

Department of Business Operations and Partnerships

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Date: 21 November 2024

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

CABINET

A meeting of Cabinet will be held in the Council Chamber, Council Headquarters, Eastwood Park, Giffnock, G46 6UG on **Thursday 5 December 2024 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. SUMMARY OF DEPARTMENTAL CHARGING PROPOSALS 2025/2026

Report by Head of Finance (copy attached, pages 3 – 54)

4. HEALTH AND SOCIAL CARE PARTNERSHIP CHARGING FOR SERVICES 2025/26

Report by Chief Officer Health and Social Care Partnership (copy attached, pages 55 – 70)

5. STRATEGIC MID-YEAR COUNCIL PERFORMANCE REPORT 2024-25

Report by Director of Business Operations and Partnerships (copy attached, pages 71 – 102)

6. LOCAL DISCRETIONARY FUND 2 – REQUEST FOR FURTHER BUSINESS GROWTH INTERVENTION

Report by Director of Environment (copy attached, pages 103 – 108)

7. STRATEGIC TRANSPORT SERVICE GRANT AWARD FUNDED PROJECTS 2024/2025

Report by Director of Environment (copy attached, pages 109 – 118)

8. REVIEW OF EAST RENFREWSHIRE COUNCIL'S USE OF GLYPHOSATE

Report by Director of Environment (copy attached, pages 119 – 122)

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

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EAST RENFREWSHIRE COUNCIL**CABINET****5 December 2024****Report by Head of Finance (Chief Financial Officer)****SUMMARY OF DEPARTMENTAL CHARGING PROPOSALS FOR 2025/26****PURPOSE OF REPORT**

1. To advise Cabinet of the proposals for the revised charges for services as calculated by each department.

RECOMMENDATIONS

2. It is recommended that members:
 - note the three options proposed for Early Learning and Childcare Add-On charges and that proposal A is recommended; and
 - approve all proposed increases to charges and new charges.

BACKGROUND AND REPORT

3. Each year, as part of the budget process, departments review the charges they make for service provision, including an assessment of services where there is currently no charge being made.
4. An in-depth review of each charge is only required on a rolling three-year basis. This entails full benchmarking, review of the level of cost recovery, etc. Departments are, however, expected to ensure that critical and high profile charges are reviewed in as much depth as can be achieved in any one year.
5. All departments have taken a principles-based approach in determining the proposed changes to fees and charges. These principles are as follows:
 - all statutory charges will be updated according to advised rates;
 - where the charge is not statutory, and the Council is currently achieving full cost recovery on the services, the charge will be increased by the rate of inflation;
 - where the charge is not statutory and the Council is not achieving cost recovery, the service would look to increase the charge, seeking a greater proportion of cost recovery, and
 - charges under £50 will be rounded up to the nearest 10p, charges of between £50 and £100 will be rounded up to the next 50p and charges of £100 and over will be rounded up to the nearest £1.
6. The anticipated inflation rate for 2025/26 is provided by the Council's treasury advisors and for the current exercise the inflation rate used is 2.3%, based on the estimated position at the beginning of the financial year. This is calculated using the average of forecasts provided from Capital Economics, Bank of England and HM Treasury.
7. Detailed departmental proposals are set out in the attached Appendices.

FINANCE AND EFFICIENCY

8. The impact of the proposed fees and charges will be taken into account in the preparation of the revenue budget for 2025/26.

PARTNERSHIP WORKING

9. This report has been prepared in partnership with service departments across the Council.

IMPLICATIONS OF THE RECOMMENDATIONS

10. A summary of the implications of the attached appendices is as follows:

EDUCATION (Appendix 1)

11. The proposal for the charge for school meals for those who choose to purchase additional Early Learning and Childcare (ELC) above the statutory entitlement is an increase from £3.40 to £3.50. For both Primary and Secondary Schools, the proposal is to increase charges by approximately 4%, which represents a 10p increase to £2.60 and £2.80 respectively, increasing cost recovery from 65% to 70%.
12. Three proposals have been made for Early Learning and Childcare Add-Ons to enable a 52% increase over a three year period. Charges will increase from between £3.55 and £5.20, to between £4.20 to £6.10, depending on age and recognizing differing staffing ratios required. Illustrative case studies of the impact of the charges have been provided. A phased approach is recommended to allow monitoring of the impact on uptake/income levels.
13. There are also proposed inflationary increases of 2.3% recommended in respect of charges for Membership of Choral Groups and Singing, Games and Rhymes. It is proposed to retain sibling discounts.
14. Charges for School Transport are proposed to be increased by inflation (2.3%).
15. Following approval of a separate Cabinet report (November 2024), charges for the new Isobel Mair Out of School Care provision will increase by inflation from August 2025.
16. Charges for pupils from outwith the Council area attending Isobel Mair or other specialist additional support needs provision will continue to be based on the outturn position for the previous year, uplifted by inflation. However, given the uncertainty around pupil numbers, the budget for this will not be adjusted.
17. It is anticipated that the increase in charges for the Education Department, will generate additional income of £147,600 in 2025/26, and further additional income of £47,700 in 2026/27, given the proposed increases would take effect from August 2025.

HEALTH AND SOCIAL CARE PARTNERSHIP

18. Whilst the IJB will consider all charging proposals relating to the HSCP, the Council has the statutory duty to set the charges under the current legislation.
19. In addition to the increases in existing charges, the HSCP is proposing a new charge for non-residential social care. There has therefore been a period of engagement on this new charge, with in-person and online events held on 22 and 23 October. Additional engagement events are planned for 25 November. The HSCP proposals are set out in a separate report.

ENVIRONMENT (Appendix 2)

20. The Environment Department proposes to increase most charges by 2.3%, in line with inflation. Some charges, however, have proposed increases substantially in excess of inflation in order to increase the percentage of costs recovered.

21. New Charges are also proposed for Short Term lets – Provisional Licence for New Build and Short terms lets – Transfer of License fee: these charges arise through The Civic Government (Scotland) Act 1982 (Licensing of Short-term Lets) Amendment Order 2024. The order required that the Council introduced a new provisional licence and fees for new build short term lets. In setting the charge for 2025/26 consistency has been applied with the charges for the Secondary Let Licence, as the application requirements are the same; but with the requirement for the submission of a provisional planning certificate.
22. It is anticipated that the increase in charges will generate additional income of £51,700 in 2025/26.

BUSINESS OPERATIONS & PARTNERSHIPS (Appendix 3)

23. Statutory fees for Registration Services are set by National Records of Scotland in November each year. The Department of Business Operations & Partnerships proposes to increase all non-statutory fees and charges by 5% in 2025/26, in line with benchmarked authorities, whilst remaining cost competitive with neighbouring authorities. These charges are expected to increase income by £2,800 in 2025/26.
24. With regards to the administration charge for the Duke of Edinburgh scheme, there is no planned increase to the current charges.

CHIEF EXECUTIVE'S OFFICE (Appendix 4)

25. The Chief Executive's Office propose an inflationary increase of 2.3% to charges relating to licensing, with the exception of those charges relating to Taxi Licence fees where no increases are recommended.
26. The Licensing committee have recommended waiver of Wheelchair Access Vehicle (WAV) fees for a trial period of 18 months to encourage an increase in availability of wheelchair access vehicles for the benefit of the local disabled population.
27. With regards to the Public Entertainment licences for commercial events the proposal is to increase charges substantially by between 240% and 300% to be more inline with those charged by neighbouring authorities.
28. It is anticipated that the proposed increases will generate an estimated additional income of £300 in 2025/26 and will enable the overall costs of providing this service to be covered in line with the Civic Government legislation.

CONCLUSION

29. All service areas have undertaken a review of charges for services in respect of 2025/26 and proposed charges are attached. The total increase in income that will be generated by departments, excluding HSCP, is estimated to be £202,400 as a result of these reviews.

RECOMMENDATIONS

30. It is recommended that members:
- note the three options proposed for Early Learning and Childcare Add-On charges and that proposal A is recommended; and
 - approve all proposed increases to charges and new charges.

REPORT AUTHOR

Head of Finance

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Kirsty Stanners

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Report date 13 November 2024

CHARGING FOR SERVICES EDUCATION 2025/2026**Appendix 1**

Departmental Service	Current Charge	Recommended Charge	Recovery Policy	Percentage of costs recovered	Date of last in-depth review	Additional information
School meals and ELC food provision	Early Years – £3.40 Primary – £2.50 Secondary - £2.70	Early Years – £3.50 Primary – £2.60 Secondary - £2.80	Charge to recover full costs for early years provision given charge relates to sessions in addition to statutory entitlement Charge to recover part costs for primary and secondary school meals given links to local and national policy priorities	100% for early years Approx. 70% of costs for school meals (average across primary and secondary)	2024/25	For primary and secondary meals, proposed (approx. 4%) increase would see average cost recovery increase from 65% to 70%. Current national benchmarking data:- National average primary meal - £2.32 with 21 LAs charging less than ERC. National average secondary meal - £2.59 with 20 LAs charging less than ERC. Generally individual secondary menu items cheaper than local alternatives albeit supermarket 'meal deals' include (sugary) drinks whilst ERC meal deals only include water (to comply with nutritional guidance). Risk price increase in secondary sector particularly will reduce uptake/income levels achieved/increase levels of debt and potential for young people to opt for other less healthy options if price differential reduces.
Add-On ELC Sessions	3-5 year olds - £3.55 (equivalent hourly rate)	3-5 year olds - £4.20 (equivalent hourly rate)	3-5 yr olds : Charge to support delivery of council services	N/A for 3-5 yr olds as no additional direct costs (service availability subject to staffing capacity at each centre)	2024/25 (direct costs)	See Annex 1 for further details around charging options and case study examples. Proposed increase (Proposal A in annex 1) would see charges increased by approx. 17.3% (inflation plus 15%) for 2025/26 as part of 3-year plan to significantly increase percentage direct cost recovery ERC current charges remain amongst the lowest compared to other local authorities/childcare providers. Most providers charge £5 - £6 per hour but charges for 0-2 year olds vary widely and often significantly higher.

Departmental Service	Current Charge	Recommended Charge	Recovery Policy	Percentage of costs recovered	Date of last in-depth review	Additional information
	2 year olds - £4.40 (equivalent hourly rate) 0-2 year olds - £5.20 (equivalent hourly rate)	2 year olds - £5.20 (equivalent hourly rate) 0-2 year olds - £6.10 (equivalent hourly rate)	2 yr olds :- Charge to recover part costs 0-2 yr olds :- Charge to recover part costs	66% of direct costs 53% of direct costs		Concession applies to siblings accessing the service.
Instrumental Music Service	No charge for instrumental music per Scottish Government policy commitment Membership of choral groups : £90 Singing, Games and Rhymes (P2 & P3): £150 per year	No charge for instrumental music per Scottish Government policy commitment Membership of choral groups : £92 Singing, Games and Rhymes (P2 & P3): £153 per year	Charge to support delivery of council services	100%	2024/25	Concessions apply to siblings accessing the services. Given unique nature of services provided, particularly re Singing, Games and Rhymes no current benchmarking information available.

Departmental Service	Current Charge	Recommended Charge	Recovery Policy	Percentage of costs recovered	Date of last in-depth review	Additional information
Provision for Pupils with Additional Support Needs who reside outwith the authority	Annual charge per full time place :- Primary Communication Centres and The Den £28,817; Williamwood Communication Support Service £20,637; Isobel Mair School £34,480 Isobel Mair Family Centre £33,918; PSADU provision £13,871	Revised charge to be set for 2025/2026 following consideration of 2024/2025 outturn.	Charge to recover full costs	100%	Costs updated annually	
School Transport – Privilege Place	£3.10 per day, £1.55 per single journey	£3.20 per day, £1.60 per single journey	Charge to support delivery of council services	100%	2024/25	Some LAs have already stopped charging. Of those still charging, fee is around £2 per day.
Isobel Mair Out of School Care (OSC) Provision	£22.50 per session*	£23 per session	Charge to recover part costs with balance of funding to come from £60k ASN PB budget established by Council in March 2023	66%	2024/25	*Reflects revised rate approved by Cabinet on 7 November 2024 as part of new service to be established at Isobel Mair School later in this academic session.

Additional £147,600 of income is projected for 2025/26 and a further £47,700 in 2026/27 given proposed increases would take effect from August 2025.

Annex 1

Proposal A - 2025/26 proposed charge as reflected in table

Phased approach over 3 years with overall percentage increase evenly spread over the period. As with Proposal B, increases for years 2 and 3 would be subject to review via the annual charging for services exercise.

This would see the subsidy for 2 year olds provision reduce to 13%, and for 0-2 year olds provision it would reduce to 30% (based on current costs/staffing models) by the end of the three-year period.

This proposal would reduce the potential for income loss due to sharp increases in charges. A more evenly spread increase would enable families greater time to plan for future increases, enabling them to budget and would allow the department to monitor the impact of the significant price increase on demand/uptake.

Age group	2024/25 (Current)	2025/26 (% change)	2026/27 (% change)	2027/28 (% change)	Total Increase Proposed from 2024/25 to 2027/28
0-2	£5.20	£6.10 (17.3%)	£7.10 (16%)	£7.90 (12%)	52% increase
2	£4.40	£5.20 (17.3%)	£6.00 (16%)	£6.70 (12%)	52% increase
3-5	£3.55	£4.20 (17.3%)	£4.80 (16%)	£5.40 (12%)	52% increase

Proposal B

Phased approach over three-year period but with steep increase of 30% in Year 1 (2025/26). 30% increase would take the charge for 3-5 year olds back to 2016 levels when a universal hourly rate of £4.60 applied for wraparound. For consistency, the same percentage uplift is proposed for all current rates. As with Proposal A, increases for years 2 and 3 would be subject to review via the annual charging for services exercise, and a phased approach allows the department to monitor impact on demand and gives families greater time to plan for further increases.

As with alternative proposals, this would see the subsidy for 2 year olds' provision reduce to 13%, and for 0-2 year olds' provision, it would reduce to 30% (based on current costs/staffing models) by the end of the three-year period.

Age group	2024/25 (Current)	2025/26 (% change)	2026/27 (% change)	2027/28 (% change)	Total Increase Proposed from 2024/25 to 2027/28
0-2	£5.20	£6.80 (30%)	£7.40 (10%)	£7.90 (7%)	52% increase
2	£4.40	£5.70 (30%)	£6.25 (10%)	£6.70 (7%)	52% increase
3-5	£3.55	£4.60 (30%)	£5.05 (10%)	£5.40 (7%)	52% increase

Proposal C

Rather than a phased increase over a three-year period, this option would see a 52% increase applied from August 2025. There are likely significant risks around uptake and therefore achievement of income levels with implementing this proposal. This would also raise charges above many local providers, making Council provision less competitive, again impacting on potential income levels.

As with Proposal A, this proposal would see the subsidy for 2 year olds' provision reduce to 13% and for 0-2 year olds' provision it would reduce to 30% (based on current costs/staffing models). Under this option this would be achieved from August 2025.

Age	2024/25 (Current)	2025/26 (% change)
0-2	£5.20	£7.90 (52%)
2	£4.40	£6.70 (52%)
3-5	£3.55	£5.40 (52%)

Case Studies

Child A, age 4, currently attends Glenwood Family Centre on a full-time model – with their family supplementing their entitlement to 1,140 hours per year with an additional 1,260 hours across the year, enabling them to attend nursery from 8am – 6pm, 5 days per week to support their parents working full time jobs. At present, the family are billed £344 per 4-week period.

Under proposal A, in 2025/26 this would be £407 per 4-week period, an increase of £63 per 4-week period/£819 per year.

Under proposal B in 2025/26, this would increase to £446 per 4-week period, an increase of £102 per 4-week period/£1,323 year.

Under proposal C in 2025/26, this would increase to £523 per 4-week period, an increase of £179 per 4-week period/£2,331 per year.

Child B, age 2, attends McCready Family Centre 5 mornings per week, a total of 23hrs and 45 minutes across the week. At the moment, the parent pays £418 per 4-week period.

Under proposal A, in 2025/26 this would be £494 per 4-week period, an increase of £76 per 4-week period/£988 per year.

Under proposal B in 2025/26, this would increase to £542 per 4-week period, an increase of £124 per 4-week period/£1,606 per year.

Under proposal C in 2025/26, this would increase to £637, an increase of £219 per 4-week period/£2,841 per year.

Family C have their two children Child D (1 year old) and Child E (4 years old) attending Arthurlie Family Centre. Child E has an entitlement to 1,140 hours and attends 2 and half days per week. To support the parent's work, the family have been able to buy an additional half day so that Child E can attend for 3 full days. The parent has been able to get Child D in on the same pattern in the family centre's 0-2 year old room. At the moment, the parent pays £695 per 4-week period for both children to attend.

Under proposal A in 2025/26, this would increase to £816 per 4-week period, an increase of £121 per 4-week period/£1,573 per year

Under proposal B in 2025/26, this would increase to £908 per 4-week period, an increase of £213 per 4-week period/£2,769 per year.

Under proposal C in 2025/26, this would increase to £1,056 per 4-week period, an increase of £361 4-week period/£4,693 per year.

CHARGING FOR SERVICES ENVIRONMENT 2025/2026

Appendix 2

SECTION 1 – PROPOSED NEW FEES AND CHARGES (to be applied from 5/12/24)

Department	Service Provision	Departmental Service	Recommended Charge
Environment	Housing	Short Term Lets - Provisional Licence for New Build	£595 for up to 2 bedrooms £50.00 Per additional bedroom
Environment	Housing	Short Term Lets - Transfer of Licence Fee	£143

SECTION 2 – NON-STATUTORY FEES

Service Provision	Departmental Service	Current Charge	Recommended Charge	Recovery Policy	Percentage of Costs recovered	Date of last in-depth review
Environmental Health	Environmental Health - Animal Health Licensing - (Deer) Scotland Act 1996 Venison Dealers Licence (1 hour officer time)	£61.70	£72.50	Cost Fully Covered	91-100+	2024
Environmental Health	Animal Health Licensing - Dangerous Wild Animals Act 1976 (4 hours officer's time)	£251.20	£290	Cost Fully Covered	91-100+	2024
Environmental Health	Animal Health Licensing - Zoo Licensing Act 1981 (8 hours officer's time)	£502.20	£580	Cost Fully Covered	91-100+	2024
Environmental Health	Animal Health Licensing - Riding Establishments Act 1964/76 (4 hours officer's time)	£266.50	£290	Cost Fully Covered	91-100+	2024
Environmental Health	Animal Health Licensing - Performing Animals Act 1925 (2.5 hours officer's time)	£167.15	£182	Cost Fully Covered	91-100+	2024
Environmental Health	Animal Health Licensing - Animal Boarding Establishments Act 1963 (Kennels/Cattery) (3.5 hours officer's time)	£217.55	£254	Cost Fully Covered	91-100+	2024

Environmental Health	Animal Health Licensing - Animal Breeders : Dogs ≤ 10 breeding bitches (3.5 hours officer's time)	£217.55	£254	Cost Fully Covered	91-100+	2024
Environmental Health	Animal Health Licensing - Animal Breeders : Dogs >10 breeding bitches (5.5 hours officer's time)	£362.25	£399	Cost Fully Covered	91-100+	2024
Environmental Health	Animal Health Licensing - Cats (2.5 hours officer's time)	£144.90	£182	Cost Fully Covered	91-100+	2024
Environmental Health	Animal Health Licensing - Rabbits (2.5 hours officer's time)	£144.90	£182	Cost Fully Covered	91-100+	2024
Environmental Health	Animal Health Licensing - Animal Home Boarding License <10 animals (2.5 hours officer's time)	£144.90	£182	Cost Fully Covered	91-100+	2024
Environmental Health	Animal Health Licensing - Animal Home Boarding License ≥10 animals (4.5 hours officer's time)	289.80	£327	Cost Fully Covered	91-100+	2024
Environmental Health	Animal Health Licensing - Animal Sales/Pet Shops (3 hours officer's time)	£181.13	£218	Cost Fully Covered	91-100+	2024
Environmental Health	Animal Health Licensing - Animal Welfare Establishments (3 hours officer's time)	£181.13	£218	Cost Fully Covered	91-100+	2024

Environmental Health	Animal Health Licensing - Animal Welfare Establishments Animal Rehoming Centre/Animal Sanctuary (3 hours officer's time)	£181.13	£218	Cost Fully Covered	91-100+	2024
Environmental Health	Animal Health Licensing - Enforcement of Regulations (hourly rate)	£72.45 and recharge of legal fees	£72.50 and recharge of legal fees	Cost Fully Covered	91-100+	2024
Environmental Health	Events Charging - 1 day event (no PEL , <500 customers, no or 1 / 2 food vehicles) (3 hours officer's time)	£144.90	£218	Cost Fully Covered	91-100+	2024
Environmental Health	Events Charging - 1 day event with- PEL, 2-10 food vehicles and/or music, lighting, stages or similar (6.5 hours officer's time)	£434.70	£471	Cost Fully Covered	91-100+	2024
Environmental Health	Events Charging - 2 day event as above or larger (21 hour officer's time)	£1,304.10	£1,522	Cost Fully Covered	91-100+	2024
Environmental Health	Events Charging - 3 day event as above or larger (28 hours officer's time)	£1,956.15	£2,029	Cost Fully Covered	91-100+	2024

Environmental Health	Immigration Control Certificate (2 hours officer's time)	£110.60	£145	Cost Fully Covered	91-100+	2024
Environmental Health	Immigration Control Certificate (1 hour as duplicate cert)	£52.10	£73	Cost Fully Covered	91-100+	2024
Environmental Health	Pest Control Treatments - Mice (includes 3 visits) (1.5 hours officer's time)	£99.10	£109	Cost Fully Covered	91-100+	2024
Environmental Health	Pest Control Treatments - Rats (includes 3 visits) (1.5 hours officer's time)	£99.10	£109	Cost Fully Covered	91-100+	2024
Environmental Health	Pest Control Treatments - Squirrels (includes 3 visits) (3 hours officer's time)	£195.00	£218	Cost Fully Covered	91-100+	2024
Environmental Health	Pest Control Treatments - Wasp nest treatment (1 hour officer's time)	£61.20	£72.50	Cost Fully Covered	91-100+	2024
Environmental Health	Pest Control Treatments - Ants (1 hour officer's time)	£38.10	£72.50	Cost Fully Covered	91-100+	2024
Environmental Health	Pest Control Treatments - Flying Ants (1 hour officer's time)	£50.85	£72.50	Cost Fully Covered	91-100+	2024
Environmental Health	Pest Control Treatments - Flying Ants - Additional Visit (1 hour officer's time)	£31.80	£72.50	Cost Fully Covered	91-100+	2024
Environmental Health	Pest Control Treatments - Fleas (includes 2 visits) (2 hours officer's time)	£101.60	£145	Cost Fully Covered	91-100+	2024

Environmental Health	Pest Control Treatments - Fleas - Additional Visit (1 hour officer's time)	£31.80	£72.50	Cost Fully Covered	91-100+	2024
Environmental Health	Pest Control Treatment/ additional visit - Fruit Flies/sewerage flies (1 hour officer's time)	£38.10	£72.50	Cost Fully Covered	91-100+	2024
Environmental Health	Pest Control Treatments - Cockroaches (includes 3 visits) (initial survey 1 hour, 2.5hours treatment)	£229.20	£254	Cost Fully Covered	91-100+	2024
Environmental Health	Pest Control Treatments - Cockroaches - Initial survey required (1 hour officer's time no treatment)	£26.10	£72.50	Cost Fully Covered	91-100+	2024
Environmental Health	Pest Control Treatments - Cockroaches - Recall visit – Prior approval from Environmental Health required (1.5 hour officer's time)	£76.20	£109	Cost Fully Covered	91-100+	2024
Environmental Health	Pest Control Treatments - Bed Bugs (includes 3 visits and initial 1 hour survey) (3.5 hours officer's time)	£229.20	£254	Cost Fully Covered	91-100+	2024
Environmental Health	Pest Control Treatments - Bed Bugs - Initial survey required (1 hour officer's time)	£26.10	£72.50	Cost Fully Covered	91-100+	2024

