised on a temporary basis. However there may be instances where we have had to decant a tenant into an alternative property and the tenant requests to stay in that property on a permanent basis. We will consider these requests and will take into consideration issues like:-

- Is this a like for like property (same area, property type, size)
- Does the tenant have any outstanding rent arrears
- Duration of the decant

If we approve this request, the original property would then be advertised for let.

23. Temporary Accommodation

Where we require to utilise a property as temporary accommodation, for example to meet out statutory obligation to homeless households, we will remove the accommodation from available letting stock and let to these properties will be managed outwith this Allocation Policy. In some instances we may flip the temporary tenancy to a permanent let in order to meet Strategic Objectives.

24. Sensitive Lets

In some situations, instead of making an offer to the bidder at the top of the list, we may give consideration to the suitability of that bidder for a specific home, using documented information we have available about the bidder and our knowledge about the home, its location or neighbours. It is good practice for us to consider whether a particular home/location will be a stable and long term solution for the household. In some cases this may result in us by-passing the bidder at the top of the list. We may also ask for references stating your suitability as a tenant. We can give assurance that any such decisions will be based upon clear and accountable processes and their use will be carefully monitored.

25. Successions

Where an individual has been resident in ERC accommodation as member of the household, and the tenant dies, they can apply to succeed the tenancy. However to qualify the households member but meet all the qualifying criteria.

See *Appendix B* for full details.

26. Assignations

A tenant may transfer (assign) their tenancy to another person as long as they get approval from ERC to do so. To assign a tenancy certain criteria must be met.

See *Appendix C* for full details

27. Mutual Exchange

To encourage mobility amongst existing tenants via a Mutual Exchange process. A mutual exchange can occur when two or more tenants agree with the Consent of their landlord to exchange homes. Exchanges can take place between East Renfrewshire Council tenants and tenants of other Council's or tenants of Registered Social Landlords.

East Renfrewshire Council is now a member of the Homeswapper service. This means our tenants can sign up for free to find someone to swap their home with. We've joined Homeswapper to help provide more options for people looking to move, as traditional waiting lists are long and only a small number of homes become available each year.

If your current Council or Housing Association home no longer meets your needs, for example you need more space or need to move closer to work or family, you can use the service to find someone to swap with.

- You can connect with thousands of tenants across the UK looking for a swap
- Find your own move at a pace that suits you

- Where your landlord is a member of Homeswapper, tenants get free access to HomeSwapper

If you're thinking about moving, HomeSwapper gives you control over finding a home that better suits your needs.

See Appendix D for Further information on mutual exchanges

28. How we prioritise applications

Groups and Points

We operate a Group plus points system for allocating properties. This means applicants are placed in a group with points dependent on their housing need. The Groups are based on the different circumstances which affect who we need to give priority to. The groups we use are:-

1. Homelessness and Strategic Needs

- Applicants who have been assessed by the Council under the Homelessness legislation and who we have accepted a statutory duty to provide settled accommodation.
- Looked after young people and young people leaving residential care.
- Ex- forces personnel and their families who are leaving / left the forces and returning to East Renfrewshire
- Critical Lets - The Council may in very limited circumstances choose to make a direct offer of housing to an applicant. In these rare situations applicants may be made one offer of housing through powers delegated to the appropriate Senior Service Manager. Consideration of any Critical lets will be made in consultation with the Head of Environment. In these cases we will offer the first suitable home that becomes available. If this offer is refused we will then the application will be assessed in line with the normal policy.

Households placed in the Homelessness and Strategic need group will not be awarded points, instead they will be prioritised on a date basis, based on the date they were placed in the group (with the exception of the Critical Lets category). Households will be able to bid freely on their choice of properties. However if the applicant has failed to bid or has been unsuccessful in their bids at the point they are the longest applicant on the Priority list, they will receive a direct offer. This direct offer may not meet the household aspirations in terms of location but will meet the household needs in terms of size and the location and will have all the necessary infrastructure to meet the needs of the household.

2. Transfer

- This is current tenants of East Renfrewshire Council who wish to move home.

3. Waiting List

- All other applicants

Transfer and Waiting List Applicants will be allocated group points based on the assessed need of the household.

Points

Points are allocated across 7 categories of need areas:-

- Security of Tenure
- Health and Disability
East Renfrewshire residents who find that their current home is unsuitable because of an existing health issue or disability can apply to have their housing circumstances assessed and graded to reflect any health or disability priority.
- Merging Households
- Facilities
- House Size
- Harassment and Anti-social behaviour
- Relocation

Category	Reason	Points
Security of Tenure	Notice to Quit	250
	Tied Accommodation	250
	Regeneration	1000
Health and Social Care *	A – A resident of East Renfrewshire whose medical condition or disability is being severely affected or made worse by their current accommodation	500
	B – A resident of East Renfrewshire whose medical condition or disability is by virtue of residence in their current accommodation is seriously affecting their daily activities	250
	C – A resident of East Renfrewshire who has physical, mental and/or mobility difficulties and their home hinders daily activities	150
Merging Households	2 ERC current tenants merging and terminating two tenancies to take on 1 new tenancy	500
Facilities	Below Tolerable Standard (Demolition/ closing order) – <i>See Appendix D</i>	500
	No bathroom	200
	No Kitchen	200
	Sharing Bathroom	50
	Sharing Kitchen	50
House Size	Overcrowded by 1 bedroom	150
	Overcrowded by 2 bedrooms	250
	Overcrowded by 3 or more bedrooms	500
	East Renfrewshire Social Housing tenant Under occupied by 1 bedroom	150
	East Renfrewshire Social Housing tenant tenants Under occupied by 2 bedrooms	250
	East Renfrewshire Social Housing tenant Under occupied by 3 or more bedrooms	500
	Access to children	100
Harassment and Anti-Social Behaviour	Experiencing Targeted Harassment	400
	Experiencing Anti-Social Behaviour	200
	Domestic Abuse	500
Relocation	Relationship Breakdown	150
	Social / Family Support	150
	Incoming Worker	150

Health and Social Care points will not be awarded if their need is linked to any of the categories of need. E.g. if overcrowding is the primary issue.

See *Appendix E* for full definition

29. Assessing what size of home you need

Number of bedrooms

Due to the limited supply of ERC homes available and the need for us to make best use of it, we cannot offer you any choice about the size of home you can bid for. Our rules about house sizes are summarised in *Appendix F* of this policy. We may make exceptions to this e.g.

- Where you are a foster carer or have been approved to adopt,
- Where you need an extra bedroom due to a medical condition or disability,
- Where you are pregnant and your midwife or doctor can confirm this,
- Where there is low demand for the property
- Exceptional circumstances e.g. you are in a witness protection programme.
- You have access to a child/children. However, to make best use of our housing stock, applications including children who hold a principal home elsewhere will be subject to the following considerations.
 - A child or children from a former relationship who have an existing principal residence outside of the applicant's household will only be eligible for one additional bedroom, irrespective of the number of such children, and
 - An offer with an additional extra bedroom will only be made where there is no demand for the accommodation size from households whose children occupy the property as their principle home.

Principal home is defined as the child's main residence where their parent may claim child benefit and they are registered with their school/nursery or GP practice

30. Housing Type

You can bid on any house type, however amenity or adapted properties will only be let to households with no requirement for the adaptation / amenity status where there is no demand for this type of property.

31. Choice of Area

You can bid on any area you wish, unless you have received points for moving in order to give/receive care. However the Council has a limited stock in a number of areas and restricting your bidding to particular is likely to increase the length of time you wait for a property.

We will publish on a bi annual basis the stock turnover in East Renfrewshire to enable applicants to make informed decisions in regards to bidding for specific house types or areas.

32. Sheltered Accommodation

If an applicant wishes to apply for Sheltered Accommodation they should complete an additional form. Sheltered Accommodation will be let out with our choice based lettings principle with separate Waiting List established. Lets will be offered to those on the waiting list on a points basis, with points allocated on the basis of housing need.