Environmental Health	Pest Control Treatments - Bed Bugs - Recall visit – Prior approval from Environmental Health required (1.5 hours officer's time)	£76.20	£109	Cost Fully Covered	91-100+	2024
Environmental Health	Pest Control Treatment/ additional treatment - Silver fish (1hours officer's time)	£38.10	£72.50	Cost Fully Covered	91-100+	2024
Environmental Health	Pest Control Treatments - Beetles (1 hour officer time)	£38.10	£72.50	Cost Fully Covered	91-100+	2024
Environmental Health	General Public Health Charges - Samples Collected and Analysed for Bacteriological Monitoring (Excluding Type A & B Private Water Supplies for Monitoring & Requests for bacteriological testing). (2 hours' time including analysis costs)	£107.00	£145	Cost Fully Covered	91-100+	2024
Environmental Health	General Public Health Charges - Private Water Supply (PWS) Samples Collected and Analysed (Including Type A & B Supplies for bacteriological & Routine Chemical Quality Monitoring) - Type A (3.5 hours but including analysis)	£218.85	£254	Cost Fully Covered	91-100+	2024

Environmental Health	General Public Health Charges - Private Water Supply (PWS) Samples Collected and Analysed (Including Type A & B Supplies for bacteriological & Routine Chemical Quality Monitoring) - Type B (2.5 hours officer's time including analysis)	£148.35	£182	Cost Fully Covered	91-100+	2024
Environmental Health	General Public Health Charges - Private Water Supply (PWS) Samples Collected and Analysed (Including Type A & B Supplies for bacteriological & Routine Chemical Quality Monitoring) (Statutory Charge) Carrying out a PWS Risk Assessment (1 hour officer's time and analysis)	£50.00	£72.50	Cost Fully Covered	91-100+	2024
Environmental Health	General Public Health Charges - Contaminated Land Enquiry (per hours rate)	£79.50	£72.50	Cost Fully Covered	91-100+	2024
Environmental Health	General Food Law Charges - Section 50 Licensing Fee (2 hours officer's time)	£138.10	£145	Cost Fully Covered	91-100+	2024
Environmental Health	General Food Law Charges - Certificate of compliance to operate as a street trader (2 hours officer's time)	£79.95	£145	Cost Fully Covered	91-100+	2024

Environmental Health	General Food Law Charges - Food Condemnation Certificates (4 hours officer's time)	£221.60	£290	Cost Fully Covered	91-100+	2024
Environmental Health	Skin Piercing and Tattooing Licence Inspection (2.5 hours officer's time)	147.73	£182	Cost Fully Covered	91-100+	2024
Environmental Health	Export Health Certificate (1 hour officer's time)	£62.10	£72.50	Cost Fully Covered	91-100+	2024
Environmental Health	Caravan Site Licensing - New/renewal Licence (14 hours officer's time)	£953.15	£1,015	Cost Fully Covered	91-100+	2024
Roads Operations	Misc. Recharges (Roads Staff Time) i.e. Technical Advice, Sign Preparation, Traffic Management etc.	£82.95	£85	Cost Fully Covered	91-100+	2023
Roads Operations	Section 109 (Roads Scotland Act) - Approval to put Private Apparatus in the Public Road	£287.50	£295	Cost Fully Covered	91-100+	2023
Roads Operations	Temporary Traffic Signal Permit - 3 Way	£144.95	£149	Cost Fully Covered	91-100+	2023
Roads Operations	Road Occupation Permits - Section 58 (4 week period)	£166.50	£171	Cost Fully Covered	91-100+	2023
Roads Operations	Road Occupation Permits - Retrospective charge to cover occupations put in place without a Section 58 permit (covers days without permit only)	£166.50	£171	Cost Fully Covered	91-100+	2023
Roads Operations	Road Occupation Permits - Section 59 (Annual) Street Café Application	£290.90	£298	Cost Fully Covered	91-100+	2023

Roads Operations	Road Opening Permit (per week or part of)	£166.50	£171	Cost Fully Covered	91-100+	2023
Roads Operations	Retrospective Charge to cover works put in place without a permit (covers days without permit only)	£166.50	£171	Cost Fully Covered	91-100+	2023
Roads Operations	Skip Permits (4 weeks)	£91.90	£94	Cost Fully Covered	91-100+	2023
Roads Operations	Skip Permits - Retrospective Charge to cover skip put in place without a permit (covers days without permit only)	£91.90	£94	Cost Fully Covered	91-100+	2023
Roads Operations	Inspection charges relating to roads in new developments	£62.65	£64.50	Cost Fully Covered	91-100+	2023
Roads Operations	Property Enquiry Report Roads - Standard Charge	£145.60	£149	Cost Fully Covered	91-100+	2023
Roads Operations	Property Enquiry Report - Roads Only	£71.35	£73	Cost Fully Covered	91-100+	2023
Roads Operations	Property Enquiry Report - Additional Fee	£74.25	£76	Cost Fully Covered	91-100+	2023
Roads Operations	Approval to Erect Temporary Direction Signs e.g. New Housing Developments etc.	£413.55	£424	Cost Fully Covered	91-100+	2023
Roads Operations	Provision of Bar Markings on the Carriageway	£232.05	£238	Cost Fully Covered	91-100+	2024
Strategic Transport Service	Road Closure Notices/Orders Section 14 - 5 Days (4 weeks advance notice required)	£626.55	£641	Cost Fully Covered	91-100+	2024

Strategic Transport Service	Road Closure Notices/Orders Fast Track requests - Section 14 (less than 4 weeks' notice)	£857.90	£878	Cost Fully Covered	91-100+	2024
Strategic Transport Service	Road Closure Temporary Orders (8 weeks advance notice required)	£1,279.45	£1,308	Cost Fully Covered	91-100+	2024
Strategic Transport Service	Road Closure Temporary Orders - Fast Track (less than 8 weeks advance notice provided)	£1,520.10	£1,556	Cost Fully Covered	91-100+	2024
Strategic Transport Service	Road Closure Notices - Amendments to preauthorised TRN or TTRO	£165.90	£170	Cost Fully Covered	91-100+	2024
Trading Standards	Trading Standards - Second Hand Car Dealer's License	£520.00	£532	Cost Fully Covered	91-100+	2023
Trading Standards	Weights, Measures and Environmental Information - Hourly Rate for Weight & Measures Staff	£86.90	£89	Cost Fully Covered	91-100+	2023
Trading Standards	Weights, Measures and Environmental Information - Hourly Rate for Support Staff	£47.80	£49	Cost Fully Covered	91-100+	2023
Housing	Mixed Tenure Charges	£400	£450	Cost Partially Covered	80-90	2023
Housing	Private Sector Grants Registration	£95.55	£98	Cost Fully Covered	91-100+	2025
Housing	Houses in multiple Occupations (HMO) Licensing - New Application	£1,029.25	£2,063	Cost Partially Covered	21-30	2024
Housing	Houses in multiple Occupations (HMO) Licensing - New Application	£1,303.70	£2,611	Cost Partially Covered	21-30	2024

Housing	Houses in multiple Occupations (HMO) Licensing - Renewals	£649.50	£747	Cost Partially Covered	21-30	2024
Housing	Houses in multiple Occupations (HMO) Licensing - Renewals	£840.65	£967	Cost Partially Covered	21-30	2024
Housing	Short Term Let Licensing - Secondary Letting - New Application	£595.00	£936	Cost Partially Covered	81-90	2024
Housing	Short Term Let Licensing - Secondary Letting	£50.00	£51.50	Cost Partially Covered	81-90	2024
Housing	Short Term Let Licensing - Home Letting - New Application	£405.00	£636	Cost Partially Covered	81-90	2024
Housing	Short Term Let Licensing - Home Letting	£50.00	£51.50	Cost Partially Covered	81-90	2024
Housing	Short Term Let Licensing - Home Sharing - One Bedroom -New Application	£230.00	£363	Cost Partially Covered	81-90	2024
Housing	Short Term Let Licensing - Home Sharing	£25.00	£25.60	Cost Partially Covered	81-90	2024
Housing	Short Term Let Licensing - Home Letting & Home Sharing - New Application	£405.00	£636	Cost Partially Covered	81-90	2024
Housing	Short Term Let Licensing - Secondary Letting - Renewal	£565.00	£775	Cost Partially Covered	81-90	2024
Housing	Short Term Let Licensing - Secondary Letting	£50.00	£51.50	Cost Partially Covered	81-90	2024
Housing	Short Term Let Licensing - Home Letting - Renewal	£385.00	£528	Cost Partially Covered	81-90	2024
Housing	Short Term Let Licensing - Home Letting	£50.00	£51.50	Cost Partially Covered	81-90	2024
Housing	Short Term Let Licensing - Home Sharing - One Bedroom - Renewal	£219.00	£301	Cost Partially Covered	81-90	2024

Housing	Short Term Let Licensing - Home Sharing	£25.00	£26	Cost Partially Covered	81-90	2024
Housing	Short Term Let Licensing - Home Letting & Home Sharing - Renewal	£385.00	£528	Cost Partially Covered	81-90	2024
Housing	Short Term Let Licensing - Home Letting & Home Sharing	£50.00	£51.50	Cost Partially Covered	81-90	2024
Housing	Short Term Let Licensing - Duplicate Licence	£15.85	£17	Cost Fully Covered	91-100+	2024
Housing	Short Term Let Licensing - Certified Licence	£142.25	£149	Cost Fully Covered	91-100+	2024
Housing	Short Term Let Licensing - Inspection Visit (nonvexatious)	£147.40	£155	Cost Fully Covered	91-100+	2024
Housing	Short Term Let Licensing- Provisional Licence for New Build	£595.00	£936	Cost Partially Covered	81-90	2024
Housing	Short Term Let Licensing – Transfer of Licence	£142.25	£149	Cost Fully Covered	91-100+	2024
Housing	Factoring Services	£103.95	£115	Cost Partially Covered	51-60	2023
Neighbourhood Services	Supply of Bins for New Housing Developments	£167.05	£171	Cost Fully Covered	91-100+	2022
Neighbourhood Services	Large Domestic Bins	£74.15	Full cost of bin plus £76	Cost Fully Covered	91-100+	2024
Neighbourhood Services	Burial Ground Charges - Interments Mondays - Fridays - Residents	£1,299.80	£1,330	Cost Partially Covered	Under Review - Not Available	2022
Neighbourhood Services	Burial Ground Charges - Interments Mondays - Fridays - Non-Residents	£2,943.45	£3,012	Cost Partially Covered	Under Review - Not Available	2022

Neighbourhood Services	Burial Ground Charges - Interments - Saturdays/Sundays/ Public Holidays - Residents	£2,255.30	£2,308	Cost Partially Covered	Under Review - Not Available	2022
Neighbourhood Services	Burial Ground Charges - Interments - Saturdays/Sundays/ Public Holidays - Non-Residents	£3,564.60	£3,647	Cost Partially Covered	Under Review - Not Available	2022
Neighbourhood Services	Burial Ground Charges - Interments in Hebrew Cemetery- Mondays - Fridays - Residents	£1,204.15	£1,232	Cost Partially Covered	Under Review - Not Available	2022
Neighbourhood Services	Burial Ground Charges - Interments in Hebrew Cemetery- Mondays - Fridays - Non-Residents	£2,657.70	£2,719	Cost Partially Covered	Under Review - Not Available	2022
Neighbourhood Services	Burial Ground Charges - Interments in Hebrew Cemetery- Saturdays/Sundays/ Public Holidays – Residents	£2,255.30	£2,308	Cost Partially Covered	Under Review - Not Available	2022
Neighbourhood Services	Burial Ground Charges - Interments in Hebrew Cemetery- Saturdays/Sundays/ Public Holidays - Non-Residents	£3,564.60	£3,647	Cost Partially Covered	Under Review - Not Available	2022
Neighbourhood Services	Burial Ground Charges - Cremated Remains - Mondays - Fridays - Resident	£391.80	£401	Cost Partially Covered	Under Review - Not Available	2022
Neighbourhood Services	Burial Ground Charges - Cremated Remains - Mondays - Fridays - Non-resident	£869.70	£890	Cost Partially Covered	Under Review - Not Available	2022

Neighbourhood Services	Burial Ground Charges - Cremated Remains - Saturdays/Sundays/Public Holidays - Resident	£821.90	£841	Cost Partially Covered	Under Review - Not Available	2022
Neighbourhood Services	Burial Ground Charges - Cremated Remains - Saturdays/Sundays/Public Holidays - Non-resident	£1,395.25	£1,428	Cost Partially Covered	Under Review - Not Available	2022
Neighbourhood Services	Burial Ground Charges - New Lair Coffin - Resident	£1,452.60	£1,486	Cost Partially Covered	Under Review - Not Available	2022
Neighbourhood Services	Burial Ground Charges - New Lair Coffin - Non-resident	£3,335.20	£3,412	Cost Partially Covered	Under Review - Not Available	2022
Neighbourhood Services	Burial Ground Charges - New Lair Cremated Remains (Neilston Only) - Resident	£841.00	£861	Cost Partially Covered	Under Review - Not Available	2022
Neighbourhood Services	Burial Ground Charges - New Lair Cremated Remains (Neilston Only) – Non-Resident	£1,796.60	£1,838	Cost Partially Covered	Under Review - Not Available	2022
Neighbourhood Services	Burial Ground Charges - Misc. - Feasibility Certificate	£334.50	£343	Cost Partially Covered	Under Review - Not Available	2022
Neighbourhood Services	Burial Ground Charges - Misc. - Exhumation Coffin	£3,039.00	£3,109	Cost Partially Covered	Under Review - Not Available	2022
Neighbourhood Services	Burial Ground Charges - Misc. - Exhumation Cremated Remains	£668.90	£685	Cost Partially Covered	Under Review - Not Available	2022
Neighbourhood Services	Burial Ground Charges - Misc. - Lair Certificate	£39.00	£40	Cost Partially Covered	Under Review - Not Available	2022
Neighbourhood Services	Burial Ground Charges - Misc. - Duplicate Certificate	£78.05	£80	Cost Partially Covered	Under Review - Not Available	2022
Neighbourhood Services	Burial Ground Charges - Misc. - Transfer of Title	£82.00	£84	Cost Partially Covered	Under Review - Not Available	2022

Neighbourhood Services	Burial Ground Charges - Misc. - Search Fee	£156.10	£160	Cost Partially Covered	Under Review - Not Available	2022
Neighbourhood Services	Burial Ground Charges - Misc. - Memorial Foundation	£178.40	£183	Cost Partially Covered	Under Review - Not Available	2022

*** Note on Burial Ground Charges**

There will be no charge for the burial of children under 18.

Double Interment, second and subsequent coffins or cremated remains 50% of appropriate fee.

When a deceased person residing out-with East Renfrewshire has previously resided within the Council area for a minimum of 50 years the surcharge for burial of a non-resident will not be applied.

SECTION 3 – MISCELLANEOUS FEES						
Neighbourhood Services	Hire of Rouken Glen Pavilion Standard Use (Mon-Fri - working hours)	£19.05	£19.50	Cost Fully Covered	91-100+	2023
Neighbourhood Services	Hire of Rouken Glen Pavilion Commercial Use (Mon-Fri - working hours)	£38.10	£39	Cost Fully Covered	91-100+	2024
Neighbourhood Services	Hire of Rouken Glen Pavilion - Weekends	£65.55	£67.50	Cost Fully Covered	91-100+	2024
Neighbourhood Services	Garden Waste Permit	£52.20	£52.20	Cost Partially Covered	41-50	2024
Neighbourhood Services	Garden Waste Permit (Additional permit only)	£52.20	£52.20	Cost Partially Covered	41-50	2024
Neighbourhood Services	Garden Waste Permit (Additional bin and permit)	£114.85	£114.85	Cost Partially Covered	41-50	2024
Neighbourhood Services	Single uplift of Garden Waste (Non permit holder)	£36.55	£37.50	Cost Fully Covered	91-100+	2024
Neighbourhood Services	Christmas Tree Collection	£15.65	£15.65	Cost Fully Covered	91-100+	2022
Neighbourhood Services	Special Uplifts	£54.15	£55.50	Cost Fully Covered	91-100+	2021
Neighbourhood Services	Special Uplifts - Ground Clearance Charge - for each additional 15 minutes required in addition to the special uplift charge	£54.15	£55.50	Costs Fully Covered	91-100+	2021

Neighbourhood Services	Commercial Waste Collections - Uplift Charges per uplift (excluding VAT) - Red Trade Sack	£3.50	£3.60	Cost Fully Covered	91-100+	2024
Neighbourhood Services	Commercial Waste Collections - Uplift Charges per uplift (excluding VAT) - 120 litre plastic container	£3.50	£3.60	Cost Fully Covered	91-100+	2024
Neighbourhood Services	Commercial Waste Collections - Uplift Charges per uplift (excluding VAT) - 240 litre plastic container	£6.95	£7.10	Cost Fully Covered	91-100+	2024
Neighbourhood Services	Commercial Waste Collections - Uplift Charges per uplift (excluding VAT) - 360 litre plastic container	£9.90	£10.20	Cost Fully Covered	91-100+	2024
Neighbourhood Services	Commercial Waste Collections - Uplift Charges per uplift (excluding VAT) - 500 litre steel container	£12.90	£13.20	Cost Fully Covered	91-100+	2024
Neighbourhood Services	Commercial Waste Collections - Uplift Charges per uplift (excluding VAT) - 660 litre steel/plastic container	£16.60	£17	Cost Fully Covered	91-100+	2024
Neighbourhood Services	Commercial Waste Collections - Uplift Charges per uplift (excluding VAT) - 1100/1280 litre steel/plastic container	£24.25	£24.80	Cost Fully Covered	91-100+	2024
Neighbourhood Services	Commercial Waste Collections - Food Waste Uplift	£6.95	£7.10	Cost Fully Covered	91-100+	2024

Neighbourhood Services	Commercial Waste Collections - Additional Uplift	£54.15	£55.50	Cost Fully Covered	91-100+	2024
Neighbourhood Services	Commercial Waste Collections – contaminated bin uplift	£54.15	£55.50	Cost Fully Covered	91-100+	2024
Neighbourhood Services	Commercial Waste Collections – weekly lease charge (excluding VAT) - 120 litre Plastic container	£0.94	£1.00	Cost Fully Covered	91-100+	2024
Neighbourhood Services	Commercial Waste Collections – weekly lease charge (excluding VAT) - 240 litre Plastic container	£1.03	£1.10	Cost Fully Covered	91-100+	2024
Neighbourhood Services	Commercial Waste Collections – weekly lease charge (excluding VAT) - 500 litre Steel container	£3.14	£3.20	Cost Fully Covered	91-100+	2024
Neighbourhood Services	Commercial Waste Collections – weekly lease charge (excluding VAT) - 600 litre Steel container	£3.14	£3.20	Cost Fully Covered	91-100+	2024
Neighbourhood Services	Commercial Waste Collections – weekly lease charge (excluding VAT) - 1280 litre Steel container	£3.24	£3.30	Cost Fully Covered	91-100+	2024
Neighbourhood Services	Uplift Charges per uplift (excluding VAT) - Paper recycling sack	£2.80	£2.90	Cost Fully Covered	91-100+	2021
Neighbourhood Services	Uplift Charges per uplift (excluding VAT) - Glass & Cans recycling box	£2.80	£2.90	Cost Fully Covered	91-100+	2021

Neighbourhood Services	Uplift Charges per uplift (excluding VAT) - Plastics recycling bag	£2.80	£2.90	Cost Fully Covered	91-100+	2021
Neighbourhood Services	Uplift Charges per uplift (excluding VAT) - 240 litre container - Any material (paper, glass, cans, plastic)	£5.10	£5.20	Cost Fully Covered	91-100+	2021
Development Management and Building Standards	High Hedges Application Fee	£607.30	£622	Cost Fully Covered	91-100+	2023
Development Management and Building Standards	Recharge of Legal Fees to 3rd Parties	£130.70	£134	Cost Fully Covered	91-100+	2023
Development Management and Building Standards	Providing Variety of Planning & Building Standards Information	£82.95	£85	Cost Fully Covered	91-100+	2024
Development Management and Building Standards	Planning & Building Standards Section 50 Certificates	£138.10	£150	Cost Fully Covered	91-100+	2024
Development Management and Building Standards	Building Standards - Section 89 (Raised Structures) Certificate	£336.80	£375	Cost Fully Covered	91-100+	2024
Development Management and Building Standards	Building Standards - Section 89 (Raised Structures) Out of hours inspections/applications received less than 14 days from date of event	£89.45	£95	Cost Fully Covered	91-100+	2024
Development Management and Building Standards	Supply Copies of - Building Warrants	£91.80	£95	Cost Fully Covered	91-100+	2024

Development Management and Building Standards	Supply Copies of - Completion Certificates	£91.80	£95	Cost Fully Covered	91-100+	2024
Development Management and Building Standards	Supply Copies of - Additional Copy of Consent	£18.60	£19	Cost Fully Covered	91-100+	2024
Development Management and Building Standards	Archived File Search & Retrieval	£67.55	£75	Cost Fully Covered	91-100+	2024
Development Management and Building Standards	Property Enquiry Report - 5 Day Response	£127.00	£130	Cost Fully Covered	91-100+	2024
Development Management and Building Standards	Property Enquiry Report -2 Day Response	£134.80	£138	Cost Fully Covered	91-100+	2024
Development Management and Building Standards	Street naming and numbering - The naming of a new street (price per street)	£313.20	£321	Cost Partially Covered	51-60	2023
Development Management and Building Standards	Change of Street Name	£313.20	£321	Cost Partially Covered	51-60	2023
Development Management and Building Standards	Single Change of an existing house number or name	£83.50	£85.50	Cost Partially Covered	51-60	2023
Development Management and Building Standards	Registering/numbering of new properties	£200-900	£205 - £921	Cost Partially Covered	51-60	2023
Development Management and Building Standards	Re-numbering a new development after earlier naming/numbering has been confirmed	£313.20	£321	Cost Partially Covered	51-60	2023

Development Management and Building Standards	1st Copy of Ordnance Survey Extracts	£34.35	£35.20	Cost Fully Covered	91-100+	2023
Development Management and Building Standards	Supply of Ordnance Survey Extracts Additional Copies	£0.75	£0.80	Cost Fully Covered	91-100+	2023
Development Management and Building Standards	Letters of Comfort Building Standards - without Site Visit	£172.85	£180	Cost Fully Covered	91-100+	2024
Development Management and Building Standards	Letters of Comfort Building Standards - without Site Visit. No completion Certificate	£336.80	£355	Cost Fully Covered	91-100+	2024
Development Management and Building Standards	Letters of Comfort Building Standard - Unauthorised Work	£580.35	£595	Cost Fully Covered	91-100+	2024
Development Management and Building Standards	Letters of Comfort Building Standard - Unauthorised Work - Additional Inspection	£172.85	£180	Cost Fully Covered	91-100+	2024
Development Management and Building Standards	Building Warrant Exemption Letter - Without Property Inspection	£172.85	£180	Cost Fully Covered	91-100+	2024
Development Management and Building Standards	Supply Copies of Planning Consents - Initial Copy	£91.85	£95	Cost Fully Covered	91-100+	2024
Development Management and Building Standards	Additional Consents	£18.60	£19	Cost Fully Covered	91-100+	2024
Development Management and Building Standards	Archived File Search & Retrieval	£67.55	£75	Cost Fully Covered	91-100+	2024

SECTION 3 – MISCELLANEOUS FEES						
Service Provision	Departmental Service	Current Charge	Recommended Charge	Recovery Policy	Percentage of costs recovered	Date of Last In-Depth review
Environmental Health	Pest Control Treatments - Insects not part of pest control contract	Contractor's charge + 10% mgt/admin fee	Contractor's charge + 10% admin fee	Cost Fully Covered	91-100+	2024
Housing	Temporary Accommodation Rent Charge- Homelessness Services	Between £279.35 and 296.35	Between £286 and £304 (Minimum)	Cost Fully Covered	91-100+	2024
Housing	Housing Management Fee - Recharge of Damage repairs caused by tenants	repairs cost plus 5% admin fee	Repairs cost plus 10% admin fee.	Cost Fully Covered	91-100+	2024
Housing	Storage cost for homeless residents	Various	Varied Fees	Cost Fully Covered	91-100+	2024
Neighbourhood Services	Rouken Glen Event	POA	POA	Cost Fully Covered	91-100+	2023
Neighbourhood Services	Filming in Parks, Cemeteries and Roads	POA	POA	Cost Fully Covered	91-100+	2023
Neighbourhood Services	Hire of Events Litter Squad	POA	POA	Cost Fully Covered	91-100+	2023

Development Management and Building Standards	Dangerous Buildings Recharge - Admin Fee	Repairs cost plus 10% admin fee	Repairs cost plus 10% admin fee	Cost Fully Covered	91-100+	2023
Development Management and Building Standards	Plans and Documentation	£1.25 -£3.60 dependant on size of copy	POA	Cost Fully Covered	91-100+	2024
Development Management and Building Standards	Pre Application Enquiries - Local development (excl. householder and new housing) and all other consents, approvals, notifications and certificate types	50% of the cost of the planning application fee subject to a maximum of £500	50% of the cost of the planning application fee subject to a maximum of £500	Cost Fully Covered	91-100+	2023
Development Management and Building Standards	Pre Application Enquiries - Local development (new housing)	50% of the cost of the planning application fee subject to a maximum of £1000	50% of the cost of the planning application fee subject to a maximum of £1000	Cost Fully Covered	91-100+	2023
Development Management and Building Standards	Pre Application Enquiries - Major Development	50% of the cost of the planning application fee subject to a maximum of £2000	50% of the cost of the planning application fee subject to a maximum of £2000	Cost Fully Covered	91-100+	2023
Development Management and Building Standards	Pre Application Enquiries - Householder Development	£100.00 (30% of Householder Development fee)	N.K.	Cost Fully Covered	91-100+	2023

SECTION 4 STATUTORY FEES			
Service Provision	Departmental Service	Current Charge	Recommended Charge
Environmental Health	Abandoned Vehicles - Removal, Storing & Disposal of Vehicles	£150 - £7570	25/26 fee not available. Scottish Government statutory fees. These are usually released March prior to 1 April implementation
Environmental Health	Abandoned Vehicles - Removal, Storing & Disposal of Vehicles	£13 - £44	As above
Environmental Health	Abandoned Vehicles - Removal, Storing & Disposal of Vehicles	£63 - £189	As above
Housing	Applications for Private Landlord Registration - Principal	£80	As above
Housing	Applications for Private Landlord Registration - Property	18 per property	As above
Housing	Applications for Private Landlord Registration - Late Applications	£160	As above

Neighbourhood Services	MOT Testing	£54 - £124	Set by DVSA (Charge dependant on vehicle size and type)
Development Management and Building Standards	Discharge of conditions	£100	Set by Scottish Government
Development Management and Building Standards	Planning Applications	Various	Set by Scottish Government. Statutory fees are set on a standard scale
Development Management and Building Standards	Certificates of Lawful Use or Development	Various	Dependent on the size Set by Scottish Government
Development Management and Building Standards	Building Warrant Applications	Various	As above
Development Management and Building Standards	Non-Material Variation - Householder development	£200	As above
Development Management and Building Standards	Non-Material Variation - New Housing development local or major	£200	As above

Development Management and Building Standards	Non-Material Variation - Other Local development (and other applications for consent, prior notifications, certificates of lawfulness etc.)	£200	As above
Development Management and Building Standards	Non-Material Variation - Other Major Development	£200	As above
Trading Standards	Trading Standards - Petroleum License - Less than 2500 Litres	£46	As above
Trading Standards	Trading Standards - Petroleum License - 2501 - 50,000 Litres	£62	As above
Trading Standards	Trading Standards - Petroleum License - Over 50,000 Litres	£131	As above
Trading Standards	Storage & Registration of Explosives	Fee set by Health & Safety and Nuclear (Fees) (Amendment) Regulations 2023	As above
Roads Operations	Inspection Charges relating to Roads in New Developments	£60	per £1000 of Road Bond (min £1200). Set by Scottish Government

SECTION 5 - PROPOSED REMOVAL OF FEES AND CHARGES			
Service Provision	Departmental Services	Current Charge	Recommendation
Roads Operations	Approval to erect temporary direction signs	£413.53	Remove fee
Trading Standards	Weights - Not exceeding 5kg but exceeding 500mg	£13.25	Remove fee
Trading Standards	Other Weights	£10.05	Remove fee
Trading Standards	Measures - Linear Measures not exceeding 3m	£14.65	Remove fee
Trading Standards	Measures - Capacity measures not exceeding 1 litre	£12.75	Remove fee
Trading Standards	Liquid Capacity Measures	£41.50	Remove fee
Trading Standards	Weighing instruments Non EC - not exceeding 1 tonne	£93.25	Remove fee

Trading Standards	Weighing instruments Non EC - exceeding 1 tonne to 10 tonne	£150.94	Remove fee
Trading Standards	Weighing instruments Non EC -exceeding 10 tonne	£316.55	Remove fee
Trading Standards	EC (Non-Automatic Weighing Instruments)- Not Exceeding 1 tonne	£155.15	Remove fee
Trading Standards	EC (Non-Automatic Weighing Instrument)	£240.25	Remove fee
Trading Standards	EC (Non-Automatic Weighing Instruments) - Exceeding 10 tonne	£525.05	Remove fee
Trading Standards	Measuring Instruments for Intoxicating Liquor - Not Exceeding 150ml	£25.60	Remove fee
Trading Standards	Measuring Instruments for Intoxicating Liquor - Other	£29.55	Remove fee
Trading Standards	Measuring Instruments for Liquid Fuel and Lubricants - Container Type, not Subdivided	£106.60	Remove fee

Trading Standards	Measuring Instruments for Liquid Fuel and Lubricants - Single/Mulletoutlets (nozzles) - First Nozzle Tested per site	£174.65	Remove fee
Trading Standards	Measuring Instruments for Liquid Fuel and Lubricants - Testing of Peripheral Equipment on a Separate Visit (per site)	£117.80	Remove fee
Trading Standards	Measuring Instruments for Liquid Fuel and Lubricants - Single/Mulletoutlets (nozzles) - Each Additional Nozzle Tested	£107.45	Remove fee
Development Management and Building Standards	Building Warrant Exemption Letter - Expired Building Warrant (approved after 1st May 2005) Completion Certificate	£172.85	Remove Fee

Section 6 Additional Income Generated

Name of Section / Service	2023/24 (Actual)	2024/25 (Estimate based on full year 2023/24 income with an inflationary uplift of 4.4% added)	25/26 Increase rate (%)	25/26 additional income
Trading Standards	£15,000	£15,660	2.30%	£360
Env Health	£4,570	£4,771	37%	£1,765
Roads Operations	£354,172	£369,755	2.30%	£8,504
Roads Strategy	£4,448	£4,643	2.30%	£107
Homeless Storage Costs	New Charge from 24/25	n/a	The service pays the removal and storage fee upfront and aims to make full recovery from client	£0
Short Term Lets	£21,270	£22,205	57%	£12,657
Private Sector Grants	£1,483	£1,548	2.30%	£36
HMO	£817	£853	100%	£853
Mixed Tenure Scheme	£10,250	£10,701	12.50%	£1,338
Factoring Service	£80,800	£84,355	10%	£8,436
Burials	£281,100	£293,468	2.30%	£6,750
Commercial Waste	£271,642	£283,594	2.30%	£6,523
Chargeable Garden Waste	£1,122,500	£1,171,890	0%	£0
Special Uplift Service	£125,800	£131,335	2.30%	£3,021
Development Management Non Statutory Fees	£1,165	£1,216	2.30%	£28
Building Standards Non Statutory Fees	£12,700	£13,258	2.30%	£304
Development Management and Building Standards Joint Income	£1,225	£1,279	2.30%	£29
Sales of bins	£38,000	£39,672	2.30%	£912

Skip permits	£3,200	£3,340	2.30%	£77
Total				£51,700

CHARGING FOR SERVICES BUSINESS OPERATIONS & PARTNERSHIPS 2025/2026**Appendix 3**

Service Provision	Departmental Service	Current Charge	Recommended Charge	Recovery policy	Percentage of costs recovered	Data of last in- depth review
Registration	Marriage/Civil Partnership Office Monday - Friday (4 only)	£155.00 (statutory fee only).	No Change	To recover partial costs while remaining cost competitive.	94% based on the demand of last year's figures.	August 2024
Registration	Marriage/Civil Partnership Office (Monday to Friday with guests)	£145.00	£153.00	To recover partial costs while remaining cost competitive.	94% based on the demand of last year's figures.	August 2024
Registration	Marriage/Civil Partnership Office (Saturday)	£298.00	£314.00	To recover partial costs while remaining cost competitive.	94% based on the demand of last year's figures.	August 2024
Registration	Marriage/Civil Partnerships Office (Sunday/Public Holidays)	£366.00	£385.00	To recover partial costs while remaining cost competitive.	94% based on the demand of last year's figures.	August 2024
Registration	Marriage/Civil Partnership (Outside Venue Monday- Friday)	£201.00	£211.00	To recover partial costs while remaining cost competitive.	94% based on the demand of last year's figures.	August 2024

Registration	Marriage/Civil Partnership (Outside Venue Saturday)	£393.00	£413.00	To recover partial costs while remaining cost competitive.	As above	August 2024
Registration	Marriage/Civil Partnership (Outside Venue Sunday/public holiday)	£461.00	£484.00	To recover partial costs while remaining cost competitive.	As above	August 2024
The Community Learning & Development Service has responsibility for overseeing the delivery of the Duke of Edinburgh (DofE) award across the authority.	Administration of DofE Awards Programme. (eDofE, approvals, certification etc)	Bronze £22 Silver £22 Gold £27	Bronze £22 Silver £22 Gold £27	DofE costs are non-statutory as the programme is focused on improving young people's skills, resilience, and life outcomes. We are seeking to minimise costs to the Council while ensuring the provision is open to as many young people as possible, particularly those young people with greatest needs	Current fees allow us to recover approximately 25% of the cost of a part-time post to support the DofE Award programmes.	Charges are reviewed annually against yearly set income target. Charges have remained static since an increase of £2 per level in academic year 23/24.

Additional income of £2,800 is projected for 2025/26 as a result of these proposals.

The above Registration fees does not include the statutory fee of £155.00 which is applicable to all Civil Marriages.

CHARGING FOR SERVICES CEO 2025/26**Appendix 4**

Service Provision	Department al Service	Current Charge	Recommended Charge	Recovery Policy	Percentage of costs recovered	Date of last in-depth review
Civic Licensing	Taxi Operator's Licence 1 yr/(Temp) 2 yrs 3 yrs	£249 £475 £673	£249 £475 £673	No change in light of already high fees in comparison with other Council areas and threat to local taxi numbers	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022
Civic Licensing	Taxi Operator's Licence (WAV) 1 yr/(Temp) 2 yrs 3 yrs	£116 £221 £325	0 0 0	Concession on basis of committee recommendation to address equality issues	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	Sept 24
Civic Licensing	Taxi Driver's Licence 1 yr/(Temp) 2 yrs 3 yrs	£112 £212 £302	£112 £212 £302	No change in light of already high fees in comparison with other Council areas and threat to local taxi numbers	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022
Civic Licensing	Private Hire Operator's Licence 1 yr/(Temp) 2 yrs 3 yrs	£249 £475 £673	£249 £475 £673	No change in light of already high fees in comparison with other Council areas and threat to local taxi numbers	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022

Civic Licensing	Private Hire Operator's Licence (WAV) 1 yr/(Temp) 2 yrs 3 yrs	£116 £221 £325	0 0 0	Concession on basis of committee recommendation to address equality issues	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	Sep 24
Civic Licensing	Private Hire Driver's Licence 1 yr/(Temp) 2 yrs 3 yrs	£112 £212 £302	£112 £212 £302	No change in light of already high fees in comparison with other Council areas and threat to local taxi numbers	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022
Civic Licensing	Street Trader's Licence (business/multiple owner) 1 yr/(Temp) 2 yrs 3 yrs	£212 £404 £573	£216 £413 £586	Inflationary rise deemed prudent to cover processing cost implications.	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022
Civic Licensing	Street Trader (employee) 1 yr/(Temp) 2 yrs 3 yrs	£112 £212 £302	£114 £216 £308	Inflationary rise deemed prudent to cover processing cost implications	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022
Civic Licensing	Window Cleaner's Licence (business/multiple owner/trader) 1 yr/(Temp) 2 yrs 3 yrs	£212 £404 £573	£216 £413 £586	Inflationary rise deemed prudent to cover processing cost implications	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022

Civic Licensing	Window Cleaner (employee or single trader) 1yr/(Temp) 2yrs 3yrs	£112 £212 £302	£114 £216 £308	Inflationary rise deemed prudent to cover processing cost implications	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022
Civic Licensing	Public Entertainment Licence Non commercial 1 yr 2yrs 3yrs For commercial events : Up to 2,000 attendees Up to 5,000 attendees Over 5,000 attendees Approved community group (on application)	£324 £617 £877 £415 £592 £831 £0	£331 £631 £897 £1,000 £1,500 £2,500 £0	Inflationary rise Increased to reflect commercial benefit to organisers Concession to maintain ability of community groups/charities to hold events	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022
Civic Licensing	Market Operator's Licence 1 yr/(Temp) 2 yrs 3 yrs	£212 £404 £573	£216 £413 £586	Inflationary rise deemed prudent to cover processing cost implications	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022

Civic Licensing	Late Hours Catering Licence 1 yr/(Temp) 2 yrs 3 yrs	£212 £404 £573	£216 £413 £586	Inflationary rise deemed prudent to cover processing cost implications	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022
Civic Licensing	Second Hand Dealer's Licence 1 yr/(Temp) 2 yrs 3 yrs	£212 £404 £573	£216 £413 £586	Inflationary rise deemed prudent to cover processing cost implications	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022
Civic Licensing	Indoor Sports Entertainment Licence 1 y/(Temp) 2 yrs 3 yrs	£324 £617 £877	£331 £631 £897	Inflationary rise deemed prudent to cover processing cost implications	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022
Civic Licensing	Skin Piercing 1 yr/(Temp) 2 yrs 3 yrs	£212 £404 £573	£216 £413 £586	Inflationary rise deemed prudent to cover processing cost implications	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022
Civic Licensing	Vehicle Inspection Fee (Admin) (Annual)	£34	£34	No change in light of already high fees in comparison with other Council areas and threat to local taxi numbers	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022

Civic Licensing	Vehicle Partial Retest Fee (Admin)	£15	£15	No change in light of already high fees in comparison with other Council areas and threat to local taxi numbers	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022
Civic Licensing	ID Badge Replacement	£15	£15	No change in light of already high fees in comparison with other Council areas and threat to local taxi numbers	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022
Civic Licensing	Vehicle Substitution Fee	£67	£67	No change in light of already high fees in comparison with other Council areas and threat to local taxi numbers	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022
Civic Licensing	Licence Variation Fee	£67	£67	No change in light of already high fees in comparison with other Council areas and threat to local taxi numbers	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022
Civic Licensing	Front Vehicle Licence Plate Inserts	£10	£10	No change in light of already high fees in comparison with other Council areas and threat to local taxi numbers	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022

Civic Licensing	Rear Vehicle Licence Plate Inserts	£11	£11	No change in light of already high fees in comparison with other Council areas and threat to local taxi numbers	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022
Civic Licensing	Platform Flexiplate Kit Size 2	£10	£10	No change in light of already high fees in comparison with other Council areas and threat to local taxi numbers	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022
Civic Licensing	Platform Flexiplate Kit Size 4	£11	£11	No change in light of already high fees in comparison with other Council areas and threat to local taxi numbers	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022
Civic Licensing	Strapping Accessory Kit	£7	£7	No change in light of already high fees in comparison with other Council areas and threat to local taxi numbers	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022
Civic Licensing	Quick Release Button & Key Set	£2.50	£2.50	No change in light of already high fees in comparison with other Council areas and threat to local taxi numbers	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022

Civic Licensing	No Smoking Sticker	£3.50	£3.50	No change in light of already high fees in comparison with other Council areas and threat to local taxi numbers	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022
Civic Licensing	Tariff Sheet	£5	£5	No change in light of already high fees in comparison with other Council areas and threat to local taxi numbers	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022
Civic Licensing	Taxi Driver Test	£59	£59	No change in light of already high fees in comparison with other Council areas and threat to local taxi numbers	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022
Civic Licensing	Taxi/Private Hire Booking Offices			No change in light of already high fees in comparison with other Council areas and threat to local taxi numbers	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022
	1 yr /(Temp)	£324	£324			
	2 yrs	£617	£617			
	3 yrs	£877	£877			
Civic Licensing	Knife Dealer's Licence			Inflationary rise	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022
	1 yr /(Temp)	£112	£114			
	2 yrs	£212	£216			
	3 yrs	£302	£308			

Civic Licensing	Metal Dealer 1 yr/(Temp) 2 yrs 3 yrs	£212 £404 £573	£216 £413 £586	Inflationary rise	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022
Civic Licensing	Notification of changes and alterations Civic Government Licences	£23	£23	Inflationary change results in no change when rounded down	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022
Civic Licensing	Same day service surcharge (where applicable)	£53	£54	Inflationary rise deemed prudent to cover processing cost implications	Civic licensing fees assessed cumulatively to ensure 100% cost recovery for overall licensing function	August 2022

Refunds will not be made for withdrawal or unsuccessful applications – they will only be provided in cases of overpayments or duplicate payments.

Additional income of £300 is projected as a result of these proposals.

EAST RENFREWSHIRE COUNCILCABINET5 December 2024Report by Chief Officer – Health and Social Care PartnershipHEALTH AND SOCIAL CARE PARTNERSHIP
CHARGING FOR SERVICES 2025/26**PURPOSE OF REPORT**

1. To update Cabinet on the proposed charges for the Health and Social Care Partnership (HSCP) for 2025/26 including the implementation of charging for non-residential care from 1 April 2025.
2. Cabinet will recall that two charges were increased during this financial year, effective from 1 January 2025; Community Alarm charge increases to £4.90 per week (from £3.23) and the Bonnyton House charge increases to £960 per week (from £912.80), both subject to the ability to pay.

RECOMMENDATION

3. The Cabinet is asked to:
 - (a) Agree the proposed increase to existing charges for the HSCP for 2025/26
 - (b) Agree the implementation of charging for non-residential care for 2025/26

BACKGROUND

4. The legislation supporting the integration of health and social care determines that the authority and approval for setting charges for social care remains with the Council, this function is not delegated to the Integration Joint Board (IJB).
5. Cabinet received an update in October, on the work of the Income Generation Short Life Working Group (IGSLWG) that was established at the request of the IJB. This group was set up to explore the implementation of wider charging for non-residential care as well as a review of existing charges including those in-year increases approved by Cabinet on 3 October 2024.
6. The IJB considered the charging proposals for 2025/26 at its meeting on 20 November 2024 and endorsed the recommendations included in this. The IJB report is included for information at Appendix 1.
7. The 2024/25 budget for the HSCP includes an income target of £0.2 million income, with an increase in 2025/26 to £1.5 million. For 2024/25, the HSCP has achieved £0.058m so far from inflation and premises related income, with a further £0.050m from January 2025, Cabinet will recall the delay to the original timetable due to the general election. Whilst there is a shortfall in the current financial year this £0.2 million is fully achieved on a recurring basis for 2025/26.

8. All charges are linked to the ability to pay and this is confirmed through financial assessment. There is a risk that some people may choose not to engage in this process and potentially pay the full cost of care, or withdraw from engagement with the HSCP. Given the East Renfrewshire population dynamic some people may opt to engage in private arrangements entirely.
9. All charging proposals will be supported by the HSCP charging policy (this will be revised for non-residential care). This aligns with the “COSLA NATIONAL STRATEGY & GUIDANCE; Charges Applying to Social Care Support for people at home 2024/2025 guidance” which provides a recognised framework.

REPORT

10. The proposed charges for the HSCP for 2025/26 are set out in this report including the introduction of charges for non-residential care.
11. The existing HSCP charging policy needs to be revised to reflect the required changes, subject to Cabinet decision and a draft will follow on completion of the scheduled engagement events. This will be made available prior to the Cabinet meeting.
12. As we previously reported there have been a number of communication and engagement events with people who will be impacted by the proposals to charge for non-residential care. Four events have taken place on 22 and 23 October; two in-person events during the day at Barrhead and Thornliebank and two online sessions on the evening of each date. Around 225 people attended with robust discussion and a range of views. Appendix 1 of the IJB report of 20 November 2024 provides a summary of the feedback from these events. A further two events will take place on 25 November 2024.
13. A questionnaire has also been issued to those who wished to engage further to allow additional information to support the equalities fairness and rights impact assessment. This will be finalised following the last engagement events currently scheduled for 25 November 2024 and will also be made available prior to the Cabinet meeting.
14. The Frequently Asked Questions (FAQ) continues to be revised reflecting questions raised.
15. A local petition has also been set up in relation to the proposed charging for non-residential care and support.
16. Since both the IJB and Cabinet last met the UK budget has been announced and whilst the indications are that some funding may flow through to health and social care in Scotland the impact is not yet known.
17. The Scottish Government budget announcement is expected on 4 December 2024 (the day before Cabinet will be asked to take the decision on charges for 2025/26) and whilst it will take time for the details of the Scottish Government budget to be analysed the initial announcement should indicate whether there are any significant changes to council funding. The supporting local government circular is expected around the 12th of December 2024 and this will provide initial information on funding allocations.

18. Given the financial challenges facing the HSCP, and despite some uncertainty as above, the IJB previously recommended, albeit recognising this is a reluctant decision, to introduce the charges for non-residential care. This is required to meet the £1.5 million income target for 2025/26.

19. The proposed charges for 2025/26 are therefore:

Service	2024/25	2025/26					
	Current Charge	2.3% Inflation	Other Increases	Rounding	Proposed Charge	Increase	
	£	£	£	£	£	£	%
Community Alarms (per week)*	4.9	0.11	1.22	0.07	6.30	1.40	29%
Lunch Club meals	5.75	0.13		0.02	5.90	0.15	3%
Room Hire (per day)	8.15	0.19	4.075	0.59	13.00	4.85	60%
Blue Badges (per application)	20				20.00	0.00	0%
Bonnyton Residential Care (per week)*	912.8	20.99	45.64	0.07	979.50	66.70	7%
Inclusive Support Holiday Programme (per day)	44.6	1.03	2.23	0.04	47.90	3.30	7%
Proposed Charge for Care & Support (per hour)			20		20.00	20.00	100%
* Charge as at 1 January 2025							

20. The year on year increases are based on a 2.3% inflation increase, set by the council as part of the annual process for reviewing charges. The rationale for the other changes is set out below.

21. Community Alarms shows a £1.22 per week, increase and this reflects the additional cost to the HSCP from the changes away from analogue phone lines and equipment to digital. This is part of a national change. This means that whilst additional income of c£41k will be generated there will be an equal cost increase to the HSCP. This element will therefore have nil impact on income.

22. Lunch club meals are a long standing arrangement where meals are prepared within school kitchens and provided to community lunch clubs. The HSCP is the conduit where the catering costs are charged to and receipts of income are received. This is cost neutral to the HSCP.

23. As previously discussed room hire was set up as a nominal charge as the focus of our buildings was very much predicated on service and community use, not as a commercial venture in any way. Given this is a very low level contribution a 50% increase above inflation is proposed and in some cases there will be a relationship with grant funded activity that will need to be considered.

24. The fee for Blue Badge applications and administration is set nationally.

25. For Bonnyton House an increase of 5% above inflation is proposed to gradually increase fees closer to the costs of the service. IJB members will recall a 5% increase for part of 2024/25 becomes effective on 1 January 2025.

26. The inclusive support holiday programme has also been increased by 5% above inflation using the same rationale. The delivery model for this service is under review.