Sheltered Accommodation will be advertised alongside all other empty homes and will be clearly labelled as suitable for those meeting the specific criteria for sheltered housing. Applicants will not be required to bid on the properties as they will be let from the waiting list.

Our Sheltered Allocation Policy can be found at Appendix H

33. Amenity / Adapted properties

Adapted homes will be advertised alongside all other vacant homes and will be clearly labelled as suitable for those on the register awaiting the specified adaptations.

34. Tenancies

Scottish Secure Tenancy

When we make an offer of housing we will in most cases offer a Scottish Secure Tenancy (SST) in line with our legal requirements. This means the tenancy will last for as long as the tenant wants, provided they do not breach the terms of the tenancy agreement. The tenancy agreement sets out the circumstances where we may take action to end a tenancy.

Short Scottish Secure Tenancy

In a small number of specific circumstances, we may offer a Short Scottish Secure Tenancy (SSST) where tenancy rights are more limited. The circumstances that would apply in this situation include:

- If an applicant has been evicted for anti-social behaviour in the last three Years
- The applicant or a member of their household has an anti-social behaviour order (ASBO)
- The applicant or a member of their households has been involved in anti-social behaviour in or near their home within the last three years
- The applicant is moving to the East Renfrewshire area to take up or seek employment
- Where we need to move a tenant because where they are living is scheduled for Development.
- You need housing support to help maintain your tenancy
- We are sub-letting the property to you as we are leasing the property from another landlord

We will always serve you a notice to inform you when we are offering you a SSST. This notice will state why it is being offered and the period it lasts for.

In the circumstances where a SSST has been given because of anti-social behaviour we will convert your SSST to an SST at the end of 12 months provided you haven't been given a notice to quit.

When we change your tenancy agreement we will notify you and tell you what your new rights and responsibilities are.

35. Appeals

Appeals

Applicants who feel that they have been treated unfairly under the terms of the policy, have the right to appeal.

Appeals against decisions can be made regarding the following:-

- The housing list an applicant has been placed on
- The level of points awarded
- The reasonableness of an Offer given under the Priority Group (including the discharge of any homelessness duty owed)
- The decision made on a homelessness application
- The reasonableness of the suspension imposed
- The removal of the application from the housing list
- The outcome of the health and social care assessment

33 Making a complaint

East Renfrewshire Council is committed to providing high-quality customer services. However, we do understand that sometimes things can go wrong. We value complaints and use the information from them to help us improve our services.

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

You can complain in person at any of our offices, by phone, in writing, email or via our online complaints form at www.eastrenfrewshire.gov.uk/complaints, where you can also download a helpful leaflet to assist you in making your complaint, which includes information about where you can get assistance in making your complaint.

34 Assessing and reporting on performance

We will use a quarterly monitoring framework to track whether the new approach to lettings is delivering the expected outcomes for both the customer and for us in terms of increased efficiency and transparency in our lettings process. The information will inform future reviews of this policy.

35 Reviewing this policy

We will review this policy every 3 years, or earlier if there is any changes to law or good practice, or if the monitoring framework indicates the need to. In reviewing the policy we will consult with those who have registered for housing, our tenants, registered tenants' organisations in the area, other housing providers and voluntary organisations operating in East Renfrewshire.

Appendix A – Legislation and Good practice

This policy has been developed in line with good practice from the Scottish Government, The Scottish Housing regulator, and the Chartered Institute of Housing.

The policy has been developed to meet the legal requirements set out in the following legislation

- Matrimonial Homes (Family Protection) (Scotland) Act 1981
- Housing (Scotland) Act 1987
- Human Rights Act 1998
- Housing (Scotland) Act 2001
- Homelessness etc (Scotland) Act 2003
- The Civil Partnership Act 2005
- Housing (Scotland) Act 2006
- Equality Act 2010
- Housing (Scotland) Act 2010
- Housing (Scotland) Act 2014
- Data Protection Legislation

Scottish Social Housing Charter

The Scottish Housing Regulator (SHR) is the independent regulator for landlord services provided by local authorities and Registered Social Landlords (RSLs) and statutory homelessness services provided by local authorities. All the partners are required to provide information to, and are regulated by, the SHR. The SHR uses the outcomes and standards in the Scottish Social Housing Charter (SSHC) to assess the performance of social landlords.

The particular SSHC outcomes that have been considered in the development of this policy are:

Outcome 1: Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

Outcome 2: Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides

Outcome 7: People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them.

Outcome 8: Tenants and people on housing lists can review their housing options.

Outcome 9: People at risk of losing their homes get advice on preventing homelessness.

Outcome 10: People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed

Appendix B - Successions

Housing (Scotland) Act 2001, as amended by the Housing (Scotland) Act 2014, detail the legal provisions relating to succession of a Scottish Secure Tenancy.

Succession can arise only on the death of the tenant and where there is a relevant qualifying person. Only two rounds of succession to a tenancy are allowed in law. After a second succession, the tenancy will terminate.

If a tenant dies, the tenancy will pass to a qualified person in order of priority, as follows.

- *First priority:* the first priority goes to a tenant's surviving husband, wife or civil partner (living in the property as their only or principal home at the time of the tenant's death), or partner (as long as the house has been their only or principal home for the twelve months before the tenant died and we have been notified of this), or a joint tenant. (a civil partnership is a formal arrangement that gives same-sex partners the same legal status as a married couple).
- *Second priority:* if no-one in the above category qualifies or chooses to succeed, the second priority goes to a member of the tenant's family aged 16 or over, as long as the home was their only or principal home for the 12 months prior to the death of the tenant.
- *Third priority:* if no-one in the above categories qualify or choose not to succeed, the third priority goes to a carer who is providing, or who has provided care for the tenant or a member of the tenant's family. The carer must be aged 16 or over and have given up his or her previous only or principal home for the 12 months prior to the death of the tenant (and we have been notified of this), to be qualified to succeed.

In all cases, the house of the tenant who has died must have been the only or principal home for the qualifying person, (with the exception of the person's spouse, civil partner or joint tenant). This is subject to meeting the 12 month prior notification of residency and notification requirements. If there is no qualified person, the tenancy terminates, unless there are exceptional circumstances to consider.

Where there is more than one qualifying person within the levels of priority, for example family members, it is for them to decide who will succeed, failing which the landlord will make the decision.

The Housing (Scotland) Act 2014 stipulates that the qualifying person or the tenant must have notified the landlord that the person wishing to succeed the tenancy is living in the house and that it is their only or principal home. The 12 month notice period does not start until that notice of residency has been given.

In all cases, the house of the tenant who has died must have been the only or main home for the qualifying person and they must have notified the landlord that they reside there at least 12 months before the tenant's death.

If a house has been designed or substantially adapted for the use of a person with special needs to use, only their husband, wife or civil partner (living in the property as their only or main home at the time of the tenant's death), or partner (as long as the house has been the partner's only or main home for the twelve months before the tenant died), joint tenant or a person with special needs can succeed to the tenancy.

Other people who would otherwise be qualified to succeed have a right to alternative suitable accommodation. When deciding whether accommodation is reasonably suitable to the needs of the applicant and the applicant's family, we will take into account the following:

- a. How close it is to the place of work (including a school or college) of the applicant and of members of the applicant's family, compared with the existing house.
- b. What accommodation the applicant and the applicant's family requires.
- c. The character (property type) of the accommodation offered, compared to the existing house.
- d. The conditions on which the accommodation is offered to the applicant, compared with the conditions of the existing tenancy.
- e. If the landlord provided any furniture to use under the exiting tenancy, whether furniture will be provided under the new tenancy.
- f. Any special needs of the applicant or the applicant's family.

Appendix C – Assigning a Tenancy

The Housing (Scotland) Act 2001, as amended by the Housing (Scotland) Act 2014 details the legal provisions relating to assignation of a Scottish Secure Tenancy.

A tenant may assign (transfer) their tenancy to another person as long as they get their landlord's permission in writing.

The Housing (Scotland) Act 2014 stipulates that:

- The house must have been the tenant's only or principal home during the 12 months immediately before the tenant applies for written permission to pass their tenancy to someone else; and
- The person the tenant wishes to pass their tenancy to must have lived at the property as their only or principal home for the 12 months before they apply; and
- The tenant, joint tenant or person they wish to assign their tenancy to must have notified the landlord that the person they wish to assign the tenancy to is living in the house. The 12-month period does not start unless the landlord has notified that the person is living in the property as their only or principal home.

We will not unreasonably withhold permission, unless there are justified reasons for this. We will deal with all applications individually.

Examples where assignation may be refused:-

- a notice of proceedings for possession has been served on the tenant which specifies any of the 'conduct' grounds for eviction
- an order for recovery of possession has been made against the tenant
- it appears to the landlord that the tenant is to receive a payment for the assignation which is other than reasonable rent or a reasonable and returnable security deposit (for gas, electricity, telephone or other domestic supplies or damage to the property or contents)
- the assignation would lead to overcrowding
- the landlord proposes to carry out work on the house or building which would affect the accommodation in question.
- the proposed assignee would not be a person who would have 'reasonable preference' under s.20(1) of the 1987 Act
- if the assignation would, in the opinion of the landlord result in under occupation

APPENDIX D - Mutual Exchange

Council tenants have the right to exchange their tenancy with another secure tenant, as long as they receive written permission by Housing to do so.

We will not unreasonably withhold permission, and we assess all applications individually. Examples for refusing a mutual exchange include:-

- The tenant is under a court order giving us possession of the property.
- Notice of proceedings for possession have been issued for any of the following reasons:
- The rent has not been paid or the conditions set out in the lease have been broken.
- A nuisance is being caused to neighbours by anyone living in the property, or anyone concerned is using it for immoral or illegal purposes.
- Anyone living in the house has damaged it or has damaged shared areas.
- Anyone living in the house has damaged our furnishings.
- The accommodation is larger than the tenant's family need.
- The accommodation is not suitable to the needs of the tenant's family.
- The accommodation was provided as a result of the tenant's employment with the council.
- The accommodation was designed or significantly adapted for a physically disabled person or someone with particular housing needs, and if the exchange was allowed there would no longer be a disabled person or someone who needed this type of property living in the property.
- We consider that the exchange could result in overcrowding or under-occupation.

If we do not let the applicant know the outcome of the request within one month, they can assume we have agreed to their request.

If we refuse a request for a mutual exchange, the applicant has the right to appeal against our decision.

Appendix E – Below Tolerable Standard

The tolerable standard is set out in the Housing (Scotland) Act 1987 as amended by the Housing (Scotland) Act 2001

A house will, for the purposes of the Act, meet the tolerable standard if the house:

- a) is structurally stable
- b) is substantially free from rising or penetrating damp
- c) has satisfactory provision for natural and artificial lighting, for ventilation and for heating
- d) has an adequate piped supply of wholesome water available within the house
- e) has a sink provided with an adequate supply of both hot and cold water within the house
- f) has a water closet or waterless closet available for the exclusive use of the occupants of the house and suitably located within the house
- g) has a fixed bath or shower and a wash-hand basin, all with a satisfactory supply of hot and cold water suitably located within the house
- h) has an effective system for the drainage and disposal of foul and surface water
- i) has satisfactory facilities for the cooking of food within the house
- j) has satisfactory access to all external doors and outbuildings

Appendix F – Points criteria

Category	Reason	Definition
Security of Tenure	Notice to Quit	You live in private rented accommodation and you have been served a notice to quit by your landlord – on non-conduct grounds only.
	Tied Accommodation	You live in tied accommodation and your employer has told you that you will need to leave your accommodation
	Regeneration	The Council has a planned regeneration programme that will result in your property being demolished
Health and Social Care	A	You live in East Renfrewshire and have an urgent need for rehousing and your medical condition or disability is being severely affected or made worse by your current accommodation and you: • Could be prevented from being admitted to hospital or residential care • Are unable to access any of the essential facilities in your home • Are unable to get in or out of your homes due to steps leading to your doorway
	B	You live in East Renfrewshire and • have serious physical or mental health and /or mobility difficulties and your home seriously affects your daily activities • Where you have physical or mental health and or mobility difficulties that are likely to seriously deteriorate as a result of remaining in your current accommodation
	C	You live in East Renfrewshire and • Where you physical, mental and/or mobility difficulties and you home hinders daily activities
Merging Households	Two properties for one	If you are and ERC tenant and you want to form a new household with another person who is also a tenant of ERC. You will only be eligible for these points providing any allocation will result in both houses being left vacant and available for allocation.
Facilities	Below Tolerable Standard (Demolition/ closing order)	Your current home is in poor condition and does not meet the Scottish Government's definition of Tolerable Standard, as assessed by Environmental Health or via a closing order.
	No bathroom	The property you reside in has no internal bathroom
	No Kitchen	The property you reside in has no kitchen
	Sharing Bathroom	You are sharing a bathroom with someone who is you do not wish to be housed with
	Sharing Kitchen	You are sharing a kitchen with someone who you do not wish to be housed with

House size	Overcrowded by 1 bedroom	If you currently reside in an East Renfrewshire private sector or social rented tenancy and you are overcrowded by 1 bedroom
	Overcrowded by 2 bedrooms	If you current reside in an East Renfrewshire private sector or social rented tenancy and you are overcrowded by 2 bedrooms
	Overcrowded by 3 or more bedrooms	If you current reside in an East Renfrewshire private sector or social rented tenancy and you are overcrowded by 3 bedrooms or more
	Under occupied by 1 bedroom	If you currently reside in an East Renfrewshire Social rented tenancy and you have 1 bedroom more than you need
	Under occupied by 2 bedrooms	If you current reside in an East Renfrewshire Social rented tenancy and you have 2 bedroom more than you need
	Under occupied by 3 or more bedrooms	If you current reside in an East Renfrewshire iSocial Rented tenancy and you have 3 bedroom more than you need
	Access to children	If you are an East Renfrewshire resident and reside in a 1 bedroom property and have a child or children who regularly stay overnight as part of a residence or access arrangement, and you can provide proof of this arrangement your application will be assessed as being overcrowded by an additional bedroom. Only one additional bedroom points will be awarded regardless of how many children are involved, and you will only be eligible for one extra bedroom for all children. This is because the children are adequately housed by their primary carer. You will not be awarded these points if your application already has overcrowded points. When we offer tenancies, all other needs being equal, we will give preference to households with permanent overcrowding i.e. to households who are primary carers of children as this is a more significant housing pressure.
Harassment and Anti Social Behaviour	Harassment	You are experiencing Harassment in or around your current accommodation and you are not safe in your current accommodation. Harassment can take many forms including intimidating, threatening or aggressive behaviour, both verbal and physical, and can involve attacks on property as well as people. Harassment is often premeditated and reoccurring. To receive these points we will usually require a recommendation from Police Scotland that a move is required to ensure your safety.
	Anti Social Behaviour	You are experiencing anti social behaviour in or around your current accommodation and you are not safe in your current accommodation. To receive these points we will usually require a recommendation from a 3 rd party that the anti social behaviour is having a significant impact on you.