27. The expected increase in income for the existing charges, net of the additional £41k of costs for community alarms, is £166k for the coming year.
28. The proposed charge for care and support is set at £20 per hour and this is a contribution towards direct costs. The actual income that will be generated will depend on the actual financial assessments that would be required; the total income target for 2025/26 is set at £1.5 million.
29. The payment for the charges above, including the proposed charge for care and support is based on the ability to pay. A financial assessment looks at all income the person has, allows for a range of deductions recognising the costs of living incurred, identifies a “disposable amount” left over and then applies a taper to that disposable amount. A taper is used to determine the percentage of the disposable income the person should keep and the percentage that should go towards paying for their care. The IJB previously agreed the proposed taper should be set at 60% and this is reflected in the revised charging policy, subject to Cabinet decision.
30. The IGSLWG recommended that the taper for 2025/26 is set at 60%; this is the level our modeling assumptions showed is required to achieve the savings required. For context the highest level of taper we are aware of is 75%.
31. This financial assessment will allow a calculation to show the maximum amount someone would pay towards the cost of their care. It is important that we identify an appropriate level to ensure that those with the most complex needs, whose cost of care is normally higher, are not disproportionately disadvantaged; the revisions to the charging policy will address this.
32. There will also be certain circumstances where it is not appropriate to charge for a service and the existing Charging Policy sets this out.
33. The HSCP work closely with the council’s Money Advice and Rights Team and we will continue do so with a focus on income maximization for individuals.

FINANCE AND EFFICIENCY

34. The proposed charges should generate income of c£1.5m for 2025/26.
35. Consideration needs to be given to the treatment of bad debt and any non-payment for services provided. Under the current arrangements the Chief Officer and Chief Financial Officer have the delegated authority to write off bad debt, although to date this has not been required at any material level.

CONSULTATION

36. The engagement activity has helped inform the Equalities, Fairness and Rights impact assessment.
37. The Chief Financial Officer has consulted with our partners and will continue to work in partnership with colleagues to develop and implement the expansion of non-residential charging, preparing for 2025/26 and subject to ERC Cabinet decisions.
38. The Council’s Money Advice and Rights and Debtors teams are aware of the proposals continue close working to ensure that future impact to workloads is fully considered.

PARTNERSHIP WORKING

39. The setting of fees and charges remains a responsibility of East Renfrewshire Council under the legislation.

IMPLICATIONS OF THE PROPOSALS

40. The equalities, fairness and rights impact assessment has been completed reflecting information from engagement events.
41. There are no direct implications in relation to staffing, property, legal, sustainability or IT as part of this paper. However, it should be noted that Council are supporting the HSCP with Invest to Save funding for a fixed term post to support the implementation of non-residential charging for services.
42. There is a significant risk to the ability of the HSCP to meet the income target for the 2025/26 budget without these changes.

CONCLUSIONS

43. The Cabinet previously agreed in-year changes for Community Alarms and Bonnyton House at its meeting on 3 October. The proposed charges for 2025/26 are required to meet the £1.5 million income target required by the HSCP. The Charging Policy will be finalised to reflect the Cabinet decision.

RECOMMENDATIONS

44. The Cabinet is asked to:
- (a) Agree the proposed increases to existing charges for the HSCP for 2025/26
 - (b) Agree the implementation of charging for non-residential care for 2025/26

REPORT AUTHOR AND PERSON TO CONTACT

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Chief Officer, IJB: Julie Murray

15 November 2024

BACKGROUND PAPERS

Cabinet 03.10.2024: HSCP Charging for Services 2024/25 and Beyond

https://www.eastrenfrewshire.gov.uk/media/10752/Item-05-HSCP-Charging-for-Services-in-2024-25-and-Beyond/pdf/Item_05_-_HSCP_-_Charging_for_Services_in_2024-25_and_Beyond.pdf?m=1726746630563



Meeting of East Renfrewshire Health and Social Care Partnership	Integration Joint Board								
Held on	20 November 2024								
Agenda Item	7								
Title	Charging for Services 2025/26								
<p>Summary</p> <p>To provide the Integration Joint Board (IJB) with an update on the proposed charging for 2025/26 including extending the scope for charging for non-residential services.</p>									
Presented by	Lesley Bairden, Head of Finance and Resources (Chief Financial Officer)								
<p>Action Required</p> <p>The Integration Joint Board is asked to:</p> <ul style="list-style-type: none"> • note the update on the implementation of charging for non-residential care • recommend the proposed charges for 2025/26 to be considered by ERC Cabinet on 5 December 									
<p>Directions</p> <p><input type="checkbox"/> No Directions Required</p> <p><input type="checkbox"/> Directions to East Renfrewshire Council (ERC)</p> <p><input type="checkbox"/> Directions to NHS Greater Glasgow and Clyde (NHSGGC)</p> <p><input checked="" type="checkbox"/> Directions to both ERC and NHSGGC</p>	<p>Implications</p> <table style="width: 100%; border: none;"> <tr> <td><input checked="" type="checkbox"/> Finance</td> <td><input checked="" type="checkbox"/> Risk</td> </tr> <tr> <td><input type="checkbox"/> Policy</td> <td><input type="checkbox"/> Legal</td> </tr> <tr> <td><input checked="" type="checkbox"/> Workforce</td> <td><input type="checkbox"/> Infrastructure</td> </tr> <tr> <td><input checked="" type="checkbox"/> Equalities</td> <td><input type="checkbox"/> Fairer Scotland Duty</td> </tr> </table>	<input checked="" type="checkbox"/> Finance	<input checked="" type="checkbox"/> Risk	<input type="checkbox"/> Policy	<input type="checkbox"/> Legal	<input checked="" type="checkbox"/> Workforce	<input type="checkbox"/> Infrastructure	<input checked="" type="checkbox"/> Equalities	<input type="checkbox"/> Fairer Scotland Duty
<input checked="" type="checkbox"/> Finance	<input checked="" type="checkbox"/> Risk								
<input type="checkbox"/> Policy	<input type="checkbox"/> Legal								
<input checked="" type="checkbox"/> Workforce	<input type="checkbox"/> Infrastructure								
<input checked="" type="checkbox"/> Equalities	<input type="checkbox"/> Fairer Scotland Duty								

EAST RENFREWSHIRE INTEGRATION JOINT BOARD

20 November 2024

Report by Chief Financial Officer

Charging for Services 2025/26

PURPOSE OF REPORT

1. To provide the Integration Joint Board with an update on the work to date on progressing charges for 2025/26 and in particular the proposed approach to introducing charges for non-residential care and support.

RECOMMENDATIONS

2. The Integration Joint Board is asked to:
 - note the update on the implementation of charging for non-residential care
 - recommend the proposed charges for 2025/26 to be considered by ERC Cabinet on 5 December

BACKGROUND

3. The Income Generation Short Life Working Group (IGSLWG) was set up to explore the implementation of wider charging for non-residential care.
4. Members of the IJB will recall the previously agreed increases to existing charges this year, approved by ERC Cabinet on 3 October:
 - Community Alarms to £4.90 per week, increased from £3.25
 - Bonnyton House to £960 per week, increased from £912.80
5. The increase in this financial year will come into effect on 1 January 2025.
6. The IJB will also recall the previous report discussed at the September meeting where a programme of engagement and communication was agreed for October.
7. ERC Cabinet will consider the proposal for inflation and all other increases and any new charges at its meeting on 5 December 2024. This is an annual meeting where charges across all council services are considered and per legislation, the Council has the statutory duty to set charges for the HSCP.
8. All charges are linked to the ability to pay and this is confirmed through financial assessment. There is a risk that some people may choose not to engage in this process and potentially pay the full cost of care, or withdraw from engagement with the HSCP. Given the East Renfrewshire population dynamic some people may opt to engage in private arrangements entirely.

9. All charging proposals are supported by our charging policy. This aligns with the “COSLA NATIONAL STRATEGY & GUIDANCE; Charges Applying to Social Care Support for people at home 2024/2025 guidance” which provides a recognised framework.

REPORT

10. The focus of this report is to provide an update from engagement work to date for the proposed introduction of charging for non-residential care and support. The report asks the IJB to recommend this, along with increases to existing charges for the council Cabinet to consider for 2025/26.
11. At the time of writing four engagement events have taken place on 22 and 23 October; two in-person events during the day at Barrhead and Thornliebank and two online sessions on the evening of each date. Around 225 people attended with robust discussion and a range of views. Appendix 1 to this report provides a summary of the feedback, grouped into themes.
12. Further engagement events are planned and a questionnaire has been issued to attendees who wished to engage further to allow additional information to be support the equalities fairness and rights impact assessment; this will be included in the report to ERC Cabinet.
13. The Frequently Asked Questions (FAQ) continues to be revised reflecting questions raised.
14. A local petition has also been set up in relation to the proposed charging for non-residential care and support.
15. Since the IJB last met the UK budget has been announced and whilst the indications are that some funding may flow through to health and social care in Scotland the impact is not yet known.
16. The Scottish Government budget announcement is expected on 4 December 2024 (the day before ERC Cabinet will be asked to take the decision on charges for the coming financial year) and whilst it will take time for the details of the Scottish Government budget to be analysed the initial announcement should indicate whether there are any significant changes to council funding. The supporting local government circular is expected around the 12th of December and this will provide initial information on funding allocations.
17. Given the financial challenges facing the HSCP, and despite some uncertainty as above, the IJB is asked to recommend, albeit recognising this is a reluctant decision, to ERC Cabinet to introduce the charges as previously discussed for non-residential care.
18. The proposed charges for 2025/26 are therefore:

Service	2024/25	2025/26					
	Current Charge	2.3% Inflation	Other Increases	Rounding	Proposed Charge	Increase	
	£	£	£	£	£	£	%
Community Alarms (per week)*	4.9	0.11	1.22	0.07	6.30	1.40	29%
Lunch Club meals	5.75	0.13		0.02	5.90	0.15	3%
Room Hire (per day)	8.15	0.19	4.075	0.59	13.00	4.85	60%
Blue Badges (per application)	20				20.00	0.00	0%
Bonnyton Residential Care (per week)*	912.8	20.99	45.64	0.07	979.50	66.70	7%
Inclusive Support Holiday Programme (per day)	44.6	1.03	2.23	0.04	47.90	3.30	7%
Proposed Charge for Care & Support (per hour)			20		20.00	20.00	100%
* Charge as at 1 January 2025							

19. The year on year increases are based on a 2.3% inflation increase, set by ERC as part of the annual process for reviewing charges. The rationale for the other changes is set out below.
20. Community Alarms shows a £1.22 increase and this reflects the additional cost to the HSCP from the changes away from analogue phone lines and equipment to digital. This is part of a national change. This means whilst additional income of c£41k will be generated from this increase there will be an equal cost increase to the HSCP. This element will therefore not generate additional income.
21. Lunch club meals are a long standing arrangement where meals are prepared within school kitchens and provided to community lunch clubs. The HSCP is the conduit where the catering costs are charged to and receipts of income are received. This is cost neutral to the HSCP.
22. As previously discussed room hire was set up as a nominal charge as the focus of our buildings was very much predicated on service and community use, not as a commercial venture in any way. Given this is a very low level contribution a 50% increase above inflation is proposed and in some cases there will be a relationship with grant funded activity that will need to be considered.
23. The fee for Blue Badge applications and administration is set nationally.
24. For Bonnyton House an increase of 5% above inflation is proposed to gradually increase fees closer to the costs of the service. IJB members will recall a 5% increase for part of 2024/25 becomes effective on 1 January 2025.
25. The inclusive support holiday programme has also been increased by 5% above inflation using the same rationale. The delivery model for this service is under review.
26. The expected increase in income for the existing charges, net of the additional £41k of costs for community alarms, is £166k for the year.
27. The proposed charge for care and support is set at £20 per hour and this is a contribution towards direct costs. The actual income that will be generated will depend on the actual financial assessments that would be required; the income target for 2025/26 is set at £1.5 million.

28. The ability to pay the any of the charges above, including the proposed charge for care and support is based on the ability to pay. A financial assessment looks at all income the person has, allows for a range of deductions recognising the costs of living incurred, identifies a “disposable amount” left over and then applies a taper to that disposable amount. A taper is used to determine the percentage of the disposable income the person should keep and the percentage that should go towards paying for their care. The IJB previously agreed the proposed taper should be set at 60% and this will be reflected in the supporting policy that will also be included in the report to the council Cabinet on 4 December.
29. This financial assessment will allow a calculation to show the maximum amount someone would pay towards the cost of their care. It is important that we identify an appropriate cap – a level which should not be exceeded – to ensure that those with the most complex needs, whose cost of care is normally higher, are not disproportionately disadvantaged.
30. There will also be certain circumstances where it is not appropriate to charge for a service and the existing Charging Policy for the IJB sets this out.

CONSULTATION AND PARTNERSHIP WORKING

31. The engagement activity will help inform the final report to ERC Cabinet and in particular the Equalities, Fairness and Rights impact assessment.
32. The Chief Financial Officer has consulted with our partners and will continue to work in partnership with colleagues to develop and implement the expansion of non-residential charging, preparing for 2025/26 and subject to ERC Cabinet decisions.

IMPLICATIONS OF THE PROPOSALS

Finance

33. The likely income level from non-residential charging will continue to be assessed as the work develops and the savings target for income is currently assumed at £1.5 million for 2025/26.
34. The income that would be realised from the increases to existing charges is expected to be £0.166 million.
35. Consideration needs to be given to the treatment of bad debt and any non-payment for services provided. Under the current arrangements the Chief Officer and Chief Financial Officer have the delegated authority to write off bad debt, although to date this has not been required at any material level.

Risk

36. If charging for non-residential services is not implemented then additional savings will be required to meet the targets required in 2025/26 and beyond.
37. The IJB recognises there will be cumulative impacts on individuals as a result of implementing new charges for non-residential care on top of other changes to care packages.

38. We may see a retraction from use of or engagement with statutory services.
39. There may be conflicts with Scottish Government policy intentions.
40. Managing the expectations of the people we support and their families may result in reputational damage. As reported above a petition has been launched in relation to the proposed introduction of charges for non-residential care.

Workforce

41. As previously reported there will be additional work involved relating to setting up and operating the processes for charging for services. This will need to be considered alongside the system and process changes resulting from the implementation of a new case recording system (MOSAIC) and associated finance module. The council is supporting the IJB with “invest to save” funding for a post to support the implementation of non-residential charging for a 12 month period.
42. It is hoped that some of the new work may be contained through the introduction of new processes for existing workflows. As we work towards implementation of the Mosaic system this will become clearer.
43. We need to assess the ongoing impact to other Council services and in particular the Money Advice and Rights Team (MART) and Debtors teams and the HSCP are in dialogue with colleagues.

Equalities

44. We will complete an equalities, fairness and rights impact assessment relating to the charging proposals following engagement with key stakeholders.
45. Engagement and communication needs to be mindful of multiple impacts on any group or individual following Supporting People reviews and / or other service changes.

DIRECTIONS

46. There are no specific directions at this time.

CONCLUSIONS

47. The previously proposed in-year increases for 2024/25 for Community Alarms and for Bonnyton House were subsequently agreed by ERC Cabinet on 3 October 2024.
48. A report, reflecting the recommendations from the IJB will be taken to ERC Cabinet on 4 December 2024 reflecting the position set out above, subject to any IJB revisions to the recommendations.

RECOMMENDATIONS

49. The Integration Joint Board is asked to:
 - note the update on the implementation of charging for non-residential care
 - recommend the proposed charges for 2025/26 to be considered by ERC Cabinet on 5 December

REPORT AUTHOR

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8 November 2024

Chief Officer, IJB: Julie Murray

BACKGROUND PAPERS

IJB 25.09.2024 – Charging for Services 2024/25 and beyond

https://www.eastrenfrewshire.gov.uk/media/10723/IJB-Item-11-26-September-2024/pdf/IJB_Item_11_-_26_September_2024.pdf?m=1726591566693

IJB 16.08.2024 – Charging for Services 2024/25 and beyond

https://www.eastrenfrewshire.gov.uk/media/10593/IJB-Item-13-14-August-2024/pdf/IJB_Item_13_14_August_2024.pdf?m=1722614081173

Proposal to introduce charging for non-residential care Summary of information events on 22 & 23 October 2024

Overview

The East Renfrewshire Health and Social Care Partnership (HSCP) hosted four information sessions (two in-person and two online) with people in receipt of a care package, their carers and family members on 22 & 23 October. People were invited to these events via a letter which was sent to all residents in receipt of a care package.

Around 225 people attended to hear about the proposals and share their views.

Two events were hosted by Raymond Prior, Chief Social Work Officer and two hosted by Tom Kelly, Head of Adult Services: Learning Disability and Recovery. Raymond and Tom were joined by HSCP Senior Social Work Manager, SDS Implementation Lead, Carers Lead and Finance Manager. A range of staff were present in order to be able to provide answers to a range of questions.

This summary provides an overview of the main themes, questions and concerns raised by attendees. It also outlines points raised that the HSCP has committed to investigating further and agreed actions.

A full FAQ document will follow. It will be shared by email to those that provided their email address for this purpose.

General feedback

- People are angry that the most vulnerable/people with disabilities, are once again being asked to fund the council's "black hole"
- There was a lot of comparisons made to the estimated saving and the spend on other council projects – attendees were upset that these projects were happening while charging was being proposed, particularly the council office renovations and bike lanes. A number of people also raised the amount of funding for schools v vulnerable people
- There is anger that this policy will strip older people of their dignity, and money. From people who have worked hard all their lives. Community Alarms costs just went up massively – when will it be enough
- It was highlighted that young adults with autism and other challenges have a low quality of life as it is. Very often their mental health is so poor and they're in burnout and unable to keep up personal care, so these proposals are life changing to real people
- People are worried that those who need social supports will become isolated
- There were concerns raised around some people paying and others not, making it an unfair system
- People wanted to know if other sources of income had been considered and they challenged the Council to reconsider these plans
- There was frustration about this happening right after people have had assessments and already had their care reduced
- While it was accepted that other areas charge for these services and the HSCP was applying the law, people told us that they feel this is discriminatory towards people requiring social care and the fact other HSCPs do this, does not excuse you doing it now

- People were upset that the decision to introduce charges had been made and this wasn't a true consultation
- People are concerned that £1.5m split between 600-1000 people is a lot of money for such a small number of people, all of whom are vulnerable
- There was anger around the short notice of the events and the way in which people were invited
- Some questioned the timing of this when the Scottish Government want to remove these charges in this term of parliament
- People asked why Elected Members who make these decisions weren't at the event to listen to people impacted directly
- Following these events [a change.org petition](#) has been set up – *"We propose that the money should be found from outwith the Health and Social Care budget."*

Clarifying the proposals

- It was questioned whether it is in line with SDS guidelines for any kind of charging to take place. Our SDS reassured those present that it must be and all legislation and guidance will be followed
- There were other questions about SDS such as whether the policy would apply to care paid directly to providers and it was clarified that it would
- It was asked, for a young disabled adult who cannot work, what is their 'income' expected to be made up of? Officers explained benefits are included as income
- People wanted to understand if it was individuals or household income that would be assessed. Officers advised it would be the individual only except when it made sense to do otherwise, such as in the instance of a couple sharing care
- There were questions around care that is supplied by a provider, not the HSCP. It was clarified that the policy would not look at who provides the care, but who funds it. Attendees were also reassured the policy's aim was not to reduce care, but to charge for the applicable elements of care
- People who do not have a named social worker had concerns about how this would work but social work managers were able to provide clarity for individual situations
- There was the request to define what constitutes as personal care. Staff took the time to explain this and this link to the relevant section of the legislation was shared in the chat box during the online events - <https://www.legislation.gov.uk/asp/2002/5/schedule/1>
- The definition of disposable income was also a featured topic. This was discussed and the [minimum income guarantee](#) set by the Scottish Government was highlighted. This has been set to ensure everyone in Scotland could secure a minimum acceptable standard of living and this would be included as expenditure in the financial assessment
- People were interested how the "ability to pay" will be determined and asked if disabled people would be forced to use savings similar to older people in care homes. Our finance manager outlined the proposed process but clarified a lot of detail could not be shared as this was still a proposal and processes would be determined if the policy is approved
- There were lots of questions around the proposed £20 per hour charge as people did not understand where the figure had come from. Staff explained this is not set in stone but it had been used in the modelling as it is less than our cheapest provider
- People asked if there will be an appeals process to the financial assessment and it was clarified there would be

Impact on carers

- Many of those present are family carers, there to advocate for their loved ones

- People raised concerns about the stress this is putting on carers and question if £1.5m (a “drop in the ocean for the council”) was really worth this
- Concerns it will actually end up costing the HSCP/council more money as it will be the last straw for carers who may “hand over” care of their loved one to the authority
- People expressed disappointment and frustration that carers/parents weren't involved sooner, for example as part of the IGSLWG
- There are lots of pressures and demands on parent carers. They expressed that short notice of these sessions shows no care for them or genuine desire for their input
- Some carers feel their finances have already taken a hit due to SPF as they are already paying for services they believe are critical for their loved one – such as feeding and repositioning - that SPF did not categorise as critical or substantial so this is creating another wave of anxiety around finances
- It was raised that this policy will push carers into poverty and depression and asked what was being done to combat this
- Carers told us they have been put through so much already and have so much on their shoulders that they just don't have the energy to keep fighting and want someone in their corner for once
- Carers feel they are being punished for keeping disabled adult children at home, as if they were in care this wouldn't apply
- It was asked what services are available to carers. Our carers lead outlined the right carers have to a support plan and the types of services available. He encouraged carers to reach out to the carers centre or himself for support
- It was expressed that no policy maker can walk in carers shoes, it's extremely difficult and they fear for their own wellbeing, and the wellbeing of the people they care for

Implementing the policy

- The cost of implementing this policy was questioned – how will the HSCP undertake such a large volume of financial reviews and the need to hire staff to deliver this was upsetting
- People highlighted they have already seen a strain on social work staff – long waiting times, no face to face meetings, delays with reviews, no named social worker – so questioned their capacity to deliver this
- It was raised that people have been on long waiting lists for other services – 6 months for a mental health assessment – so it's upsetting the HSCP is prioritising financial assessments, They asked if the impact this will have on other waiting lists been considered, particularly mental health
- A question that was raised a number of times was how the different elements of care would be split. HSCP staff advised that this would be down to the skill of social work staff to work with the people we support, their carers and families to establish how much of their support is personal care, and how much falls into the non-residential care. For example someone may get a 1 hour visit but of that 40 minutes is spent on personal care tasks and 20 on non-personal care tasks. It is those 20 minutes that would be in scope for charging
- People asked what the anticipated timeline for the major milestones leading up to implementation are
- One resident highlighted that when your family member has a very poor quality of life, the only thing that makes it any better is being able to do things using their "disposable" income. By taking 60% there will be a massive impact on quality of life
- Joint accounts were raised and people wanted to understand the impact this would have

- Adult mobility payments were raised a number of times and our finance manager advised these would be disregarded

Points requiring further consideration

- If people are charged for services, do they become a customer and therefore do they have different rights?
- If people are charged for an hour how will we ensure they get the full hours care – this was answered in part as our finance manager advised invoices would only be sent once information from providers on what they actually delivered was received. Although it was agreed this should be set out clearly in the policy
- Several participants asked the HSCP include people with lived experience in drafting the EQIA and Raymond made a commitment to do this. He advised that a version would need to be submitted to Cabinet for 5 December, but if approved we would work with people in the new year to develop the assessment which is a live/working document

Events

- There was a lot of frustration regarding the short notice for the events and that letters were sent to vulnerable people, rather than their carers. The partnership acknowledges this could have been done better, but it is a reflection of the pressure and the lack of resource available. However the learnings from these events will be applied for future engagement sessions
- Venues – parking at both venues (Thornliebank Resource Centre and Barrhead Foundry) was difficult for people attending
- Thornliebank resource centre is not set up for these type of events and both the visuals (presentation) and sound made it difficult. The Foundry was better as the space is designed for large meetings/events, there was a better screen and we borrowed a microphone from the Trust following the difficulties with people hearing the day before
- People have said they hope any policy takes on board on what has been said and that it is fair and not just a tick box exercise and people are looked at as individuals.

Other feedback

- Thank you for having this information meeting, you were able to answer our questions very satisfactorily. I look forward to further information on next steps. Thank you.
- Thanks for this discussion and for your time this evening - I appreciate it is very difficult to find a resolution to the budget shortfalls and still support those in our society who need help and let them live with purpose and dignity
- Thank you very much: I found this quite interesting and that many of the families share the same concerns. I will put forward my views/comments on the proposals

EAST RENFREWSHIRE COUNCILCABINET5 December 2024Report by Director of Business Operations and PartnershipsSTRATEGIC MID-YEAR COUNCIL PERFORMANCE REPORT 2024-25**PURPOSE OF REPORT**

1. The purpose of this report is to present a summary of Council performance at the mid-year point for 2024-25, based on performance indicators and action updates in the [Outcome Delivery Plan 2024-25](#). The report also includes an update on complaints handling.

RECOMMENDATIONS

2. It is recommended that Cabinet:
- (a) Scrutinises and comments on the summary of the Council's performance at mid-year 2024-25 at Annex 1; and
 - (b) Scrutinises and notes the mid-year complaints data report at Annex 2.

REPORT CONTEXT

3. Annex 1 outlines graphs showing a three-year data series, targets and performance updates on the strategic performance measures of the Council's Outcome Delivery plan. Performance on the complete indicator set is not reported at the mid-year point as data for some indicators is only available annually. Some indicators have a time-lag, and therefore the latest data will be for 2023-24 e.g. educational attainment and recycling rates.

4. The refreshed national Scottish Attainment Challenge aims to accelerate progress in closing the educational attainment gap. All councils were tasked with identifying aspirational 'stretch aims' for attainment levels. In August 2023, the Education Committee considered the stretch aims which informed new ambitious educational attainment targets presented in this report.





5. We are currently at a pivotal stage in terms of our strategic planning with a new strategic long-term vision, 'A Place to Grow' approved at Council in September 2024. A 'Place to Grow' sets out East Renfrewshire's long-term strategic vision between now and 2040, and the priorities that have been set to achieve our hopes and aspirations. The priorities were developed collaboratively with our Community Planning partners, stakeholders and communities. The vision is built on three pillars:

- Our Children and Young People Flourish
- Our Communities and Places Thrive
- We all live well

The next stage of strategic planning, with our partners, is to develop measures, activities, and a performance framework to achieve the vision and positive outcomes for local people.

COUNCIL PERFORMANCE

6. Over three-fifths of the performance measures in the plan have updates reported at mid-year. The Council is demonstrating good progress across most of the indicators and there are no significant areas of concern. The table below summarises the status on indicators to support the narrative updates of this report. Council officers, HSCP and ERCLT colleagues continue to work diligently in partnership to achieve our strategic outcomes.

Status	Definition	Number
	On target	15
	Target to be achieved	10
	Off target	3
	For monitoring purposes (no target set)	3
Total		31

PERFORMANCE BY OUTCOME

Outcome 1: Early Years and Vulnerable Young People - All children in East Renfrewshire experience stable and secure childhoods and succeed

7. There has been a decrease (2.7% points) in school attendance of looked after children and young people. This has arisen from a decrease in the attendance at secondary school, linked to challenges around emotionally based school absence (EBSA). The Learn Well service has specifically been designed to work with children and young people experiencing EBSA, including care experienced pupils, helping to remove barriers to learning and supporting a return to school. The service is already achieving very positive evaluations from the families, carers and pupils using the service. In addition, individual schools are mirroring some of the strategies used by the Learn Well service within their own establishments to further support improved attendance.

Outcome 2: Learning, Life and Work – Residents are healthy and active and have the skills for learning life and work.

8. Attainment at both primary and secondary school continues to be very strong, with further increases in the performance of learners. Good progress is being made in meeting the ambitious stretch aims, with evidence indicating progress towards closing the poverty-related attainment gap. At the Senior Phase, learners continue to perform very strongly across all qualifications, with the data significantly outperforming the national averages. At S4 the percentage of S4 pupils with Insight point scores of 263 or fewer (equivalent to eight Pass awards at National 4) increased to 8.4% in 2023/24, above the target of 5.6%. This cohort of learners have been most adversely affected by the impact of the pandemic on learning and will continue to be monitored closely over the next year. There has been a small increase in the number of exclusions at the secondary level (up 0.6 incidents to 7.3 per 1,000 pupils). We continue to compare well against the national level of 31.5 incidents. A range of approaches are being taken to reduce the number of exclusions.

9. At the mid-year point, targets for attendances at leisure centres and visits to libraries have still to be achieved. The overall attendance levels at leisure centres have been adversely affected by the impact of maintenance works at Eastwood pool. Visits to libraries tend to be lower in the first half of each year, due to the summer holiday period and a reduced number of school visits. Across both areas this level of performance is not an area of concern as rates for both indicators are expected to improve in the second half of 2024-25.

Outcome 3: Environment and Economy – East Renfrewshire is a thriving, attractive and sustainable place for residents and businesses

10. The Council has reclaimed the sector leading position for household recycling rates in Scotland in 2023-24. Over 58% of household waste was recycled, an increase from last year and above the national average of 43.5%.

Outcome 4: Safe, Supportive Communities - East Renfrewshire residents are safe and live in supportive communities

11. The percentage of people with alcohol and/or drug problems waiting no longer than three weeks for treatment is currently sitting at 97.7%. This exceeds the 90% target and is higher than the performance achieved in the previous six months (89.9%). 135 referrals started treatment during the first half of 2024-25, with 91 still in treatment. All residents identified as at risk of harm by HSCP have a protection plan in place.

Outcome 5: Older people and people with long term conditions in East Renfrewshire are valued; their voices heard, and they enjoy full and positive lives.

12. In this reporting period the percentage of those whose care need has reduced following re-ablement / rehabilitation, is off target (60%) at 45%. A total of 23 of 52 clients were discharged with reduced needs. Whilst the increase in complexity has impacted on re-ablement outcomes for individuals, long-term unplanned absence within this area of service has significantly impacted on performance. The team has now returned to expected staffing levels

13. The HSCP continue to develop support for unpaid carers in collaboration with the local Carers' centre, with the majority of carer respondents', 81% reporting their needs were fully met. However, this was less than the 94.5% positive rating reported in the previous six months.

Customer, Efficiency and People – Our Council is forward thinking and high performing

14. We aim to provide customers more flexible options for engaging with council services including online access. We have exceeded the 35% target for online services uptake with an additional 8,000+ online interactions compared to the same point last year. Sign ups for My East Ren (the Council's online account) continue to rise with over 26,000 at mid year - an increase of 23.8% since year end 2023-24. This increase has been driven by the further uptake of online council tax transactions and the introduction of rents and housing bidding online. Registration appointments continue to be popular, with 98% of appointments now being made online.

15. Our second annual employee health and wellbeing survey took place April 2024. An overall positive employee satisfaction score of 72.5 was achieved, on a par with the 2023 score. A range of initiatives are ongoing to support staff health and wellbeing throughout the year, including employee health assessments, coaching and team events.

COMPLAINTS

16. All Scottish councils are required to assess and monitor their complaints handling performance regularly against a number of high-level performance indicators identified by the Scottish Public Services Ombudsman (SPSO). A data report on our performance against these indicators at mid-year point is attached at Annex 2.

17. The volume of complaints received has decreased in the first half of 2024-25, in comparison to last year. 470 complaints have been received compared to 620 complaints at the previous mid-year point. A reduction of 150 complaints. For front line complaints the five-day national target was narrowly missed by 0.4 days. For more complex complaints that require further investigation the average time to respond was 19.2 days, within national target of 20 days. Both indicators show improved response times from last year.

18. The Council continues to learn from complaints and seeks to improve our responses to customers. An interactive complaints dashboard for Council, HSCP and ERCLT has been developed in 2024 giving managers and complaints' handlers daily updates on open complaints, response times and complaints' trends. This is enabling improved accuracy in the monitoring of complaints, better reporting and faster response times. Other lessons learned from complaints during the reporting period include changes to the process to improve customer support for using Council tax online services and additional staff training on conflict management.

PUBLICATION OF MID YEAR PERFORMANCE INFORMATION

19. Information in this report will be published on the [Council's website](#) where further performance information can also be found.

FINANCE & EFFICIENCY

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

CONSULTATION

21. Services across the Council continue to consult with, and engage customers and communities on service developments and redesign. [The Have Your Say Hub](#) (the Council's online community engagement platform run by Commonplace) enables interactive engagement with residents with a 'mobile first' approach. The Hub complements the Council's face-to-face consultation and engagement activities. Consultations that took place in the first half of the year included: the Barrhead Masterplan and "You Decide- Neighbourhood Streets"- a Participatory Budgeting project on Neighbourhood Traffic Management Zones.

PARTNERSHIP WORKING

22. This report acknowledges the excellent partnership working which continues with our partners including the Health and Social Care Partnership (HSCP), East Renfrewshire Culture and Leisure Trust (ERCLT), Voluntary Action East Renfrewshire (VAER), Police Scotland and the Scottish Fire and Rescue Service. These and other partners, together are responsible for developing and delivering on the shared outcomes of the Community Plan and Fairer East Ren to make people's lives better across East Renfrewshire.

IMPLICATIONS OF REPORT

23. As this report is primarily a progress and performance update, there are no particular implications in terms of staffing, property, legal, IT, equalities or sustainability. Each of these issues has been mainstreamed through other plans and Equality, Fairness and Rights Impact Assessment are carried out where appropriate.

CONCLUSION

24. The Council, together with our partners, continued to demonstrate very good performance in the first half of 2024-25 across many areas that are central to people's lives including, educational attainment, household recycling, increasing the supply of affordable

housing and supporting our local businesses. Despite the continued challenging financial circumstances, the Council remains resolute in the commitment to achieve positive outcomes for people and places across East Renfrewshire.

RECOMMENDATIONS

25. It is recommended that Cabinet:

- (a) Scrutinises and comments on a summary of the Council's performance at mid-year 2024-25 at Annex 1; and
- (b) Scrutinises and notes the mid-year complaints report at Annex 2)

20 November 2024

REPORT AUTHORS

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BACKGROUND PAPERS


- Outcome Delivery Plan 2024-2025, Council, 24 April 2024
- Strategic End-Year Performance Report 2023-24, Council, 11 September 2024
- A Place to Grow Strategic Vision and Community Plan, 11 September 2024

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Date Report Run 20/11/2024

ODP 2024-25 MASTER

<p>Description</p>	<p>Mid Year Strategic Report on Outcome Delivery Plan 2024-25</p> <p>East Renfrewshire Council is committed to improving the lives of all local people including children, young people, families and older adults, promoting equality and fairness, and enhancing the area in which we live, now and for the future. Our Outcome Delivery Plan (ODP) 2024-2025 sets out how services across the Council are contributing to the delivery of our outcomes, and our vision to be: "A modern, ambitious council, creating a fairer future with all".</p>
<p>Date Notes</p>	<p>Where a target has not been set for an indicator, this will present in graphs as a 'zero' value</p>
<p>Levels</p>	<p>The levels in the report demonstrate the hierarchy within our strategic planning framework</p>
<p>Key</p>	<p>The key below details what each of the symbols mean within the report</p>

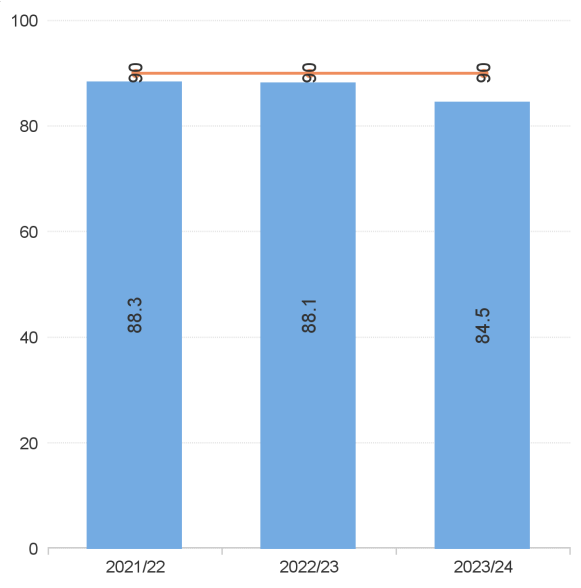
Latest Value (LV)	Date Period (DP)	Status Icon (SI)	Performance Note (PN)	
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Indicator RAG status key:		Action RAG status key:	
Red	Off Target	Red	Due date passed (and 100% progress not met)
Amber	Target still to be achieved	Amber	Progress not yet started
Green	On Target	Green	100% progress met or progress underway (but due date not passed)
Blue	For Information only (no target set)	Blue	For Information only (no target set)

- Level 1 1. Community Plan Outcomes
- Level 2 SOA1 All children in East Renfrewshire experience a stable and secure childhood and succeed
- Level 3 1.3 Children and young people are cared for, protected and their wellbeing is safeguarded

PI Percentage attendance for Looked After Pupils (Primary and Secondary)

LV	DP	SI	PN
84.5	2023/24	Amber	<p>There has been a decrease in the attendance to 84.5%, below the target of 90%. This has arisen from a decrease in the attendance at secondary school, linked to challenges around emotionally-based school absence (EBSA). The Learn Well service has specifically been designed to work with children and young people experiencing EBSA, including care experienced pupils, helping to remove barriers to learning and supporting a return to school.</p>

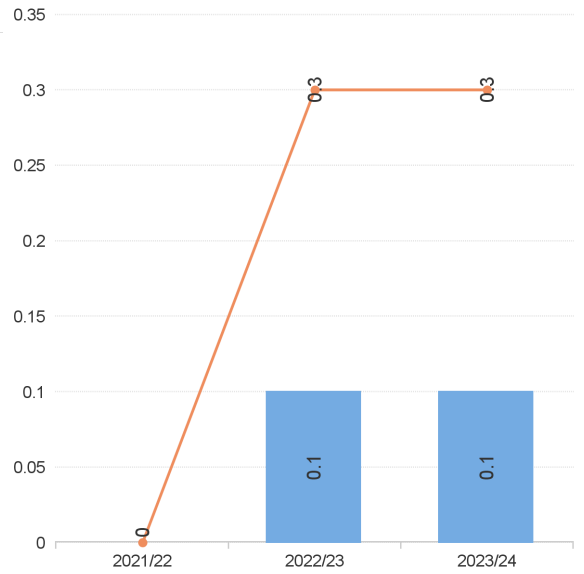


Level 2 SOA2 East Renfrewshire residents are healthy and active and have the skills for learning, life and work

Level 3 2.2 Children and young people are included

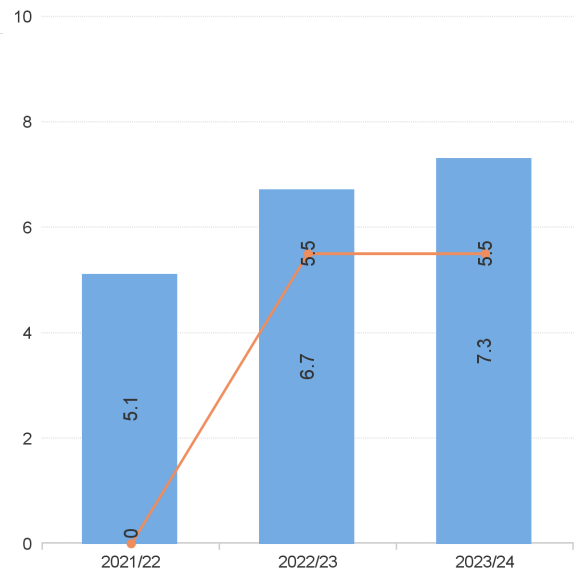
PI Number of exclusions per 1,000 pupils - Primary

LV	DP	SI	PN
0.1	2023/24	Green	<p>The number of exclusions remained at 0.1 incidents per 1000 pupils, below the target of 0.3 per 1000 pupils. East Renfrewshire compares very favourably to the most recent national value of 4.5 per 1000 pupils.</p>



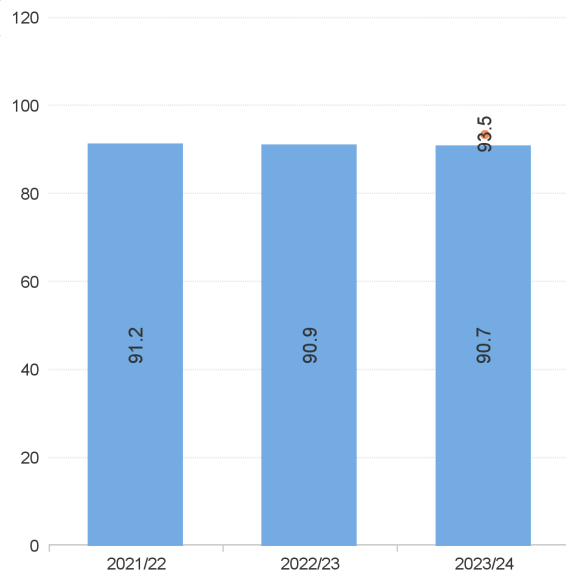
PI Number of exclusions per 1,000 pupils - Secondary

LV	DP	SI	PN
7.3	2023/24	Red	<p>There was a slight increase in the number of exclusion incidents in the secondary sector, increasing by 0.6 per 1000 pupils. The ERC figure continues to compare very favourably with the most recent national value of 31.5 incidents per 1000 pupils.</p> <p>The department is taking forward a range of approaches to address the increasing number of incidents.</p>



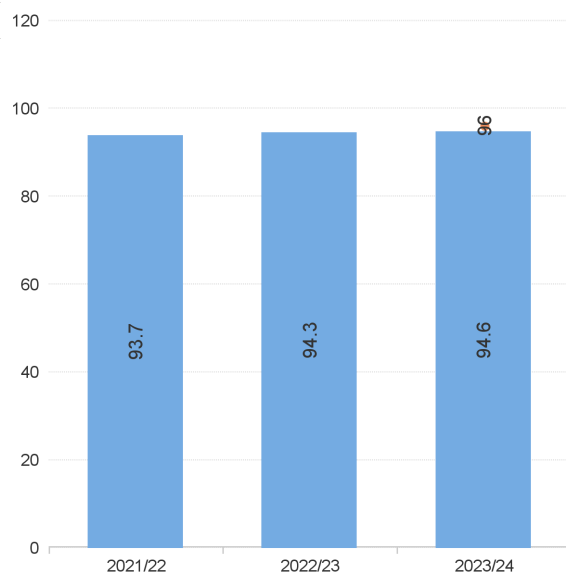
PI Overall percentage attendance rate of pupils attending secondary school. **80**

LV	DP	SI	PN
90.7	2023/24	Amber	<p>There has been a small decrease in the attendance rate for pupils attending secondary schools and it remains below pre-pandemic levels. A wide-range of work is being taken forward through the development of a detailed action plan to improve attendance.</p>



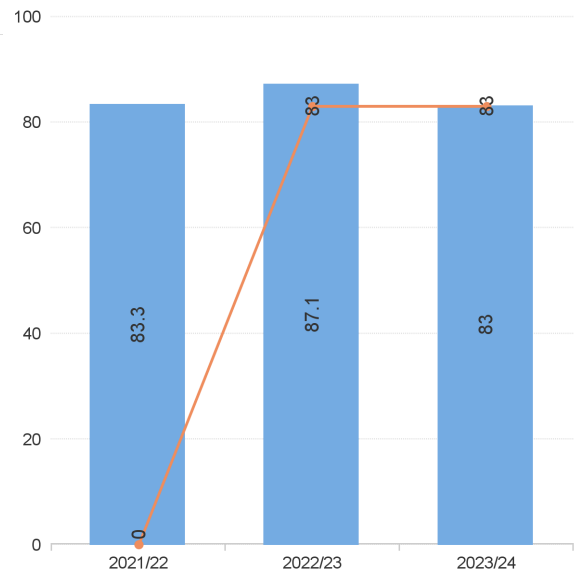
PI Overall percentage attendance rate of pupils attending primary school.

LV	DP	SI	PN
94.6	2023/24	Amber	<p>There has been a small increase in the attendance rate for pupils attending primary schools although it remains below pre-pandemic levels. A wide-range of work is being taken forward through the development of a detailed action plan to improve attendance.</p>



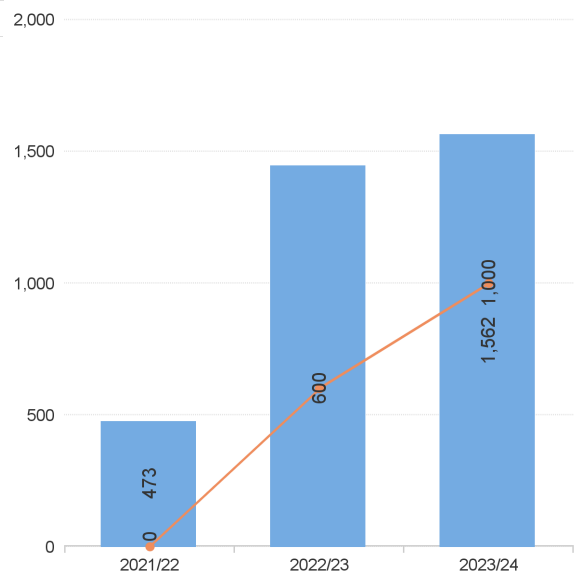
PI Proportion of S4 pupils achieving 5 or more SCQF Level 5 qualifications.