	Domestic Abuse	You are experiencing / at threat of Domestic Abuse in your current home and you are not safe in your current accommodation. To receive these points we will usually require supporting information from a 3 rd party support provider eg (MARAC referral, Women's Aid, Social Work, Police) we will never seek evidence from the alleged perpetrator.
Need to reside	Relationship Breakdown	You have experienced a relationship breakdown with a domestic partner and you currently reside in the same accommodation
	Social / Family Support	You require to be near family member/social network to give or receive support. Applicants will be required to provide evidence from the person giving or receiving the support; and will only be awarded points for the area in which you give / receive support.
	Incoming Worker	You have a permanent job/ been offered a job in the area but do not currently live in the area and are experiencing difficulty in travelling to your place of work. Or you are looking for work in the area (evidence will be required) Points will only be given for the area in which you work.

Appendix G: Number of bedrooms – Please note, the following criteria informs a calculation on bedroom entitlement based on children/adults/gender within a household. This is a framework to determine assessments on property requirements. The table shows examples but it's not an exhaustive list:

Household Members	Bedroom Requirements
Single person or couple	1 bedroom
Single person or couple with 1 child (any age)	2 bedrooms
Two children of same sex (under 16)	1 bedroom
Two children of different sex (both under 10)	1 bedroom
Two children of different sex (one over 10)	2 bedrooms
Two children of same sex (at least one over 16)	2 bedrooms
Two people of same sex (16 years and over)	2 bedrooms
Two children of different sex (10 years or over)	2 bedrooms

Appendix H

Sheltered Accommodation Allocation Policy

1.1 What is sheltered Housing?

Sheltered housing aims to meet the needs of people generally aged 60 years and over, who wish to live independently in their own homes with low level.

These self-contained clustered properties offer tenants the safety of living in a secure environment, whilst also enabling people to retain their independent lifestyle. Sheltered housing tenants benefit from a housing support service which is delivered by Sheltered Housing Wardens who provide a daily presence within the complexes.

Our housing staff will complete a personal support plan with you which will help identify the level of support you need to live at home. This may require support from other agencies or voluntary organisations.

Our staff understand people's individual needs and work to enable older people to live independently and be actively engaged within the wider community. Many of our sheltered complexes have a communal lounge where social activities take place and tenants are able to participate if they wish to do so.

1.2 Our Policy Aims

We are committed to the provision of high quality, affordable sheltered housing that meets both people's accommodation needs and housing support needs.

When allocating sheltered properties we will aim to:

- make sure we offer people accommodation that meets their needs.
- make best use of the properties that are available to let.
- give people as much choice as possible.
- help people live independently
- offer a safe, secure environment.
- offer support and social activities.
- reduce isolation.
- meet all our legal obligations and operate under the principles set out in the Scottish Social Housing Charter.

We will do this by taking an approach to allocating homes that:

- is fair, open and transparent.
- takes a consistent approach to decision-making.
- promotes equality.
- treats all applicants with respect, including respecting the confidentiality of information given to us.

1.3 Equality and diversity

We are committed to preventing discrimination and providing equal opportunities for everyone who applies to us for housing. In applying this policy, we will not discriminate against any individual, household or group on grounds of race, gender, sex, marital status/civil partnership, gender reassignment, sexual orientation, pregnancy or maternity, religion or belief, language, social origin, disability, age or other personal attribute.

We will make this policy available in alternative formats such as large print or Braille on request. Translation services for other languages can also be made available. Where practical, we will arrange for an interpreter if you speak a language other than English. We can also provide a British Sign Language interpreter if required.

Whilst age is a protected characteristic under the Equalities Act 2012, this protection does not apply in relation to the disposal and management of premises. In some cases, certain types of housing will be allocated only suitable for certain age groups, which is the case for Sheltered Accommodation.

1.4 Confidentiality and data protection.

Any information given to us as part of the application process will be processed in compliance with Data Protection Regulation 2016. You can ask to look at the information held on your record. If you wish to do this, you should make a written request. We will respond within one calendar month. We will not keep your personal information longer than is needed.

2. Making an Application

2.1 Who can Apply?

To apply for sheltered housing, applicants must generally be 60 years of age or over and be able to live independently with support and/or personal care. If you apply as a couple or with another household member, both applicants will usually be aged 60 years or over. However consideration will be given to applicants over 50 years of age where there has been an assessed need for sheltered accommodation and there is no demand from households over the age of 60 years. All offers of accommodation to applicants over 50 years of age but under 60, must be approved by the Director of Environment.

2.2 Person's who are subject to Immigration Control

The law covering asylum and immigration is complex. If you could be affected by the legislation, you must tell us. We may be unable to assist but may be able to provide details to you of agencies who can help you.

2.3 Applications from staff or elected members

Applications made by staff or elected members will be accepted onto the housing list in the same way as other applicants. We will comply with all relevant legislation, regulatory guidance and best practice in dealing with any of these applications.

To make sure that no-one benefits from a personal connection, applicants will be asked and will be required to declare whether they are related to a member of staff, management committee or elected member for the landlord to which they are applying. Further information will be set out in each landlord's housing application form.

2.4 How to Apply

When applying for Sheltered Housing you must also complete an ERC general waiting list application to allow the Sheltered Housing Application to be processed.

In addition you will be asked to complete a Sheltered Housing application form which consists of a short questionnaire that asks questions about your personal, social and

support needs, to allow us to determine if sheltered housing would meet your housing needs. This will be sent to you for completion.

Your mainstream application will be assessed in line with the Mainstream Allocation policy and you will be able to bid on non sheltered housing via the Choiced based lettings principles.

Your sheltered application form will be assessed solely on the basis of your need for sheltered and a separate waiting list maintained managed outwith the Choiced based lettings principle.

2.5 Information provided by applicants

It is important for us to have accurate and up-to-date information on your circumstances. If you fail to provide the necessary information to support your application, this may mean that your application cannot be fully assessed. We will ask you to provide any required information and will re-assess your application once that information has been received. If we do not receive the information we have asked for within 30 days of us asking for it, your application may be cancelled.

If you deliberately provide false or misleading information, or withhold information, your application may be suspended. Any offer of housing that has been made may be withdrawn and if a tenancy has been granted on the basis of false information, we could take action to end the tenancy

You must tell us if your circumstances change as this could affect your housing application. Changes of circumstances might include you moving to a new house, someone moving into or out of your current home or a change to your health and social care needs. Changes such as these could affect the size of property you require and how your housing need is assessed.

3.0 Assessing the size of house you need

In addition to the points set out in our mainstream allocation policy, as detailed below you will also be awarded points based on the assessed need for sheltered accommodation and its associated support service.

Assessed need	High	500
	Medium	250
	Low	100

Categories of need within our mainstream allocation policy in relation to the assessment of need for sheltered accommodation:-

Category	Reason	Points
Security of Tenure	Notice to Quit	250
	Tied Accommodation	250
	Regeneration	1000
Heath and Social Care *	A – A resident of East Renfrewshire whose medical condition or disability is being severely	500

	affected or made worse by their current accommodation	
	B – A resident of East Renfrewshire whose medical condition or disability is by virtue of residence in their current accommodation is seriously affecting their daily activities	250
	C – A resident of East Renfrewshire who has physical, mental and/or mobility difficulties and their home hinders daily activities	150
Merging Households	2 ERC current tenants merging and terminating two tenancies to take on 1 new tenancy	500
Facilities	Below Tolerable Standard (Demolition/ closing order) – <i>See Appendix D</i>	500
	No bathroom	200
	No Kitchen	200
	Sharing Bathroom	50
	Sharing Kitchen	50
House Size	Overcrowded by 1 bedroom	150
	East Renfrewshire Social Housing tenant Under occupied by 1 bedroom	150
	East Renfrewshire Social Housing tenant tenants Under occupied by 2 bedrooms	250
	East Renfrewshire Social Housing tenant Under occupied by 3 or more bedrooms	500
Harassment and Anti-Social Behaviour	Experiencing Targeted Harassment	400
	Experiencing Anti-Social Behaviour	200
	Domestic Abuse	500
Relocation	Relationship Breakdown	150
	Social / Family Support	150
	Incoming Worker	150

Applicants assessed as Priority A will also be awarded an additional 500 points on the sheltered accommodation waiting list if they apply and meet the criteria for the provision.

Sheltered accommodation is let under our Sensitive Let criteria therefore in order to be accepted onto the Sheltered Housing waiting list applicants must meet this criteria see section 23 of our mainstream allocation policy.

3.1 Number of bedrooms

Our Sheltered Housing stock is mainly bedsit or 1 bedroom properties, although we do have 4 x 2 bed properties. We will work out the number of bedrooms that you require based on who will be living with you, taking account of any health, care or mobility reason for needing an additional bedroom.

4.0 The sheltered housing list and how we prioritise applications

Applicants who apply for sheltered housing will be prioritised on the basis of points. However priority will be given to those with an assessed requirement for sheltered accommodation in the first instance.

This policy has been developed to give priority to those in greatest need for sheltered housing and we aim to make best use of the properties that become available for let given the nature of this type of housing and particular type of services on offer.

In addition to any points awarded for sheltered housing, we will also give you the same points on our general housing waiting list.

4.1 Assessing the requirement for Sheltered Accommodation.

When assessing an applicants requirements for sheltered accommodation we will take into consideration a range of other factors relating to their circumstances and the need for the service provided including:

- An applicant cannot access services that they need because where they live
- The way their house is designed means it is not suitable for their needs and it cannot be adapted – this would be considered via Health and Social Care points
- If the applicant is isolated, lives far away from people they know or are housebound and they would like more contact with other people
- To what extent the support service provided and living in this type of housing would benefit the applicant, for example, assist with day to day living such as help with arranging appointments reporting repairs or dealing with emergency situations such as a fall at home
- To what extent the applicant would benefit from the social contact that is available within sheltered housing

Sheltered Accommodation will be advertised alongside all other empty homes and will be clearly labelled as suitable for those meeting the specific criteria for sheltered housing. Applicants will not be required to bid on the properties as they will be let from the waiting list.

4.2 Our sheltered housing priorities

Sheltered housing is generally for applicants who are over 60 years of age and we award a sheltered housing priority to those who it is felt would benefit from a move to a sheltered housing environment and whose needs would be best met in this setting. In instances where an applicant is outwith this age criteria but through exceptional circumstances would benefit from a move to sheltered housing, we may award a priority for sheltered housing. This would be done on a case by case basis making best use of our stock.

However, there may be instances where it is concluded that an applicant's needs are too great to be met in sheltered housing and that alternative, more intensive housing and support is required. In these cases we would recommend alternative routes to settled accommodation and support offered by other organisations, or adaptations to your current home.

Where a joint application for housing is made we will assess both parties and their award will be based on the applicant with the highest assessed need for sheltered housing.

Our sheltered housing policy recognises those in greatest need for sheltered housing who would benefit from a move to this type of setting.

For sheltered housing we focus on your level of social contact, any health issues you may have, or any difficulties you may have in getting out and about and using local facilities and how this affects your wellbeing, which is different from how we consider an application for mainstream housing. This ensures that we cover the aspects of your life that would benefit from a move to sheltered housing. As such, priority is given as follows:

DRAFT

EAST RENFREWSHIRE COUNCILCABINET30 October 2025Report by Director of EnvironmentSTRATEGIC HOUSING INVESTMENT PLAN 2026 – 2031**PURPOSE OF REPORT**

1. The purpose of the report is to seek approval for the proposed Strategic Housing Investment Plan 2026–2031 and for its submission to Scottish Government.

RECOMMENDATIONS

2. The Cabinet is asked to:
- a) approve the East Renfrewshire Strategic Housing Investment Plan 2026–2031 for submission to Scottish Government by 31st October 2025. (Appendix 1); and
 - b) note the significant pressure for additional affordable housing and the contribution the SHIP programme makes in meeting residents' needs and mitigating the local housing emergency.

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 delivering this with our partners over the coming 5 years. This must be in line with national guidance for the preparation of SHIPs¹.

4. The SHIP details the number of homes that will be built, the location and who the developer will be, were agreed. The profile of the programme should reflect the strategic priorities set out in the LHS for affordable housing delivery and should address locally identified need for affordable homes by a range of households, including families, older and disabled people.

5. Annual committee approval of the refreshed SHIP programme is a requirement for the local authority prior to submission to Scottish Government in October. This is to account for the progress of identified projects and to ensure an effective operational plan for delivery of the proposed programme. This involves rolling forward and adding to the programme as possible projects are identified or slip and responding to updated resource planning assumptions (RPA) from the Scottish Government.

¹ Strategic Housing Investment Plan guidance 2025 MHDGN 2025/01 (Scottish Government: 30 May 2025) ; <https://www.gov.scot/publications/strategic-housing-investment-plan-guidance-2025-mhdgn-2025-01/>

6. The Scottish Government committed over £3.6 billion through its Affordable Housing Supply Programme (AHSP) to support affordable housing delivery over the current parliamentary term (2021-26). It subsequently extended its delivery target to 110,000 affordable homes across Scotland by 2032, of which at least 70% should be for social rent.

7. Whilst funding for local authorities was initially increased, grant funding for affordable housing was subject to a 25% cut nationally for 2024/25, then reinstated for 2025/26 with a 1-year funding announcement. In addition, due to underspends in other Local Authority areas, East Renfrewshire received an additional £3.5million which allowed front funding of the Council's Maidenhill social housing development to be repaid earlier than expected.

8. In September 2025 a further £4.9billion was announced over the next 4 years, as part of the Scottish Government's national action plan for the housing emergency.² This is expected to reduce the difficulties associated with yearly funding announcements, which make managing the SHIP programme very challenging with ongoing uncertainty around funding. Further details about this announcement are expected in due course.

9. The priority afforded to the delivery of new homes, specifically affordable housing, reflects significant national housing pressures in supply and affordability. This is to meet demand from increasing social waiting lists and rising numbers of homeless households, and those unable to get a foothold on the property ladder. Investment in housing delivery is also integral to delivering on wider commitments such as tackling poverty and inequality, creating and supporting jobs, meeting energy efficiency and decarbonisation aims and creating connected, cohesive communities.

10. The Scottish Government declared a national housing emergency in 2024 alongside several councils, including East Renfrewshire Council. This acknowledges the lack of affordable, suitable homes available to those most in need - and an inability to simply build our way out of that situation. East Renfrewshire Council amongst others, risk systemic failure in meeting statutory homeless duties for provision of temporary and permanent homes.

11. The need for affordable housing in East Renfrewshire is acute, with a significant shortage across all housing tenures. Social housing represents just under 12% of all homes locally, and the housing market is unaffordable for many residents to rent or buy.

12. Members should note that affordable housing can include social rent, mid-market rent and low-cost/ shared equity home ownership. The SHIP programme identifies affordable housing projects requiring Scottish Government grant subsidy and these homes are generally provided by the Council or Registered Social Landlords (RSLs).

13. As part of our broader Affordable Housing Strategy, linking together the outcomes of the LHS 2024-2029 and Local Development Plan, other affordable housing may be delivered without subsidy as a contribution from private housing developers. This also contributes to our targets for affordable housing delivery. While noted in the SHIP narrative, this housing is not included in the SHIP Programme as it does not require grant funding.

² Tackling Scotland's Housing Emergency (Scottish Government: 2nd September 2025); <https://www.gov.scot/publications/tackling-scotlands-housing-emergency>

REPORT**Resources & Planning Assumptions**

14. Resource Planning Assumptions (RPA) provided to East Renfrewshire Council via the national programme set out the grant funding available for delivery of new affordable homes through East Renfrewshire's SHIP. The confirmed RPA only covers this current year 2025-26 (as noted at point 7) and is £7.225m. Therefore, we have assumed a similar level of funding each year of the SHIP from 2026-27 (Year 1 of the SHIP) for five years to help plan the SHIP programme. (Detail is set out in Appendix 1).