LV	DP	SI	PN
83.0	2023/24	Green	<p>In 2023/24, the percentage of pupils achieving 5 or more awards at SCQF L5 in S4 decreased to 83.0%, still meeting the target. It is recognised that this cohort has been particularly impacted by the disruption throughout the pandemic.</p> <p>This compares very favourably to the national figure of 54.4%</p> <p>Note, due to the change in assessment methodology driven by the pandemic, including the implementation of the alternative certification model, comparisons between years at the senior phase should continue to be treated with some caution.</p>



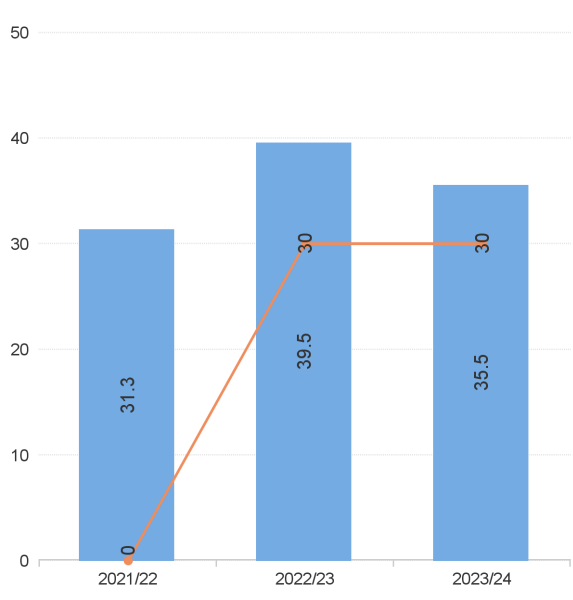
PI Number of awards achieved by young people participating in school and community based targeted programmes (e.g. Youth Achievement Awards, ASDAN and Duke of Edinburgh)

LV	DP	SI	PN
1562	2023/24	Green	<p>Target met - this is the total number of awards achieved by young people during academic year 23/24 as of October 2024 (awaiting final feedback on portfolios, this figure may change slightly).</p>



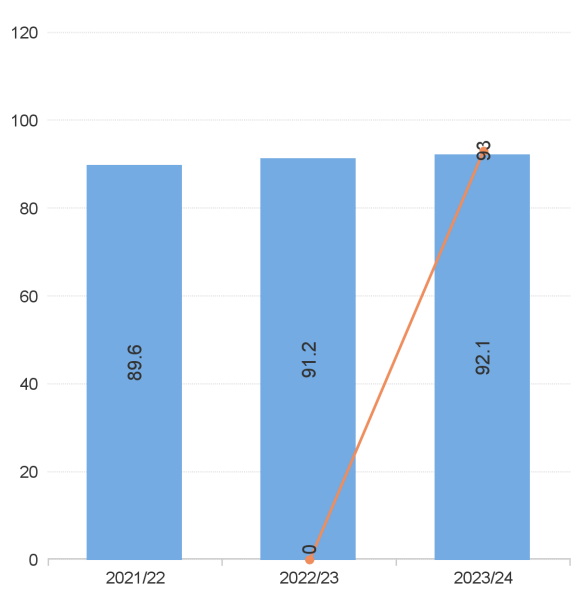
PI S4: reduce gap between most and least deprived achieving 5 or more awards at National 5 **82**

LV	DP	SI	PN
35.5	2023/24	Amber	<p>The gap between the proportion of young people achieving 5 or more SCQF level 5 qualifications in SIMD Q5 compared to Q1 decreased by 4 percentage points in 2023/24 to 35.5%. This compares favourably to the national figure of 40.4%. Note, due to the change in assessment methodology driven by the pandemic, including the implementation of the alternative certification model, comparisons between years at the senior phase should continue to be treated with some caution.</p>



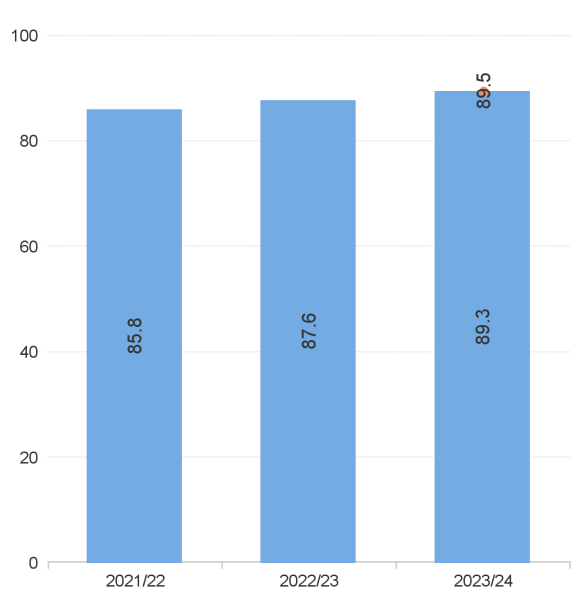
PI Achievement of Curriculum for Excellence Levels: Numeracy (P1, 4 and 7 combined)

LV	DP	SI	PN
92.1	2023/24	Amber	<p>In 23/24, 92.1% of primary pupils achieved or exceeded expected CfE levels in numeracy, an increase on the previous year's figure. This compares very well with the national figure of 79.6% in 22/23 (latest figures available). The department is making very good progress towards meeting the ambitious 3 year stretch aim of 93.5%.</p>



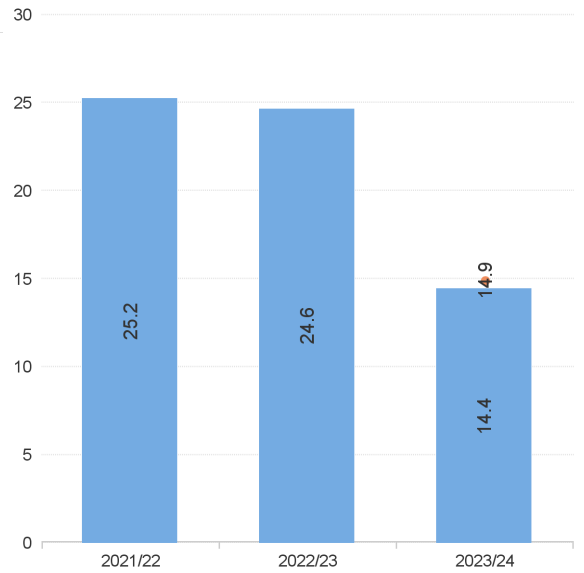
PI Achievement of Curriculum for Excellence Levels: Literacy (P1, 4 and 7 combined)

LV	DP	SI	PN
89.3	2023/24	Amber	<p>In 23/24, 89.3% of primary pupils achieved or exceeded expected CfE levels in literacy, an increase on the previous year's figure. This compares very well with the national figure of 72.7% in 22/23 (latest figures available). The department is making very good progress towards meeting the ambitious 3 year stretch aim of 90.3%.</p>



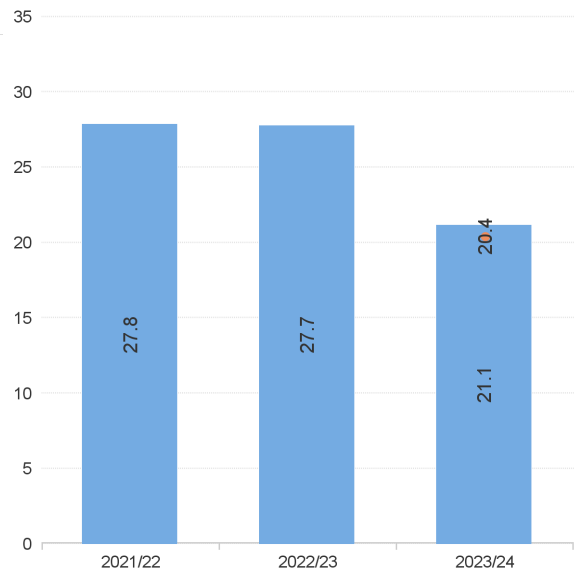
PI Achievement of Curriculum for Excellence Levels: Numeracy (P1, 4 and 7 combined) - Gap between Q1 and Q5

LV	DP	SI	PN
14.4	2023/24	Green	<p>In 23/24, the gap between the proportion of pupils in Q1 v Q5 achieving or exceeding the expected CfE levels in numeracy decreased significantly by more than 10 percentage points, achieving the target.</p> <p>The national figure for the gap between Q1 and Q5 is 16.9% in 22/23 (latest figures available).</p> <p>The department is making very good progress towards meeting the ambitious 3 year stretch aim of 10.2%.</p>



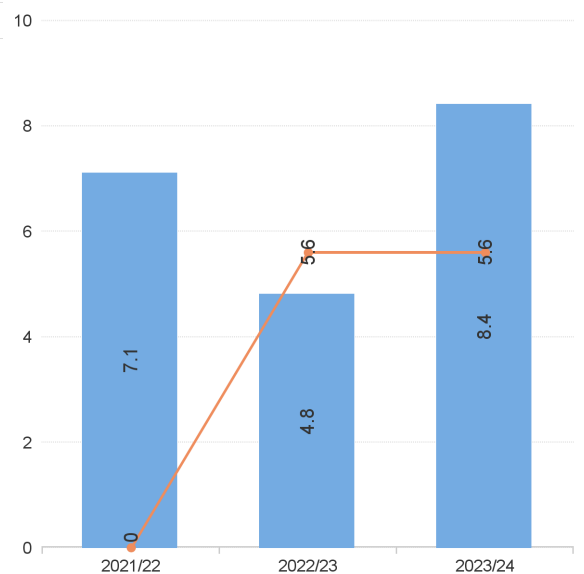
PI Achievement of Curriculum for Excellence Levels: Literacy (P1, 4 and 7 combined) - Gap between Q1 and Q5

LV	DP	SI	PN
21.1	2023/24	Amber	<p>In 23/24, the gap between the proportion of pupils in Q1 v Q5 achieving or exceeding the expected CfE levels in literacy decreased significantly by more than 6 percentage points.</p> <p>The national figure for the gap between Q1 and Q5 is 20.5% in 22/23 (latest figures available).</p> <p>The department is making very good progress towards meeting the ambitious 3 year stretch aim of 10.5%.</p>

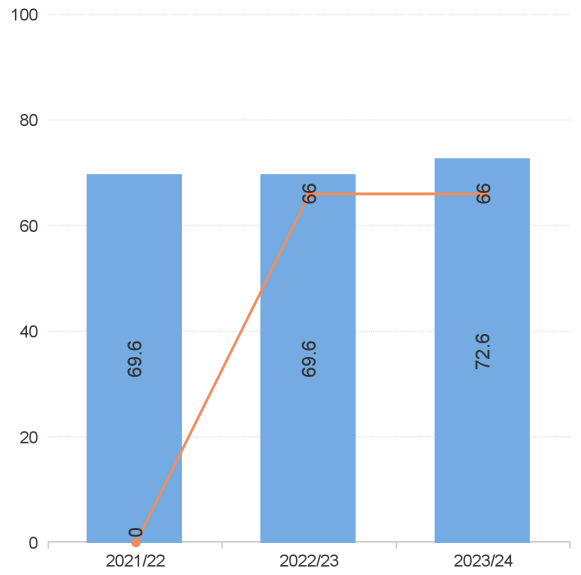


PI Percentage of S4 roll with Insight points of 263 or fewer.

LV	DP	SI	PN
8.4	2023/24	Red	<p>The percentage of S4 pupils with total Insight point scores of 263 or fewer (equivalent to eight "Pass" awards at National 4) increased to 8.4 in 2023/24, above the 4-year target of 5.6%. As noted previously, this cohort of learners have been particularly impacted by the disruption through the pandemic and this should be viewed in this context.</p> <p>Note, due to the change in assessment methodology driven by the pandemic, including the implementation of the alternative certification model, comparisons between years at the senior phase should continue to be treated with some caution.</p>

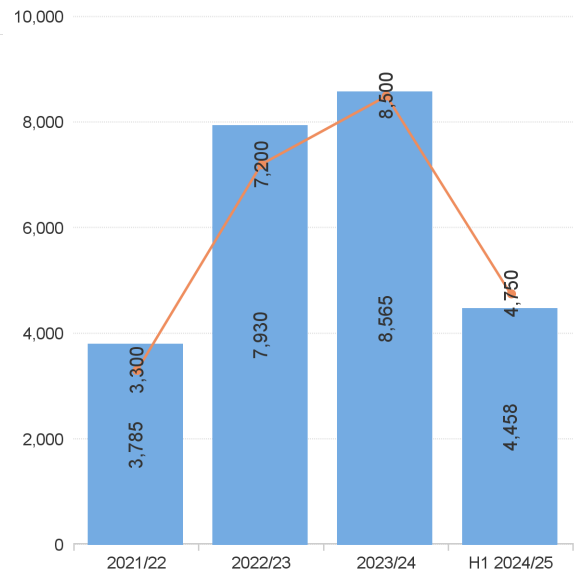


LV	DP	SI	PN
72.6	2023/24	Green	<p>In 2023/24, the percentage of pupils achieving 5 or more awards at SCQF L6 by the end of S6 increased to 72.6%. This is above the target of 66%.</p> <p>This compares very favourably to the national figure of 38.8%.</p> <p>Note, due to the change in assessment methodology driven by the pandemic, including the implementation of the alternative certification model, comparisons between years at the senior phase should continue to be treated with some caution.</p>



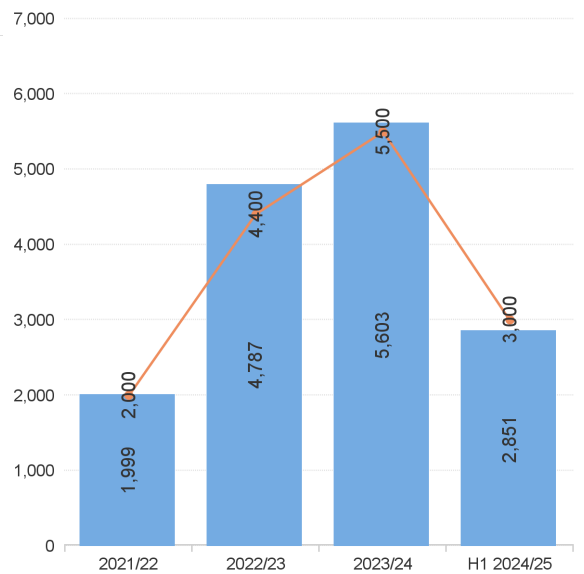
PI Number of attendances for indoor sports and leisure facilities

LV	DP	SI	PN
4458	H1 2024/25	Amber	<p>Mid year update 2024-25 The main issue preventing a higher number of attendances for indoor sports and leisure facilities was maintenance works on the Eastwood Park Leisure pool. This resulted in an overall decrease in the number of attendances of approximately 33,000. This impacted on the rate per 1,000 visits value at the mid year point.</p>



PI 12a) Number of Library visits per 1000 population

LV	DP	SI	PN
2851	H1 2024/25	Amber	<p>Mid year update 2024-25. The figure is below target as summer tends to be quieter due to people being on holiday and no class visits taking place, for example.</p>

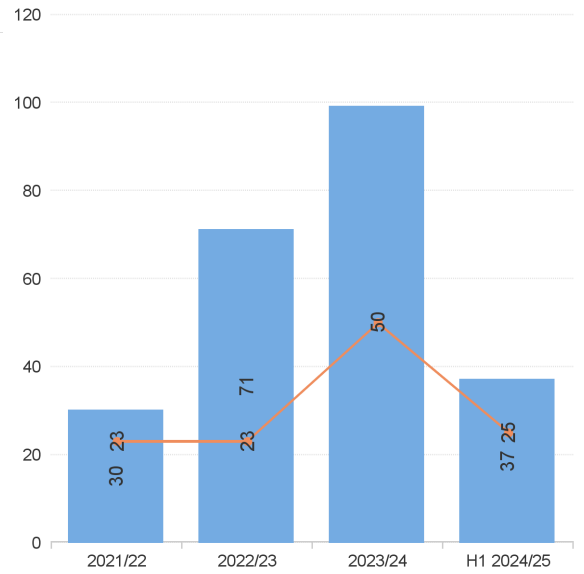


Level 2 SOA3 East Renfrewshire is a thriving, attractive and sustainable place for businesses and residents

Level 3 3.2 East Renfrewshire is a thriving place to invest and for businesses to grow

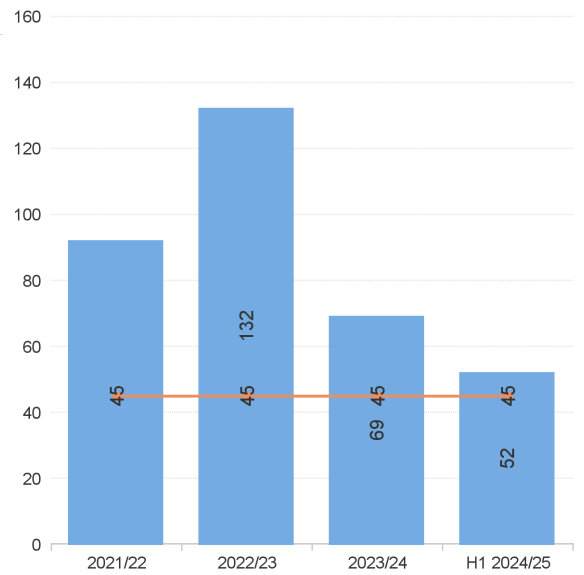
PI Number of businesses assisted to improve performance as a result of support received from the Council e.g. grants, loans and advice.

LV	DP	SI	PN
37	H1 2024/25	Green	<p>On track. 37 businesses have been supported through the provision of grants and advice. 10 businesses have received grants valued at £41,547 and a further 11 businesses have been approved for £106,129 and 3 are in progress (£56,102). There are 9 applications from Social Enterprises to the East Renfrewshire Renewable Energy Fund valued at £349,191. There have been no eligible applications for Business Loan Scotland.</p>



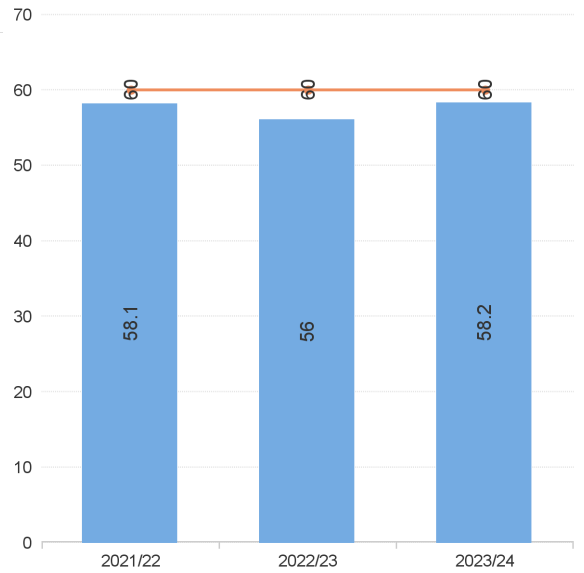
PI Additional homes being brought into affordable housing supply

LV	DP	SI	PN
52	H1 2024/25	Green	52 homes delivered via Council House Build Programme at Maidenhill at Mid Year 2024.25.



PI SENV06: % of total household waste that is recycled

LV	DP	SI	PN
58.2	2023/24	Green	<p>Update on data not available at end-year 2023-24. ERC has reclaimed its top recycling Council status with a score of 58.2%. An improvement from the previous year of 56.0% and remains well above the national average of 43.5%.</p>

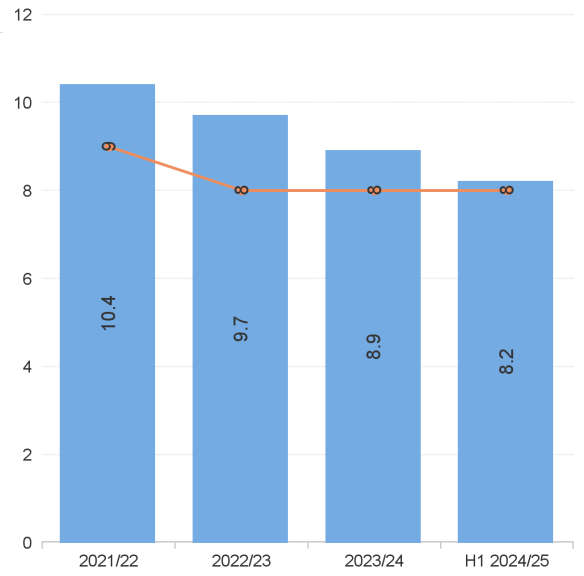


Level 2 SOA4 East Renfrewshire residents are safe and supported in their communities and homes

Level 3 4.2 Residents live in safe communities with low levels of crime and anti-social behaviour

PI % of total complaints reporting anti social behaviour which has recurred

LV	DP	SI	PN
8.2	H1 2024/25	Amber	Although currently 0.2% behind the target, it is encouraging to note there is currently a 1% overall reduction since the same point last year.

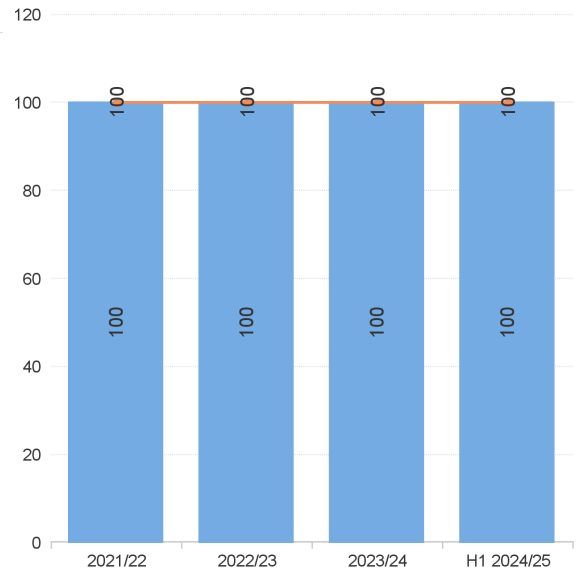


Level 3 4.3 Residents are protected from harm and abuse and public protection is safeguarded

Level 4 1. Effective arrangements are in place to identify and manage risk

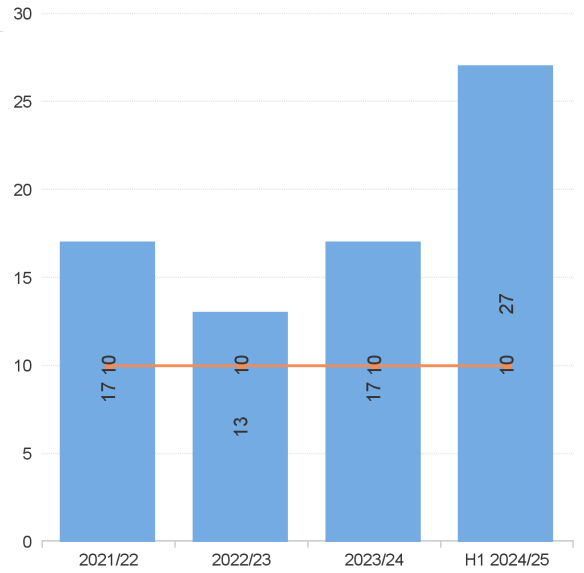
PI INCREASE - People agreed to be at risk of harm and requiring a protection plan have one in place

LV	DP	SI	PN
100	H1 2024/25	Green	All residents identified as at risk of harm by the HSCP have a bespoke protection plan in place.



PI % of additional homes brought into the affordable housing supply (cumulative over 5 years) which are adapted or adaptable to lifetime needs or wheelchair adapted

LV	DP	SI	PN
27	H1 2024/25	Green	14 of the 52 new homes for social rent delivered by the Council at Maidenhill this year, are built to an adapted or adaptable standard which meets a range of lifetime needs. This is above the target of 10% of affordable homes meeting this standard.

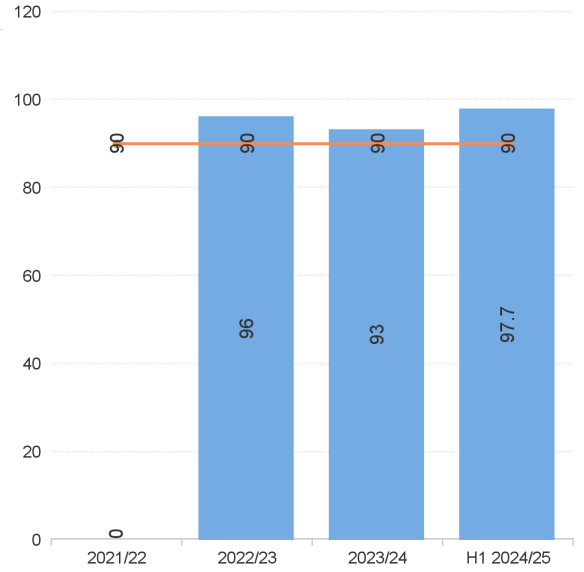


Level 3 4.5 Residents are protected from drug and alcohol related harm **92**

Level 4 2. More people recover from alcohol and drugs due to participation in our programmes

PI Percentage of people with alcohol and/or drug problems accessing recovery-focused treatment within three weeks. Service Users will wait no longer than 3 weeks from referral received to appropriate drug or alcohol treatment that supports their recovery.

LV	DP	SI	PN
97.7	H1 2024/25	Green	On average during Apr to Sept 2024, 97.7% of people waited no longer than three weeks from referral to alcohol and/or drugs treatment (this is subject to verification pending Public Health Scotland report due on 17 Dec 2024). This exceeds 90% target and is higher than performance achieved in previous six months (89.9%). Action to fill vacancies and manage caseloads has returned service back to above average, and on target in recent quarters. 135 referrals started treatment during first half of 2024-25, with 91 still in treatment.