15. This suggests around £36.13m may be available for projects in East Renfrewshire via the AHSP for the period 2026-31. This is estimated to deliver up to 525 new units over the period. The Council is expected to over programme projects to provide for a "safety net" or slippage of around 25%. This is to ensure the programme is robust and can account for any delays or other significant challenges in programme delivery. A further £0.452m has been allocated in 2025-26 from the national acquisitions programme.

16. On the basis of £7.225m per annum, a programme has been developed which provides for this slippage factor and equates to up to £47.6m of funding required if all projects are delivered. The Council will also maximise the opportunity afforded by Scottish Government to take up any additional funding that becomes available for new build or through the announced acquisition fund, and to bring projects forward for delivery earlier where we can.

17. Programme costs have been based on benchmark subsidy where actual project costs have not yet determined the grant per unit that will be required. The average grant available is as follows:

Subsidy Type	Benchmark Subsidy Council	Benchmark Subsidy - RSLs
Social Rent	£83,584 per unit	£91,182 per unit
Mid-Market Rent	£57,281 per unit	£62,542 per unit
Rent Off the Shelf (Acquisition of existing private homes)	c. £60,000 per unit	c. £60,000 per unit

18. The actual grant provided will vary based on the size and type of homes being delivered. Additional quality measures provide scope to attract further grant of up to £17,000 per unit covering enhanced standards e.g. additional space for work/ study, carbon reduction and energy efficiency standards.

19. Figures for "Rent off the Shelf" are based on current arrangements with Scottish Government for acquiring existing private homes but will be subject to ongoing discussion as our local acquisitions programme continues to develop. East Renfrewshire received an additional £0.196m in 2024-25 for acquisitions; and a further £0.452m for 2025-26. The Scottish Government has recently announced an intention to double funding for acquisitions this year as part of the national emergency action plan (noted at Point 8).

20. It is important to note that increased benchmark per unit subsidy in 2023 was welcomed and there is some flexibility in grant awarded by Scottish Government. However, the SHIP programme is being delivered in a context of continually increasing development costs per unit, trade and material shortages, and costly infrastructure requirements on key sites. Where sites require significant investment to prepare them for development, this can make it challenging to keep costs of delivery at a reasonable level.

21. The cost of building homes to required standards, such lifetime and wheelchair accessible homes; fire suppression systems; higher energy efficiency standards and the use of modern construction methods, all increase unit costs. Rent affordability must be factored into this process, ensuring social and mid-market rents are kept within benchmark levels, and increasing costs not simply passed on to tenants. East Renfrewshire Council and partner RSLs need to be able to fund development project costs sustainably over the longer term, within wider business plans.

SHIP Programme Profile 2026-31

22. In 2024/25, 105 new homes were delivered for social rent at the Council's Maidenhill development, and a further 5 homes were second hand homes acquired for affordable housing by Barrhead Housing. These homes contribute to a total of 179 affordable homes delivered from 2023/24 onwards – against our strategic target of a minimum of 45 affordable homes per annum.

23. The SHIP 2026-31 programme tables for the next five years are attached at Appendix 1. The proposed programme uses the following approach to prioritise projects:

- Developments with the greatest certainty over timing and deliverability, and/ or with grant approval.
- Projects which support reuse of brownfield sites, regeneration of town centres and local living, with 20-minute neighbourhoods in mind.
- Proposals which meet a range of needs, including smaller / family sized homes, suitable for the elderly and disabled with lifetime design in mind, and our statutory obligations to homeless households.
- A spread of projects across the area recognising the most significant unmet need for affordable housing in Eastwood, but also the need for certain sizes and types of homes in Levern Valley.
- Slippage provision through the acquisition of homes to increase social rented supply, including long term empty homes; and
- A modest provision for delivery of mid-market rent homes with grant funding to meet the needs of local people, and where a mix of products will support the financial viability of a development site.

24. The proposed SHIP 2026-31 could deliver:

- Up to 525 units of affordable housing (including slippage projects), primarily focused on new provision and social rented housing. The total delivered is dependent on grant funding, financial viability, project development with and the emerging Local Development Plan 3.
- At least 10% of new affordable homes are expected to be wheelchair accessible or adaptable to lifetime needs with up to 60 units potentially able to be delivered via this SHIP. The LHS 2024-2029 set this target. "All tenure" targets - including homes delivered through private developers - will be addressed through Local Development Plan 3.

25. The SHIP also includes options to purchase housing from the open market. This will generally be utilised where slippage in the new build programme occurs, or to target types of properties in short supply. The Scottish Government announced £80m of additional funding over 2024-25 and 2025-26 to help increase supply through acquisitions and is committed to further funding. The allocation for East Renfrewshire Council is noted in paragraph 15.

26. The proposed SHIP programme supports the delivery of priorities in A Place To Grow (the Community Planning Partnership's long-term vision for the area). The SHIP programme is integral in delivering the strategic housing priorities identified through East Renfrewshire's Local Housing Strategy 2024-29.

27. Using our SHIP programme, the Scottish Government will prepare a Strategic Local Programme Agreement (SLPA), setting out the agreed programme of housing projects to be funded in East Renfrewshire. This is expected to be received by March 2026. The SLPA for the 2025/26 SHIP programme confirms existing projects with approval, for this year only.

28. Members should be aware the SHIP Programme is heavily reliant on private landowners/developers bringing forward sites, presenting an element of risk in delivery timescales. This could result in uncommitted resources being redistributed by the Scottish Government. Close programme monitoring will be used to mitigate this and bring forward slippage projects where possible. Partners also continue to work on identifying sites for housing which can be brought into public ownership to enable more control over delivery.

FINANCE AND EFFICIENCY

29. In addition to grant funding, the council also uses monies raised via commuted sums (e.g. provided by private developers in lieu of on-site homes) and second home Council tax levy to subsidise the cost of delivering affordable housing projects. Currently £3.399m of this pot is committed to SHIP projects, including feasibility studies, acquisitions and to offset abnormal development costs. Discussions are ongoing for use of sums available.

30. The introduction of the council tax levy on long term empty homes is also being used as a mechanism to bring empty homes back into use and taxation for those who can't or won't. The empty homes service supports owners, provides information and advice and applies discretion on the levy where appropriate. This is a mitigating measure for our local housing emergency.

CONSULTATION

31. Consultation on the SHIP programme is carried out throughout the year with a range of stakeholders, including RSLs, Planning and Health and Social Care Partnership (HSCP). Broader consultation has also been undertaken through our LHS partnership network - including with Business Operations and Partnerships and Environment depts, Scottish Government and Citizens Advice - to ensure we deliver on our agreed strategic priorities for housing.

32. This iteration of the SHIP has already been subject to close discussion with Scottish Government and RSLs on monthly basis to respond to the changes in funding available. Housing Services will continue in this manner throughout the year, reviewing and adapting to programme changes and any announcements of funding available.

PARTNERSHIP WORKING

33. Earlier in 2025 a strategic agreement was signed between East Renfrewshire Council and Barrhead Housing. This agreement demonstrates the commitment to work together as the areas two largest social housing providers, to deliver on the housing priorities set out in the Local Housing Strategy 2024-29. This commitment is reflected in the SHIP programme and progress on the broader agreement will be reported on annually in line with the LHS annual progress report in early 2026.

34. Other RSLs operating in the local area, such as Link, Hanover and Loretto also continue to identify East Renfrewshire as a priority area for housing investment given the housing emergency and have expressed commitment to working together to take forward SHIP projects. On SHIP sites where the delivery partner (Council or RSL) has still to be confirmed, discussions are held to identify the most suitable partner to take a project forward in relation to locale, scale and the size and type of housing required.