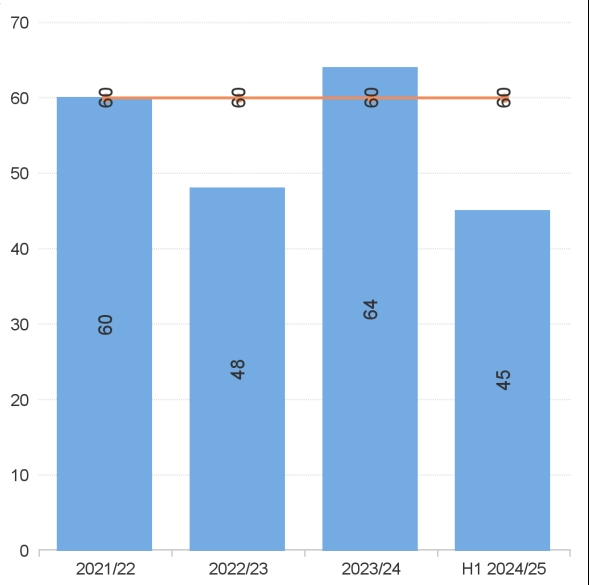
Level 2 SOA5 Older people and people with long term conditions in East of England are valued; their voices are heard and they enjoy full and positive lives

Level 3 5.2 Older people and people with long term conditions stay as healthy as possible

Level 4 2. More people supported to recover following a period of ill health

PI INCREASE - Percentage of those whose care need has reduced following re-ablement / rehabilitation

LV	DP	SI	PN
45	H1 2024/25	Red	<p>In the first six months of 2024/25 a total of 23 clients of the 52 discharged were discharged with reduced needs. This is down from 61% in the previous half year period in 2023-24. Whilst the increase in complexity has impacted on re-ablement outcomes for individuals, long term unplanned absence within this area of service has significantly impacted on performance. The team has now returned to establishment level.</p>

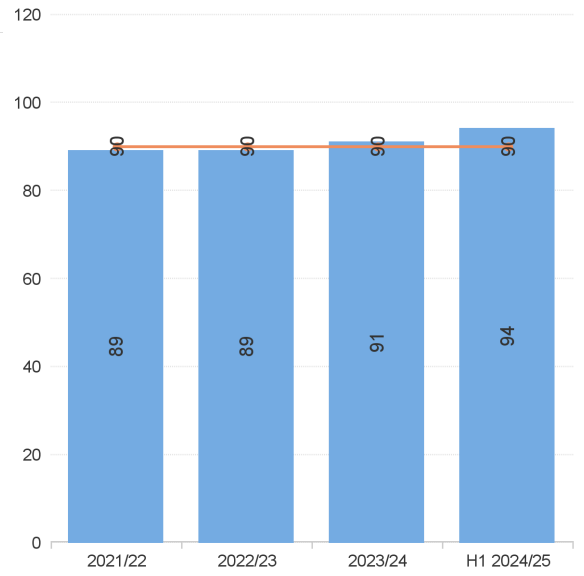


Level 3 5.3 Older people and people with long term conditions are living independently in the community **94**

Level 4 1. More people stay independent and avoid reaching a crisis through early intervention

PI INCREASE - People reporting 'living where you/as you want to live' needs met (%)

LV	DP	SI	PN
94	H1 2024/25	Green	In the first six months of 2024/25 of the total 69 valid responses 65 reported their needs met.



Level 3 5.4 Carers are valued and can maintain their own health and well-being **95**

Level 4 1. Staff are able to identify carers and value them as equal partners

PI INCREASE - People reporting 'quality of life for carers' needs fully met (%)

LV	DP	SI	PN
81	H1 2024/25	Green	In the first six months of 2024/25 of the total 68 valid responses 55 reported their needs met. Down from 94.5% in the previous six months.



Level 1 2. Organisational Outcomes: Our council is forward thinking and performing **96**

Level 2 Customer

Level 3 Satisfied customers access services that meet their needs

PI % of customer contact made online (excluding payments)

LV	DP	SI	PN
41	H1 2024/25	Green	Exceeded target at mid year, with increase of 8059 customer interactions compared to the same period last year. The garden waste process involves a large volume of online customer interactions. The process started later this year and resulted in more customer interactions than the comparable period last year.



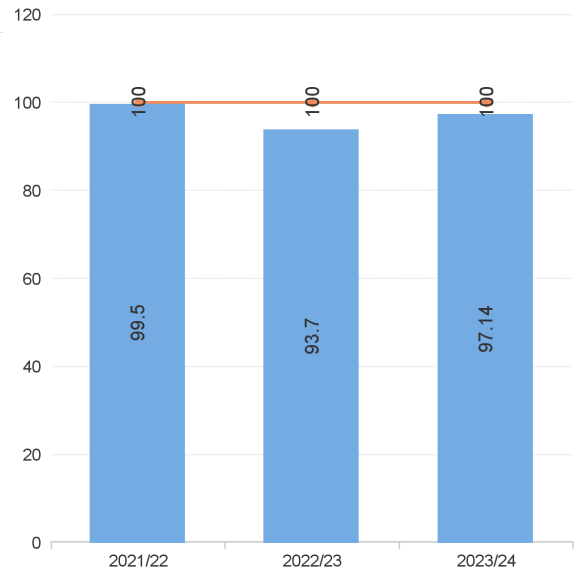
Level 2 Efficiency

97

Level 3 Our physical, information and financial assets are efficiently managed

PI Council revenue expenditure kept within agreed annual budget level. Target <100%

LV	DP	SI	PN
97.14	2023/24	Green	<p>The level of expenditure compared to budget (97.14%) is a reflection of the effectiveness of sound financial planning and management across the Council. Another factor in the delivery of this indicator is the unanticipated additional one-off sources of income received in this financial year, including VAT recovery of £2.7m relating to a successful historic appeal. Achievement of this indicator will be more challenging in future years as departments have been challenged to absorb budgetary pressures within existing budgets, rather than increasing budgets as part of the budget setting process.</p>



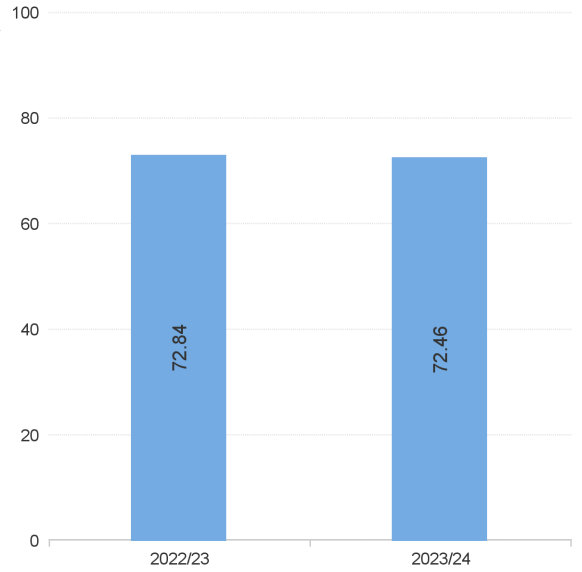
Level 2 People

98

Level 3 We have engaged employees who are motivated to deliver our outcomes

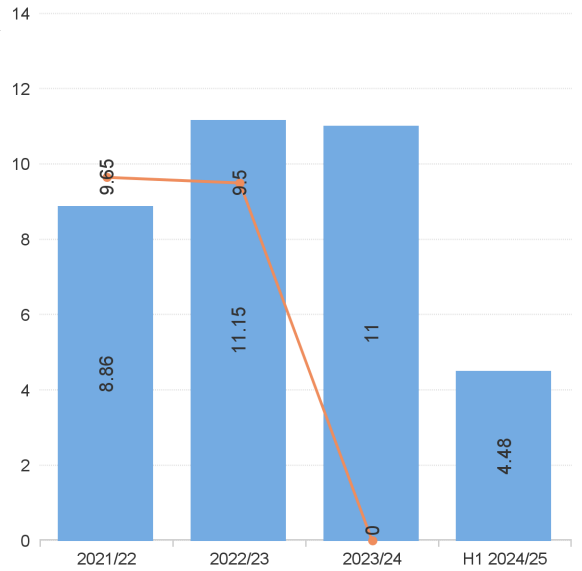
PI HR_24114161513_BOPAnnual employee engagement survey percentage

LV	DP	SI	PN
72.46	2023/24	Data Only	A positive overall staff satisfaction was retained in the second staff health and wellbeing survey in 2024. A range of initiatives are ongoing to support staff health and wellbeing throughout the year.



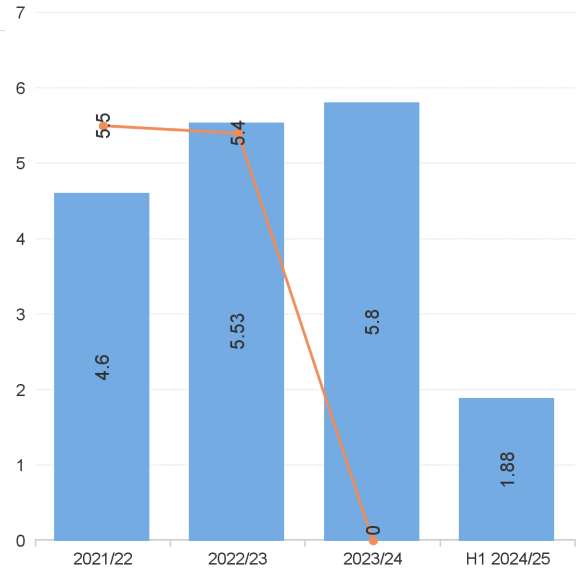
PI SCORP06: Sickness absence days per employee

LV	DP	SI	PN
4.48	H1 2024/25	Data Only	Mid year update 24-25 The half year figure is for indicative purposes. Absence is seasonal and tends to be higher in the latter 6 months of the year. Compared with the mid year absence data from 23-24 which was 4.54 days per FTE, absence has reduced slightly at this point. Absence continues to be a high priority and is closely monitored across the Council.



1a) The average number of working days per employee lost through sickness absence for: b) teachers

LV	DP	SI	PN
1.88	H1 2024/25	Data Only	<p>Mid year update 24-25 The half year figure is for indicative purposes. Absence is seasonal and tends to be higher in the latter 6 months of the year. Compared with the mid year absence data from 23-24 which was 1.88 days per FTE, absence has increased slightly at this point but is not cause for concern as we compare favourably with other councils. Absence continues to be a high priority and is closely monitored by Education.</p>



Mid-Year complaints 2024/2025

All Scottish councils are required to record and report on a suite of complaints performance indicators to meet Scottish Public Services Ombudsman (SPSO) requirements. During the first half of 2024/25 there were 470 complaints received, representing a decrease on the same period in 2023/24, where 620 complaints were received. The national 5-day target to respond to frontline complaints was missed with an average time of 5.40 days taken to respond. The average time to respond to investigation complaints was below the 20-day target at 19.92 days. These response times are an improvement from last year. Developments in reporting have helped to bring about process improvements and identify cases open for extended periods in the system.

Learning from complaints

The Council seeks to use the learning from complaints data analysis to improve services and the efficiency of the complaints handling process. In the reporting period the following actions took place.

- Development and launch of an interactive complaints' dashboard for Council, HSCP and ERCLT. The dashboard is automatically updated daily, giving managers and employees a visualisation of open complaints, response times and trend analysis.
- The Customer Services team carried out a health and safety review and arranged refresher training for all front facing staff on conflict management; reviewed risk assessments for face-to-face customer services and put proactive messages at the start of calls to address complaints about sound quality issues.
- Revenue services introduced better support for customers using Council tax online.

Child friendly complaints procedures

In response to new legislation under the United Nations Convention on the Rights of the Child (UNCRC) councils are required to ensure all complaints from, or involving children are dealt with in a way which respects and promotes their rights. Work is underway to develop local accessible child-friendly complaints procedures for the Council and HSCP.

Mid-Year Complaints Data Report 2024/25¹

Complaints Received per 1000 of the Population			
Description	2023/24 H1	2024/25 H1	Change
Number complaints received per 1,000 population.	6.4	4.8	-1.6
Number complaints closed at stage one as % of all complaints	89.0%	86.1%	-2.9
Number complaints closed at stage two as % of all complaints	6.3%	6.6%	+0.3
Number complaints closed at stage two after escalation as % of all complaints	4.7%	7.3%	+2.6

¹ 1 - Data notes: Definitions: Stage 1 - complaints closed at stage 1 Frontline Resolution; Stage 2 (direct) - complaints that bypassed stage 1 and went directly to stage 2 Investigation (e.g. complex complaints); Escalated - complaints which were dealt with at stage 1 and subsequently escalated to stage 2 (e.g. because the customer remained dissatisfied); Investigation - stage 2 and escalated complaints combined.

Complaints Not Upheld/ Partially Upheld/Upheld/ Resolved			
Not Upheld	2023/24 H1	2024/25 H1	Change
Number complaints not upheld at stage one as % of complaints closed at stage one	47.4%	39.6%	-6.8
Number complaints not upheld at stage two as % of complaints closed at stage two	61.5%	61.3%	-0.2
Number escalated complaints not upheld at stage two as % of escalated complaints closed at stage two	55.2%	55.9%	0.7
Partially upheld			
Number of complaints partially upheld at stage one as % of complaints closed at stage one	12.8%	12.4%	-0.4
Number complaints partially upheld at stage two as % of complaints closed at stage two	25.6%	16.1%	-9.5
Number escalated complaints partially upheld at stage two as % of escalated complaints closed at stage two	20.7%	29.4%	8.7
Upheld			
Number of complaints upheld at stage one as % of all complaints closed at stage one	20.9%	17.4%	-3.5
Number complaints upheld at stage two as % of complaints closed at stage two	2.6%	16.1%	13.5%
Number escalated complaints upheld at stage two as % of escalated complaints closed at stage two	17.2%	11.8%	-5.4
Resolved			
Number of complaints resolved at stage one as % of all complaints closed at stage one	20.9%	29.9%	9.0
Number complaints resolved at stage two as % of complaints closed at stage two	7.7%	6.5%	-1.2
Number resolved complaints upheld at stage two as % of escalated complaints closed at stage two	0%	2.9%	2.9

The average time in working days for a full response to complaints at each stage

Description	2023/24 H1	2024/25 H1	Change	SPSO Target
Average time in working days to respond to complaints at stage one (frontline resolution)	5.5	5.4	-0.1	5
Average time in working days to respond to complaints at stage two (investigation)	26.2	23.8	-2.4	20
Average time in working days to respond to complaints after escalation (investigation)	17.4	15.6	-1.8	20
Average time in working days to respond to complaints at investigation (stage 2 and esc combined)	22.6	19.9	-2.7	20

Complaints at each stage closed within set timescales

Description	2023/24 H1	2024/25 H1	Change
Number complaints closed at stage one within 5 working days as % of stage one complaints	73.5%	79.6%	5.1
Number complaints closed at stage two within 20 working days as % of stage two complaints	39.5%	58.8%	19.3
Number escalated complaints closed within 20 working days as % of escalated stage two complaints	61.5%	76.7%	15.2
Number investigation complaints closed within 20 working days as % of investigation complaints (stage 2 and esc combined)	48.4%	67.2%	18.8

Where extensions to the 5 or 20 working day timeline were authorised

Description	2023/24 H1	2024/25 H1	Change
% of complaints at stage one where extension was authorised	1.7%	3.7%	-2.0
% of complaints at stage two where an extension was authorised	52.6%	52.9%	+0.3
% of escalated complaints where extension was authorised	23.1%	33.3%	+10.2

EAST RENFREWSHIRE COUNCILCABINET05 December 2024Report by Director of EnvironmentLOCAL DISCRETIONARY FUND 2 – REQUEST FOR FURTHER
BUSINESS GROWTH INTERVENTIONS**PURPOSE OF REPORT**

1. The purpose of this report is to provide Cabinet with an update on the progress on the Local Discretionary Fund 2 programme (LDF2) which was originally approved on 13 October 2022 and to seek approval for further business growth interventions to use the remaining funds.

RECOMMENDATIONS

2. The Cabinet is asked to:
- a) Note the activity to date on the Local Discretionary Fund 2 programme;
 - b) Agree to additional activities to use the remaining Local Discretionary Fund 2 allocation, as set out in paragraph 10;
 - c) Delegate to the Director of Environment to vary the amounts allocated under each intervention, based on the level of take up and to ensure full spend of the Scottish Government allocation; and
 - d) Agree to extend the programme of activities until the end of March 2026.

BACKGROUND AND REPORT

3. As part of the Scottish Government's response to the COVID-19 pandemic East Renfrewshire Council was awarded £1,254,281 in 2022, for the Local Discretionary Fund to support local businesses. On 13 October 2022, Cabinet approved the use of this grant.

4. The purpose of LDF2 was to mitigate the short-term financial challenges being experienced by businesses adversely impacted by restrictions and regulations introduced to control the spread of COVID-19. Unlike previous funds, which were targeted towards specific groups or sectors, this fund empowered local authorities to direct additional financial support to the wider business community, where they considered this to be necessary or justified based on the distinct characteristics of their local economies.

5. Non-statutory Government guidance for the use of this funding sought to support local authorities in making decisions on how they should distribute the money, whilst recognising that variability within and across local economies would demand differing approaches.

6. The programme has been implemented from December 2022 and supports businesses up to the end of March 2025. Agreement has been reached through COSLA that unspent funds can be carried forward into the next financial year, 2025/26. The programme has strict eligibility criteria and a robust due diligence process for assessing each grant

application and award. This process produces a clear audit trail of application, documentation and decision making.

7. At the end of September 2024, the programme has achieved the following:

- Engaged with over 200 businesses;
- Provided grant and business support totalling £760,056;
- Carried out 10 business networking events to promote services to the local business community;
- Created a business partnership approach with Business Improvement Districts and the East Renfrewshire Chamber of Commerce;
- Developed an account managed approach to local businesses in conjunction with Scottish Enterprise and Business Gateway East Renfrewshire; and
- Awarded funds to businesses that will safeguard 507 FTE positions and support up to a further 336 FTE jobs within 3 years.

8. Applications can take some time to be developed into viable propositions and for the Economic Development team to carry out their due diligence checks. Extending the period to the end of March 2026 to spend the LDF2 funds will allow more businesses to prepare their applications fully and take advantage of the grant assistance available.

9. Consultation within our business community including East Renfrewshire Chamber of Commerce and the three Business Improvement Districts has identified other areas of support that could benefit businesses in the longer term, which will assist with their growth.

10. It is proposed that the remaining funds, £494,225 be carried over, allowing use until the end of March 2026, both to continue delivery of existing support mechanisms to more local businesses and to develop new programmes to respond to local business needs. The rationale behind this proposal is as follows:

- the level of spend was not as high as expected in 2024/25 however, the Economic Development team have been actively promoting LDF2 to local businesses in recent months, so more grants are expected to be approved over the next 18 months; and
- LDF2 is a secure source of funding, when support for Economic Development funds is currently in a state of flux.

Continuation of Current Programmes

Micro Grant Funds (Up to £500 grant award)

Small businesses (under £50,000 turnover) can apply for one grant per year to assist in business growth or diversification through a piece of equipment, E-commerce activity, training, health and wellbeing of the workforce or ideas testing. To date this programme has supported 14 businesses.

Businesses to be supported 10

Total allocated: £5,000

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

Businesses must be trading for over 12 months and operate on a full-time basis (over 30 hours per week). Grants available: £1,000 Grant - with current turnover of above £100,000 per annum; £5,000 Grant - with current turnover of above £150,000 per annum and £10,000 Grant - with current turnover of above £250,000 per annum. All business must be able to demonstrate that the grant award will facilitate increased turnover in the 12 months following the grant award and ability to grow or sustain their workforce. To date this programme has supported 14 businesses.

Businesses to be supported 10

Total allocated: £35,000

Special Growth Grant (up to £20,000 with 50% match funding required)

The amount has been reduced to £20,000 from £50,000 as grants awarded so far have averaged £26,000 in value. Businesses should have a turnover in excess of £500,000 and a workforce of at least 10 employees to qualify for this grant. To date this programme has supported seven businesses.

Businesses to be supported 3

Total allocated: £60,000

Get to Zero - Grants (Up to £5,000)

Funding for sustainable technologies such as solar, thermal, air and ground source systems as well as low energy lighting, insulation and more energy efficient equipment. Businesses have an option for a free energy audit to help them understand their carbon footprint and recommendations for further energy saving measures. To date this programme has supported four businesses.

Businesses to be supported 10

Total allocated: £43,750

Enhanced Digital Activity

Digital technologies are driving transformative change, reshaping product markets, and altering the way businesses market their work. This programme offers one to one advice and support to businesses wishing to develop and improve their digital presence. To date this programme has supported 30 businesses.

Businesses to be supported 20

Total allocated: £50,000

Accelerator Programme 2025

This new programme will deliver a range of individual support to up to 10 professional services businesses who wish to move from home-based working into a permanent office situation. The programme will use the co-working space at Greenlaw Works as a long-term incubator space. Businesses wishing to start on this programme have access to dedicated office space within Greenlaw Works for a period of 18 months along with support from the Council's Economic Development team including Business Gateway East Renfrewshire. Programme costs include rental costs at Greenlaw Works, consultancy and professional service support. The Accelerator Programme 2024 has supported nine businesses.

Businesses to be supported 10

Total allocated: £140,000

Marketing Costs

Promotion of the various grant schemes, through events, social media and advertising, to local businesses to encourage maximum take up.

Total allocated: £2,000

Staffing Costs

Current staffing posts are funded through LDF2 monies until March 2025. Further staffing support to cover the programme extending into the next financial year would also be required until end of March 2026 for 2 posts. Duties will include initial assessment of grant applications; organising grant events; promotion of grant support to Business Improvement Districts; attending business community partnership events and promotion of upcoming procurement opportunities for local businesses.

Total staffing costs £93,475

New Programmes for 2025

Business Gateway – ER Procurement Programme

This programme will provide dedicated procurement support for a wide range of sectors in East Renfrewshire including health and care. The programme will run eight workshops for up to 10 businesses, with dedicated support and follow up during the course of the 12-month period to assist with submissions and tenders as required. This programme will provide expert help to encourage and support businesses to bid for public sector contracts.

Businesses to be supported 10

Total allocated £45,000

Hospitality Masterclass Support

Hospitality businesses were one of the hardest hit during the COVID pandemic and have since seen a downturn due to the cost-of-living crisis. The business to consumer sector is also less eligible for other grants and support programmes. This programme will support the foundational economy. Examples would be provision of specialist courses such as social media, marketing, understanding legislation, staff training, customer service training and access to other recognised courses through Visit Scotland. Support would also include information on becoming living wage, fair work and being a flexible employer.

Businesses to be supported 20

Total allocated £10,000

Retail Masterclass Support

Retail businesses were impacted during the COVID pandemic and have seen a downturn due to the cost-of-living crisis. Examples of this would be provision of specialist courses such as social media, marketing, e-sales, display training, stock management training and facilitation of other recognised courses. Support would also include information on becoming living wage, fair work and being a flexible employer. This programme will support the foundational economy. This cohort could also serve as a focus group to inform and assist with BID and regeneration team activities.

Businesses to be supported 20

Total allocated £10,000

The Economic Development team are proposing that the following programmes are cancelled due to lack of demand from local businesses or support being provided from other sources:

- New Start Grant (£500 grant award);
- New Enterprise Academy Programme;
- Get to Zero - Green Jobs Training (Up to £1,000); and
- Support for Local Events

Benefits

11. The programme outlined above would support over 125 local businesses with specific growth activity that would improve their resilience and improve job retention, job creation opportunities and increased turnover.

12. This would be additional support to businesses, which have the potential to grow, including new starts. Success will be measured by creating wider economic activity across East Renfrewshire in terms of growth and employment-generating opportunities as part of the mid-year and end-year reporting process.

FINANCE AND EFFICIENCY

13. There are no financial implications arising directly from this report. Activity will be funded through the Scottish Government LDF 2 allocation of £1,254,281.

14. The Council must comply with the conditions of the grant, as set out in Scottish Government's Offer of Grant. All programmes of support will be subject of monitoring and regular review. Should take up in any programme be less than what has been anticipated, the budget will be reallocated based on demand and needs of business to other programmes within the list presented in the report. This is subject to approval of delegated authority to the Director of Environment to vary the funds to ensure full spend of East Renfrewshire's Local Discretionary Fund for business.

CONSULTATION AND PARTNERSHIP WORKING

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

IMPLICATIONS OF THE PROPOSALS

16. There are no equalities, IT or staffing implications associated with this report. There are no subsidy control implications associated with the proposals.

CONCLUSIONS

17. The proposals presented fully allocate the balance of £494,225 across a range of strategic measures and interventions to support more local businesses. Delegation of authority to the Director of Environment to reallocate any funds if required, between all the proposals set out in the report, will ensure a full spend of the Scottish Government Grant Award.

RECOMMENDATIONS

18. The Cabinet is asked to:

- a) Note the activity to date on the Local Discretionary Fund 2 programme;
- b) Agree to additional activities to use the remaining Local Discretionary Fund 2 allocation, as set out in paragraph 10;
- c) Delegate to the Director of Environment to vary the amounts allocated under each intervention, based on the level of take up and to ensure full spend of the Scottish Government allocation; and
- d) Agree to extend the programme of activities until the end of March 2026.

Director of Environment

Further information can be obtained from Michaela Sullivan, Head of Place, 0141 577 3116 michaela.sullivan@eastrenfrewshire.gov.uk

November 2024

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EAST RENFREWSHIRE COUNCILCABINET5th December 2024Report by Director of EnvironmentSTRATEGIC TRANSPORT SERVICE GRANT AWARD
FUNDED PROJECTS 2024/25**PURPOSE OF REPORT**

1. The purpose of this report is to inform Cabinet of the grant awards made to East Renfrewshire Council for active and sustainable travel and road safety projects in the 2024/25 financial year and to outline and seek approval for the projects being progressed in 2024/25.

RECOMMENDATIONS

2. The Cabinet is asked to:
- a) Note the grant awards detailed in the report and Appendix 1 for the 2024/25 financial year;
 - b) Approve the grant funded projects outlined in Appendix 1, where approval has not previously been given; and
 - c) Delegate to the Director of Environment to make adjustments to the programme depending upon the detailed costs of projects becoming available.

BACKGROUND

3. The council receives annual grant funding from various sources to support sustainable transport and road safety initiatives. Over recent years, the Scottish Government has significantly increased its commitment to active travel with £220 million directed nationally to active travel infrastructure improvements and behaviour change initiatives in 2024/25.

4. A new funding delivery model is being progressed by the Scottish Government for 2024/25. This includes a tiered delivery model for active travel infrastructure funding (depending on a local authority's capacity and capability to deliver projects), revised budget allocation dedicated to behaviour change programmes (to encourage walking, cycling, and sustainable transport use) and a new Road Safety Improvement Fund (designed to support local authorities in implementing road safety measures).

5. As well as aligning with National Transport Strategy 2 and Regional Transport Strategy priorities, proposed projects support key local plans:

- East Renfrewshire's adopted Active Travel Action Plan, 2015 (which outlines the council's strategic priorities and key actions for increasing active travel and supporting local projects that enable walking & cycling);
- Local Development Plan 2, 2022 (creating thriving, attractive and sustainable places and neighbourhoods);

- Get to Zero Action Plan, 2024; and
- A Place to Grow, 2024.

REPORT

6. The grant awards made to East Renfrewshire in the 2024/25 financial year are set out below:

Active Travel Infrastructure Fund (ATIF) Tier 1 2024/25

7. A capital fund from Transport Scotland (TS) for the design, development and delivery of active travel infrastructure, and supporting measures, adhering to and informed by the principles of the Active Travel Framework, Designing Streets and Cycling by Design. This fund replaces the Cycling Walking Safer Routes (CWSR) grant. The grant award was confirmed on 5th June 2024 to the value of £672,268, provided as part of the General Capital Block Grant (GCBG) allocation.

8. TS required a programme of works to be submitted to them by 28th June as a condition of the grant funding. This can be found in Appendix 1. Projects selected were either continuations of existing work or additional projects which already had Cabinet approval. This includes projects for installing new, and improvements to existing, Active Travel infrastructure, as well as neighbourhood level improvements with respect to pedestrians, vehicular traffic and parking.

Road Safety Improvement Fund (RSIF) 2024/25

9. A capital fund from Transport Scotland provided for the delivery of a programme of measures which align to Scotland's Road Safety Framework to 2030 to support casualty and/or risk reduction. The grant was awarded on 2nd July to the value of £128,911, and projects must be delivered within the 2024/25 financial year. A programme of planned works is included in Appendix 1.

Sustrans Places for Everyone (Pfe) Stage 0-2

10. A revenue fund from Sustrans Scotland for the development of Active Travel Infrastructure, including concept design and feasibility. Four grants were initially awarded in November 2022, with a fifth awarded in September 2023, to support development of active travel corridor projects. These comprise works to the A77, A727, B767, and Davieland Road to benefit people walking, wheeling, and cycling; two new foot/cycle bridges connecting Clarkston, Netherlee, and Giffnock; and an off-road path link in the Patterton area.

11. Following an approved 'mini-competition' procurement via the Scotland Excel framework (Lot 2 Transportation & Traffic Services) to obtain external consultancy support, work began in October 2023 and paused at the end of the 2023/24 financial year. Applications were made to Sustrans for carry-over of the funding to complete the programme (totaling £71,592), and these were confirmed in July 2024. Discussions with the consultant regarding resumption of work are underway, and the remaining funding must be spent by the end of the 2024/25 financial year.

Electric Vehicle Charging Infrastructure Fund (EVCIF) 2024/25

12. A revenue grant from Transport Scotland to the value of £140,000 over four years (2022/23 to 2025/26) in order to resource the development of a public electric vehicle charging strategy and infrastructure expansion plan. The Cabinet approved pooling the use of the

remainder of this funding, on 30th May 2024, to make East Renfrewshire's contribution to the wider EVCIF project across the Glasgow City Region. This aims to double the public electric vehicle charging network over the next four years by drawing in private investment.

13. ERC have spent approximately £75,000 of this budget allocation so far on a combination of GCR collaboration work and internal resourcing.

Strathclyde Partnership for Transport (SPT) People & Place Funding 2024/25

14. A revenue grant from Transport Scotland awarded and administered by the Regional Transport Partnerships (RTPs), that is intended to support sustainable and active travel behaviour change initiatives, and in particular Active Schools and Active Workplaces. A total of £70,000 of funding has been awarded for the delivery of two projects in the 2024/25 Financial Year: Love to Ride (£40k) and Primary to Secondary School Transition Training (£30k). Funding was confirmed 9th July 2024.

Transport Scotland People & Place Funding 2024/25

15. A Direct Award Grant offer from Transport Scotland for £77,412. The grant is split £51,608 revenue, £25,804 capital. It is intended to support sustainable and active travel behaviour change initiatives, including resource funding for the maintenance of existing infrastructure. It must be spent within the 2024/25 Financial Year. Funding was confirmed 19th April 2024 and will be used to facilitate a staff resource to deliver active and sustainable infrastructure and behaviour change projects and works to facilitate the roll out of 20mph speed limits on suitable residential streets.

Proposed Programme of Projects using 2024/25 Funding

16. Appendix 1 provides a list of those projects that STS intends to undertake or has commenced in the 2024/25 financial year, across a variety of budgets. These can be broadly categorised as follows:

- **Existing Projects** with Cabinet Approval;
- **Carry Over Projects** which are either underway or committed due to carry-over funding;
- **Continuation of existing work**, projects which are either underway or committed due to being part of annual work programs or monitoring; and
- **New Projects**, which have been prioritised, based on known local conditions; national, regional and local policy objectives and feedback from the local community.

ATIF Tiers 1 and 2

17. The use of ATIF Tier 1 is set out in the Table below. There are options available to the Council to develop and prioritise a future pipeline of projects for ATIF Tier 2. Work is being undertaken with a view to projects being identified in time for 2025/26 Tier 2 applications. The proposed projects will be presented to Cabinet in 2025, before submission to Transport Scotland.

FINANCE AND EFFICIENCY

18. Financial regulations require that any grant over £50k be reported to Cabinet. This report seeks to report on all awarded and their purpose over the last 8 months.

19. There are no financial implications arising directly from this report. The projects listed will be fully funded through their various grant awards as identified in Appendix 1 and supported by staff time (a portion of which can be claimed back via the grant award). Any other financial implications have / will be identified and discussed in their own respective reports where necessary.

CONSULTATION AND PARTNERSHIP WORKING

20. Consultation has taken place with a wide range of key stakeholders within the community and across Council services where appropriate. This includes extensive Public Engagement on the PfE active travel corridors and the NTMZ work to be undertaken as part of ATIF Tier 1 Funding.

IMPLICATIONS OF THE PROPOSALS

21. There are no staffing, property, legal, IT, Subsidy Control, equalities, sustainability and climate change implications associated with this report.

22. Equality, Fairness and Rights Impact Assessments (EFRIA) are undertaken for each project at the appropriate stage. For some of the listed projects, the assessment has been undertaken, as they are at or near final stages. For others, which are at concept stage, the assessment will be undertaken at the appropriate point in the future. Projects that are at concept stage will be brought forward again, for approval to move to the next stage. At that point they will also be assessed for implications relating to staffing, property, legal, IT, Subsidy Control, equalities, sustainability and climate change.

CONCLUSIONS

23. The proposed project programme provides a framework to allocate available capital funding over 2024/25 to design and deliver active and sustainable transport projects. This supports local policy objectives in terms of increasing active travel, road safety and net-zero ambitions to support a thriving, attractive and sustainable place.

24. Appendix 1 provides a list of those projects that STS will undertake or progress in the 2024/25 financial year across a variety of budgets.

25. The funding for active and sustainable transport made available from Transport Scotland, either directly or indirectly (via Sustrans, SPT or others) went through significant changes during 2023 and 2024. As a result of this, there was an unusually high degree of uncertainty with regards to the funding that would be available in the run up to, and early months of, the current Financial Year. Final funding awards, in most cases, were not confirmed until June or July of 2024. It is intended that future funding streams are reported to Cabinet, prior to submissions being made to Transport Scotland to commit the funding.

RECOMMENDATIONS

26. The Cabinet is asked to:

- a) Note the grant awards detailed in the report and Appendix 1 for the 2024/25 financial year;

- b) Approve the grant funded projects outlined in Appendix 1, where approval has not previously been given; and
- c) Delegate to the Director of Environment to make adjustments to the programme depending upon the detailed costs of projects becoming available.

Director of Environment

Further information can be obtained from Michaela Sullivan, Head of Place,
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November 2024

Appendix 1 – STS Projects 2024/25

Active Travel Infrastructure Fund (ATIF) Tier 1 - £672,268

Name	Key Deliverable(s)	Est. Value	Status	Spend by	Additional Information
Crookfur Road footway Widening	Improvement to active travel infrastructure	£51,000	Committed – carry over from last year	31 st March 2025	Continuation of existing project
Neighbourhood Traffic Management Zones (NTMZ)	Neighbourhood level improvements with respect to traffic, parking and moving around. This includes new traffic management measures and improvement of local active travel routes	£300,000	Committed – approved by Cabinet	31 st March 2025	Approved by Cabinet 24 th August 2023
Clarkston Rail Bridge – Detailed Design	Development of new active travel infrastructure	£190,000	Committed – approved by Cabinet	31 st March 2025	Approved by Cabinet 28 th March 2024
Automatic Traffic Count (ATC) Surveys	Monitoring and evaluation of surveys	£19,000	Ongoing	31 st March 2025	Annual rolling programme of traffic speed / volume surveys
Pedestrian & Cycle Surveys	Monitoring and evaluation of surveys	£15,000	Underway (May Surveys Complete)	31 st March 2025	Twice-annual national monitoring project
A77 Phase 3 – Detailed Design	Development of new active travel infrastructure	£30,000	Proposed	31 st March 2025	Continuation of existing project
Staff Costs (Revenue element)	Staff resource to deliver above active and sustainable infrastructure	£67,200	Ongoing	31 st March 2025	To be utilised to offset staff costs where applicable

Road Safety Improvement Fund (RSIF) - £128,911

Name	Key Deliverable(s)	Est. Value	Status	Spend by	Additional Information
Mearns Road / Eaglesham Road Junction	Road Safety Junction Improvement	£7,000	Committed, carry over from last year	31 st March 2025	Continuation of existing project
Clarkston Toll Safety Improvements	Road Safety Improvement	£30,000	Proposed	31 st March 2025	Addressing road safety concern
Clarkston Road / Ormond Drive Junction	Road Safety Junction Improvement	£25,000	Proposed	31 st March 2025	Addressing road safety concern
Glasgow Road / Waterfoot Road Junction	Road Safety Junction Improvement	£20,000	Proposed	31 st March 2025	Addressing road safety concern
Grahamston Road, Barrhead	3x Traffic Islands	£15,000	Proposed	31 st March 2025	Addressing road safety concern
Stewarton Road, Greenlaw	Traffic Islands and Buildouts	£20,000	Proposed	31 st March 2025	Addressing road safety concern
Staff Costs (Revenue Element)	Staff resource to deliver above road safety infrastructure	£12,900	Ongoing	31 st March 2025	To be utilised to offset staff costs where applicable

Sustrans Places for Everyone (PfE) - £131,592

Name	Key Deliverable(s)	Est. Value	Status	Spend by	Additional Information
Clarkston - Thornliebank Active Corridor	Concept Design and Feasibility (RIBA Stage 0-2) for Active Travel Infrastructure	£20,841	Committed, carry over from last year	31 st March 2025	Continuation of existing project
Strategic Cycle Corridor 2 A77	Concept Design and Feasibility (RIBA Stage 0-2) for Active Travel Infrastructure	£14,430	Committed, carry over from last year	31 st March 2025	Continuation of existing project
Strategic Cycle Corridor 3 Clarkston Road	Concept Design and Feasibility (RIBA Stage 0-2) for Active Travel Infrastructure	£18,072	Committed, carry over from last year	31 st March 2025	Continuation of existing project
Davieland Road Public Realm	Concept Design and Feasibility (RIBA Stage 0-2) for Active Travel Infrastructure	£10,942	Committed, carry over from last year	31 st March 2025	Continuation of existing project
Wytchwood Missing Link Newton Mearns	Concept Design and Feasibility (RIBA Stage 0-2) for Active Travel Infrastructure	£7,307	Committed, carry over from last year	31 st March 2025	Continuation of existing project

Electric Vehicle Charging Infrastructure Fund (EVCIF) - £60,000

Name	Key Deliverable(s)	Est. Value	Status	Spend by	Additional Information
EVCi Collaboration	Development of a public electric vehicle charging strategy and infrastructure expansion plan in collaboration with Glasgow City Region Partnership	£50,000	Committed – approved by Cabinet	31 st March 2025	Approved by Cabinet 30 th May 2024
EVCi Collaboration	ERC staff resource to support above work	£10,000	Committed – approved by Cabinet	31 st March 2025	Approved by Cabinet 30 th May 2024

Strathclyde Partnership for Transport (SPT) People & Place Funding - £70,000

Name	Reason	Est. Value	Status	Spend by	Additional Information
Love to Ride	Interactive cycling challenge to encourage cycling to work	£40,000	Committed – work continuing from 2023/24	31 st March 2025	Continuation of existing project
P7-S1 Travel Initiative	Journey planning sessions for school pupils to facilitate safe, independent active travel to secondary school (S1).	£30,000	Committed – project commenced	31 st March 2025	Continuation of existing project, delivered annually

Transport Scotland People & Place Funding - £77,412

Name	Reason	Est. Value	Status	Spend by	Additional Information
Staff resource (Revenue element)	Staff resource to deliver active and sustainable infrastructure / behaviour change projects	£51,608	Ongoing	31 st March 2025	
Infrastructure project(s) (Capital element)	Works to facilitate the roll out of 20mph speed limits on suitable residential streets	£25,804	Proposed	31 st March 2025	

EAST RENFREWSHIRE COUNCILCABINET5 DECEMBER 2024REPORT BY THE DIRECTOR OF ENVIRONMENTREVIEW OF EAST RENFREWSHIRE COUNCIL'S USE OF GLYPHOSATE**PURPOSE OF REPORT**

1. This report presents an update to Cabinet following a trial exploring alternative methods for reducing glyphosate usage for weed control.

RECOMMENDATIONS

2. It is recommended that cabinet:
 - a) Acknowledge the reduced use of glyphosate for weed control and the protective measures in place where it is still used;
 - b) Note initial findings from testing of alternative weed control solutions, with glyphosate being the currently preferred pesticide for continued effective weed treatment;
 - c) Note that Council officers are engaged with other local authorities and are continuing to review alternative weed control approaches; and
 - d) Note resource implications for wider rollouts of alternate approaches to weed control.

BACKGROUND

3. In response to a motion from the 13 September 2023 Council meeting, which highlighted public concerns regarding the use of pesticides, particularly glyphosate-based pesticides, a review was initiated. The Council agreed to evaluate alternative weed control practices, with findings to be reported to the Cabinet.
4. Glyphosate remains a widely used pesticide for weed management by local authorities, including East Renfrewshire Council. In 2024, Neighbourhood Services conducted trials on alternative weed treatments, while the Roads Service reviewed and adapted its glyphosate usage.
5. Considerations in evaluating alternative methods included general safety for staff and the public, efficacy, cost, and environmental impact.
6. Glyphosate is used by the Council for weed control on roads, pavements and open spaces. Notably, as part of the Green Flag certification process, Rouken Glen Park has been designated a pesticide-free zone. Use of glyphosate in Cowan Park will also be stopped as part of working towards Green Flag status.
7. In areas where pesticides are applied, only trained and certified personnel with appropriate Personal Protective Equipment (PPE) are permitted to use glyphosate. Officers carrying out treatments require appropriate certification and to be wearing PPE. This is a well-regulated area.

TESTING OF ALTERNATIVE WEED CONTROL APPROACHES

8. As part of the trial process, the Road Service reduced pesticide treatments along roadsides from three applications annually to two; to understand the effects as part of a potential mitigation strategy. The first application was a general spray, and the second a targeted treatment. The second application uses technology to ensure that only areas with weeds / growth are treated. There has been a reduction in the use of glyphosate by approximately 160 Litres annually (circa 27%) in light of the targeted treatment and reduction in applications.
9. Reductions in use of glyphosate on roadsides demonstrated a greater occurrence of weeds growing back when compared to the normal process of three treatments per year. Because of the reduction to two sprays, the Road Service have carried out an additional 13 manual treatments of weeds. This has been in response to service requests. The total staffing cost of this has been approximately £1,600.
10. Neighbourhood Services has also scaled back its glyphosate usage, restricting applications to targeted locations. Where glyphosate is used to deliver treatments, a controlled drop applicator is used, limiting the treatment area. Glyphosate, or any other pesticides, are not used in Rouken Glen Park, there may be a limited exception to this if a treatment was required for an invasive species. There is also no use of pesticides on children's play equipment. As Cowan Park seeks Green Flag status, the use of all pesticides will end there.
11. Within Rouken Glen Park, with no pesticides used, manual interventions to treat weeds typically takes place every other week (averaged across the year). Relevant staff are essentially in the park every day over summer, where growth is prominent. In contrast, where a Glyphosate pesticide treatment is carried out – there are only three treatments per year; totalling approximately three days of staff time per site.
12. In September 2024, a trial of WeedStriker (hot water treatment) took place near the Thornliebank Depot and on rough grass areas at Cathcart Cemetery. WeedStriker initially scorched the treated areas within a day or two, but regrowth appeared within four to five days, providing no lasting benefit.
13. Testing of additional weed killing products was undertaken at the walled garden of Rouken Glen Park, as a control site, using Katoun Gold, which used pelargonic acid (naturally occurring fatty acid) and New-Way weed spray, which is predominantly acetic acid (vinegar) contains no glyphosate. As the walled garden is closed to allow treatment of an invasive weed, this section is exempt from Rouken Glen Park's Green Flag status.
14. Initial testing highlighted that Katoun Gold was an initially effective treating the visible weeds in the controlled area. However, it is only surface level scorching that takes place, and there are quicker periods of regrowth than would be seen with glyphosate. This would suggest that there would be a need for more frequent and additional treatments. New-Way weed spray was significantly less effective, particularly when compared to existing glyphosate controls. In both instances, however, there would be benefit in allowing testing results to be fully considered after a year.
15. Across Neighbourhood Services & the Roads Service, approximately 685 litres of glyphosate will be used in 2024/25. The current costs the trialled treatments are:
 - Glyphosate - £48.87 for 5 litres
 - New Way - £28.00 for 5 litres
 - Katoun Gold - £140.00 for 5 litres

16. Within Neighbourhood Services, the staffing costs for Glyphosate treatments are approximately £400 per day. Trials in Midlothian Council identified that replacing the use of glyphosate with Katoun Gold resulted in a more than doubling of the number of required treatments (from two per annum, to five) - because of the quicker regrowth of weeds. In addition to the higher product costs, there would be a significant increase in staffing costs. Additionally, the safety sheet for Katoun Gold outlines a restricted use to natural surfaces – meaning it could not be used on roads.
17. Other alternative approaches to reducing use of pesticides include mechanical sweeping of roadsides and strimming. No additional mechanical sweeping was trialled over and above the routine sweeping programme however, it has been noted that mechanical sweeping while initially effective can create the environment for greater weed re-growth. Due to the time and cost required for manual intervention this was not considered as part of the trial however, this remains a low tech, no pesticide option.

Approaches by Other Local Authorities

18. At the time of writing, there is no consistent approach by Local Authorities for weed control with a range of views and approaches about removing or reducing the use of glyphosate. Many Councils do not use pesticides in their Green Flag parks; which is consistent with East Renfrewshire's approach within Rouken Glen Park. However, within this feedback many Councils that applied this approach highlighted a requirement for increased manual staff interventions e.g., strimming, to continue to maintain their open spaces and parks to a good standard.
19. Several Councils have reported challenges after halting or limiting glyphosate use, including increased customer complaints regarding weed growth and higher costs related to manpower requirements or alternative treatments. Feedback from other authorities indicates that many alternative treatments either have greater environmental and health impacts, are less effective and more expensive when compared to glyphosate.
20. In Scotland, Highland Council have a partial ban upon glyphosate usage, but have found that using alternative products takes longer, requires more applications and is more expensive. Additionally, there has been a noticeable increase in complaints and Freedom of Information requests. Edinburgh City Council has proposed a phased reduction over three years. Most neighbouring councils continue to use glyphosate while monitoring potential alternative products.
21. In 2019 and 2023, the European Union (EU) carried out an assessment on glyphosate; with both the European Food Safety Authority (EFSA) and European Chemicals Agency (ECHA) concluding that there is currently no scientific or legal justification for a ban. Consequently, the EU renewed its approval of glyphosate to 2033. While a standalone UK regulation regime on pesticides is still anticipated, post-Brexit, the relevant DEFRA minister indicated at the time of EU approval that glyphosate would continue to be approved for use in the UK.
22. A full briefing can be provided for Elected Members, by Neighbourhood Services and the Roads Service on the use of glyphosate and treatment of weeds.

FINANCE AND EFFICIENCY

23. Should alternative methods for weed control be favoured, a comprehensive cost analysis will be required to assess their economic feasibility and any indirect impacts, such as increased staffing needs.

CONSULTATION AND PARTNERSHIP WORKING

24. The review process included consultations with neighbouring councils and relevant UK-wide professional networks, providing a broader perspective on glyphosate use across local authorities.

IMPLICATIONS OF PROPOSALS

25. At the time of writing, there are no property, legal, IT, Subsidy Control, equalities, sustainability or climate change implications associated with this report. East Renfrewshire Council will continue to consider alternative weed killing options, as well as the effectiveness of the products trialled – which may lead to future implications.

CONCLUSIONS

26. While several local authorities in the UK have stopped using glyphosate there are challenges that have presented from this that have increased the cost of weed control from a need for increased manual interventions and the cost of some alternative products, with in many cases a reduction in weed control effectiveness.
27. Alternative methods of weed control in East Renfrewshire, including mitigation through reduction in usage, has shown that reducing the frequency of usage in roadsides provides a poorer outcome through greater weed growth compared with normal treatment protocols and that hot water treatment was largely ineffective. However, there will be a continued consideration of the approaches undertaken in other areas and if alternate products can deliver the same outcomes as glyphosate.

RECOMMENDATIONS

28. It is recommended that the Cabinet:
 - a) Acknowledge the reduced use of Glyphosate for weed control and the protective measures in place where it is still used;
 - b) Note initial findings from testing of alternative weed control solutions, with glyphosate being the currently preferred pesticide for continued effective weed treatment;
 - c) Note that Council Officers are actively engaged with other local authorities and are continuing to review alternative weed control approaches; and
 - d) Note resource implications for wider rollouts of alternate approaches to weed control.

Director of Environment

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