35. Ongoing LHS housing market analysis and progress monitoring of our housing emergency action plan, will be used to discuss with a range of partners the detailed mix of housing required on identified development sites. Endorsement will continue to be facilitated via the LHS Steering Group and related project groups.

IMPLICATIONS OF THE PROPOSALS

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

CONCLUSIONS

37. The proposed SHIP details how available funding for affordable housing will be invested in East Renfrewshire from 2026-31. Demand for social rented housing, especially new council housing, continues to outstrip supply available. Housing Services will continue to actively explore options for increased affordable housing investment in conjunction with our local partners, such as Barrhead Housing Association. This includes contributing insight on housing pressures faced by our residents to the emerging Local Development Plan 3, HSCP Strategic Plan and Place to Grow.

38. Identifying additional sites for development is ongoing, and Housing Services and RSL partners continue to work proactively to consider potential sites for development in the short term. At a strategic level, the LHS 2024-29 identifies the importance of delivering new homes but also maximising use of available homes. In partnership the Council will ensure available social housing actively meets the current and future needs of our residents. Where existing homes may need remodelled to meet future needs more sustainably, or empty homes brought back into use, this will be supported to ensure available affordable homes are maximised.

RECOMMENDATIONS

39. The Cabinet is asked to:

- a) approve the East Renfrewshire Strategic Housing Investment Plan 2026–2031 for submission to Scottish Government by 31st October 2025. (Appendix 1); and
- b) note the significant pressure for additional affordable housing and the contribution that the SHIP programme makes in meeting residents' needs and mitigating the local housing emergency.

Director of Environment

Further details can be obtained from Mark Rodgers, Head of Housing & Property on mark.rodgers@eastrenfrewshire.gov.uk or Suzanne Conlin, Senior Housing Manager, suzanne.conlin@eastrenfrewshire.gov.uk

October 2025

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Appendix 1 – Cabinet 30.10.25

East Renfrewshire SHIP Programme Proposed 2026-31 (£m)

Core Programme												
PROJECT	Location	Developer	Units	Profile	Tenure	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	SG Grant
Blackburn Square, (Sustainable Housing Demonstrator)	Levern Valley	Barrhead HA	6/8	Wheelchair/ Accessible	Social Rent	0.449	0.822	0.000	0.000	0.00	0.00	0.822
ROtS programme*	ER wide	ERC	50	General/ Accessible	Social Rent	0.878	0.878	0.878	0.878	0.878	0.878	4.390
ROtS programme*	ER wide	Barrhead HA	50	General/ Accessible	Social Rent / MMR	0.957	0.957	0.957	0.957	0.957	0.957	4.785
Cross Arthurlie Street, Barrhead	Levern Valley	Barrhead HA	12	General/ Accessible	Social Rent	0.530	1.360	0.000	0.000	0.000	0.00	1.360
Barrhead Road, Newton Mearns	Eastwood	East Renfrewshire Council	17	General/ Wheelchair	Social Rent	1.916	0.000	0.000	0.000	0.000	0.000	0.000
Kirkton Road, Neilston	Levern Valley	Link HA	24	General / Accessible	Social Rent	0.000	2.298	0.000	0.000	0.000	0.000	2.298
Commercial Road, Barrhead	Levern Valley	East Renfrewshire Council	66	General/ Wheelchair	Social Rent	0.500	2.400	2.809	0.000	0.000	0.000	5.209
Chappelhill - Chappelfield Farm	Levern Valley	Barrhead HA	80	General/ Accessible	Social Rent/ MMR	0.000	0.000	0.000	2.800	2.800	1.722	7.322

Holehouse Brae, Neilston	Levern Valley	Barrhead HA	16	General	Social Rent	0.000	0.000	0.000	0.000	1.532	0.000	1.532
North Darnley Road Barrhead	Levern Valley	East Renfrewshire Council	20	General/ Accessible	Social Rent	0.000	0.000	0.000	2.872	0.000	0.000	2.872
Town Centre Regen – AFC	Levern Valley	Barrhead HA	60	General/ Accessible	Social Rent/ MMR	0.000	1.200	2.000	2.300	0.000	0.000	5.500
Barrhead North Masterplan, Shanks Park	Levern Valley	TBC	35	General/ Accessible	Social Rent / MMR	0.000	0.000	0.000	0.350	1.500	1.500	3.350
Total			Up to 438			5.230	9.915	6.644	10.157	7.667	5.057	39.44
Shadow Programme**												
PROJECT	Location	Developer	Units	Profile	Tenure	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	SG Grant
Walton Street, Barrhead (1)	Levern Valley	Barrhead HA	40	General/ Wheelchair	Social Rent	0.000	0.000	0.000	0.000	0.000	3.640	3.640
Arnside Court	Eastwood	Hanover HA	12	Wheelchair/ Accessible	Social Rent	0.000	0.000	1.149	0.000	0.000	0.000	1.149
Barrhead North Masterplan, Shanks Park	Levern Valley	East Renfrewshire Council/ BHA / Other TBC	35	General/ Accessible	Social Rent / MMR	0.000	0.000	0.000	0.000	1.500	1.850	3.350
Total (with slippage)			Up to 525			0.000	9.915	7.793	10.157	9.167	10.547	47.579

*Rent Off the Shelf/ Acquisitions purchases programmed in for 2025/26 and provision made each year to respond to slippage and to take up any available SG acquisitions funding.

**In the first 1-3 years of the SHIP, if slippage funding is available we would wish to accelerate some existing projects which have had to be scheduled later due to RPA funding availability, prior to including new slippage sites. This will be reviewed within each year.

Available Affordable Housing Supply Programme Grant (SHIP year)	Current Year 2025/26	2026/27 (Year 1)*	2027/28 (Year 2)*	2028/29 (Year 3)*	2029/30 (Year 4)*	2030/31 (Year 5)*	Estimated SG Grant – SHIP 2026-31*
Resource Planning Assumptions for East Renfrewshire	£7.225m	£7.225m	£7.225m	£7.225m	£7.225m	£7.225m	£36.125m
Overprogramming with 25% slippage factor	£0.00m (No slippage projects expected at present)	£9.031m	£9.031m	£9.031m	£9.031m	£9.031m	£45.156m

**Figures are estimates and a guide based on current year RPA (2025/26) and pending confirmation of future years' levels in future.*

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EAST RENFREWSHIRE COUNCILCABINET30th October 2025Report by Director of EnvironmentUPDATE ON NEIGHBOURHOOD TRAFFIC MANAGEMENT ZONES**PURPOSE OF REPORT**

1. The purpose of this report is to update Cabinet on progress of the Neighbourhood Traffic Management Zone (NTMZ) programme.
2. The Cabinet is asked to note:
 - a) progress on NTMZ since the last update in [May 2024](#);
 - b) list of phase 1 schemes being delivered;
 - c) list of Zones for phase 2 consultation; and,
 - d) prioritisation of a specific School Streets project, commencing in 2026.

BACKGROUND

3. The NTMZ vision is to reduce the dominance of vehicular traffic where people live, promote more accessible and better-connected communities, and help people move around more easily in their areas by healthy and more sustainable transport modes. East Renfrewshire has identified 74 zones to enable phased, targeted traffic management over multiple financial years.
4. The zonal approach is intended to reduce the impact of vehicular traffic speeds and volumes in residential areas and take a holistic view of traffic management in defined neighbourhoods.
5. It is considered that in some locations the introduction of 20mph signage alone may be sufficient, as the road layout and surrounding environment naturally encourage lower speeds. However, other areas may require additional traffic management measures or interventions to achieve compliance

REPORT**Consultation**

6. Community consultation took place in June 2024 across 15 'Phase 1' zones via the Commonplace community engagement platform. Residents in approximately 14,000 households across the zones were informed of the consultation via letter which directed them to the online engagement platform. There was also an option to drop in to the local library where staff were on hand to assist in the use of the platform.
7. As part of the community engagement and consultation, a participatory budgeting exercise was conducted to engage residents in identifying local priorities. Through this process residents were invited to highlight issues using an interactive 'heatmap' and to share their experiences of moving around their neighbourhood via a Neighbourhood Survey. In relation to the issues raised a total of 937 comments were submitted by the community, of which 618 were deemed both geographically and materially relevant. The feedback was analysed and summarised according to key thematic areas, as outlined below:

- Speeding Traffic: **255**
- Difficulty Crossing the Road: **170**
- Accessibility Problems: **148**
- Poor Lighting or Personal Safety: **64**
- Excessive Through Traffic: **189**
- Obstructive Parking: **311**
- Road Safety Concerns: **339**
- Other: **33**

Note that some respondents highlighted multiple issues in one comment (hence the total comments in each theme exceeds the total in-scope comments received).

8. Road safety was the most common area of concern raised by residents with this also a generally reflected view as can be seen from the other comment topics received.
9. The emerging themes from this data suggest a complex interplay of road safety and accessibility concerns and specific feedback has clarified where targeted measures are wanted.
10. Feedback provided has been categorised as follows:
 - Short-term (quick wins) - selected due to their location on the public road network, allowing for measures to be implemented quickly.
 - Longer-term - these will take longer and are more involved due to the need for land ownership enquiries, community engagement and traffic orders.
11. A summary of all the consultation feedback for each of the neighbourhood zones has been prepared and is being issued via the new online engagement platform Granicus.
12. It was the original intention to go back out to residents with the short-listed schemes as part of the participatory budgeting exercise. We are no longer planning to do this as we can deliver all short-term measures within available budget. Development of the longer-term measures will require further participation from residents, with opportunities for residents to re-engage, and this will take place later this year.
13. The short-term measures to be constructed have been designed and are prepared for delivery, the list of these are included at Appendix 1.

CONSULTATION

14. Plans for engaging residents in phase 2 are currently under development and expected to be progressed later in FY2025/26. While letter drops were used in phase 1, they proved costly and yielded limited responses, raising concerns about their cost-effectiveness. Moving forward, alternative communication methods will need to balance affordability with inclusivity, ensuring that no resident groups are left out of the consultation process.

List of Zones for phase 2 Consultation

15. The table below outlines the zones identified for consultation in phase 2. This list is preliminary and may be adjusted as the consultation progresses. The zones were selected using the same criteria as in phase 1, focusing on areas that contain schools and where residents have previously expressed concerns.

List of Zones for phase 2 Consultation

Zone Ref No.	Zone Name	School in Zone
2	Woodfarm	Woodfarm
3	Rouken Glen	Woodfarm, OLMPS & St. Ninian's
4	Orchard Park	(Woodfarm, OLMPS & St. Ninian's)
8	Braidbar	(Braidbar PS)
13	Netherlee East	(Netherlee PS)
16	Williamwood	
19	Busby West	(St. Joseph's, Williamwood, Busby)
22	Mains Estate	
39	Mearns Village	(Mearns PS)
47	Bonnyton	
48	Eaglesham North	
51	Uplawmoor North	
52	Uplawmoor South	
54	Neilston North	(Neilston PS)
56	Neilston Central	(Neilston PS)
57	Neilston East	(Neilston PS)
62	Springhill	(Hillview PS)
69	Grahamston North	

TRAFFIC MANAGEMENT AT SCHOOLS

16. When the NTMZ process was initially developed, the review of traffic management at schools was a central tenet of the project with a view to reducing vehicular traffic at the start and end of the school day. Having reviewed the progress of phase 1 of the NTMZ project it has been decided that while wider school areas will continue to form an important place in the project, that a separate and specific review should be undertaken to consider changes to traffic management in the immediate vicinity of East Renfrewshire's schools as part of a School Streets project.

17. The School Streets project will start in 2026 and run in parallel with phase 2 of the NTMZ project. The main purpose of this change is to allow for review and any associated changes in traffic management outside schools to be prioritised.

FINANCE AND EFFICIENCY

18. The schemes will be funded by an Active Travel Infrastructure Fund grant to support planning, development and delivery of the NTMZ programme. This will include scoping out key principles and guidelines to support future planning and delivery.

PARTNERSHIP WORKING

19. Partnership working will continue across council services, funding partners and with local stakeholders, including schools, community representatives and other relevant groups.

RECOMMENDATIONS

20. The Cabinet is asked to note:

- a) progress on NTMZ since the last update in [May 2024](#);
- b) list of phase 1 schemes being delivered;
- c) list of Zones for phase 2 consultation; and,
- d) prioritisation of a specific School Streets project, commencing in 2026.

Director of Environment: Caitriona McAuley

Report Authors: John Marley, John.Marley@eastrenfrewshire.gov.uk and Richard Hughes, Richard.Hughes@eastrenfrewshire.gov.uk

October 2025

Useful Links

[Update to Cabinet on NTMZ - May 2024](#)

[Report to Cabinet on NTMZ Methodology & Consultation Process](#) – August 2023

APPENDIX 1

NTMZ Phase 1

Short Term schemes for delivery

NTMZ Zone	Scheme Name	Estimated Cost (£)	Status
1 Thornliebank	Kennishead Rd / main St - Footway widening build out, tightened radius	16,208.00	Complete
1 Thornliebank	Wisner Court - Dropped kerbs	2,000.00	Pending
10 Academy	Church Road - Upgrade zebra to puffin	25,000.00	Pending
17 Carolside	Greenwood Rd / Mearns Rd - Junction treatment (tightened radii for speed suppression - remove splay - reduced crossing distance - drops rationalised)	11,088.31	Contracted
17 Carolside	Hillview Rd / Busby Rd - Junction treatment (tightened radii for speed suppression - reduced crossing distance - drops rationalised. Option for ped-ref island)	13,265.46	Contracted
18 Sheddens	Strawhill Road / Busby Road - Junction treatment (improve crossing / visibility - option for raised table)	10,721.40	Contracted
18 Sheddens	Overlee Road / Busby Road - Junction treatment (Tightened radii for speed suppression - reduced crossing distance - drops rationalised)	11,605.68	Complete
20 Busby Central	Woodyett Rd / Field Road - Junction treatment (Tightened radii for speed suppression - reduced crossing distance - drops rationalised)	17,902.17	Complete
31 Kirkhill South	Broomburn Dr / Mearns Rd - Junction treatment (Series of build-outs, radii reductions and additional drops)	23,634.99	Contracted
33 Kirkhill North	Kirkvale Court - Footway build-out	20,000.00	Contracted
35 Crookfur	Capelrig Road - Replace zebra with puffin	25,000.00	Contracted
35 Crookfur	Lomond Drive to remote path - Widen footway	-	Pending Resolution of Land Ownership Issues

NTMZ Zone	Scheme Name	Estimated Cost (£)	Status
35 Crookfur	Abercorn Rd/ Carroul Rd (at time of writing report, consideration of traffic calming is ongoing with local residents)	Pending	Pending
36 Greenfarm	Glanderston Ave/Glanderston Gate - Junction treatment (tighten radii)	12,000.00	Contracted
38 Woodfarm	Elizabeth Cres / Westfield Rd - Footway Buildouts	10,000.00	Complete
49-50 Eaglesham South	Hill Dr / Strathaven Rd - Junction treatment (tighten radii)	40,000.00	Contracted
60 Auchenback	Aurs Drive - Traffic calming	25,000.00	Complete
60 Auchenback	Aurs Drive - Dropped kerbs & junction treatments	50,000.00	Pending
68 Boylestone	Various Locations - Dropped kerbs	20,000.00	Pending
70 Dunterlie	Millview - Barrhead Main St - Junction treatment (tighten radii)	10,000.00	Pending

Note: Zones 49 & 50 are effectively 1 Zone due to their size and codependency.